

# **Warranty**

## **Money back guarantee**

At mophie, our priority is to make certain of your 100% satisfaction with your purchase. If, for whatever reason, you are dissatisfied with your purchase, you can return it to mophie within 30 calendar days of receipt of item(s). Claims for damaged or missing items must be received within two business days of receipt of merchandise.

## **Product Warranty Term**

All new mophie hardware products carry a one-year Limited Warranty from date of purchase against defects in materials and workmanship. Refurbished products purchased through third-party sellers carry a 90-day Limited Warranty from date of purchase against defects in materials and workmanship.

## **Exclusions and limitations**

By purchasing at mophie, whether you place your order online or by telephone, you acknowledge that you have had an opportunity to review mophie's warranty terms, have done so to the degree you need to be familiar with them, and you accept their terms and conditions, including the limitations, exclusions, and disclaimers in them. Certain state laws do not allow limitations on implied warranties or the exclusion or limitation of certain damages. If these laws apply to you, some or all of the disclaimers, exclusions or limitations may not apply to you, and you might have additional rights.

## **Third-party product**

Products sold through the mophie Online Store that do not bear the mophie brand name are serviced and supported exclusively by their manufacturers in accordance with any terms and conditions packaged with the products (unless the third-party product is pre-installed in an mophie-branded product). mophie Limited Warranty does not apply to products that are not mophie-branded, even if packaged or sold with mophie products. Please contact the manufacturer directly for technical support and customer service.

## **Warranty Service**

We promise that your product will be defect-free in materials and workmanship. No warranty, expressed or implied, is made regarding any product's merchantability or fitness for a particular purpose.

## **What isn't covered**

The warranty will not cover product failure because you broke it (any defect or malfunction that is caused as a result of misuse, failure to follow operating instructions, abuse, or use with improper or faulty equipment). It doesn't cover incidental damages. Also, the warranty isn't any good after you open any product that isn't intended to be opened – please don't try and fix anything yourself. mophie does not warranty or provide service or support for any of the third party products, including, but not limited to iPods.

## **Documentation**

To help ensure warranty claims are for genuine mophie products, our technical support department may require a receipt to complete your claim. If a receipt is required, you will be emailed requesting a copy be attached and sent to us via email.

## **Repair and replacement**

We will, at our discretion, repair or replace any product that proves to be defective in material or workmanship. If your product is no longer being manufactured or is out of stock, we may replace your product with a similar or better product at our option. If you return your product within the first 30 days of purchase, you will receive a new replacement unit. Replacement units that are sent for products that are returned to mophie after the first 30 days of purchase may be refurbished units of similar cosmetic wear.

## **Get the warranty-ball rolling**

To get your warranty product covered you'll need to fill out the following form [here](#). If you have problems or questions, call us at 1.888.8mophie (667443) if you're in the States or email us at [ts@mophie.com](mailto:ts@mophie.com).