



Warranty & Returns

Warranty:

Wagan Corporation warrants new products sold through authorized resellers within the United States to be free of defects in material and workmanship for the duration listed in the manual. Warranty is only valid with original, dated sales receipt.

Warranty Duration:

Products are warranted to the original purchaser for a period of one or two years (see applicable warranty information in the instruction manual) from the original purchase date.

Batteries are warranted to the original purchaser for a period of 6 months from the original purchase date.

WAGAN Corporation disclaims any liability for consequential damages. In no event will WAGAN Corporation be responsible for any amount of damages beyond the amount paid for the product at retail.

Warranty Performance:

During the warranty period, a product with a defect will be replaced with a comparable model when the product is returned to WAGAN Corporation with an original store receipt. WAGAN Corporation will, at its discretion, replace or repair the defective part. The replacement product will be warranted for the balance of the original warranty period. This warranty does not extend to any units which have been used in violation of written instructions furnished.

Warranty Disclaimers:

This warranty is in lieu of all warranties expressed or implied and no representative or person is authorized to assume any other liability in connection with the sale of our products. There shall be no claims for defects or failure of performance or product failure under any theory of tort, contract or commercial law including, but not limited to negligence, gross negligence, strict liability, breach of warranty, and breach of contract.

Returns:

DO NOT SHIP anything to us without prior authorization; it will not be accepted and you will be responsible for return shipping. Please contact customer service by phone (1.800.231.5806) or email, and read our instructions on how to process a warranty claim on this page. WAGAN Corporation is not responsible for any shipping charges incurred in returning the item(s) back to the company for repair or replacement nor is WAGAN responsible for any item(s) returned without an official Return Authorization number (RA#).

Consumer Returns:

DO NOT SHIP anything to us without prior authorization.
If it is within 30 days, please return to the store where the item was purchased.

To return a defective item, please contact WAGAN Corporation at (800) 231-5806 or email customerservice@wagan.com to obtain an RA# and return instructions.

WAGAN Corporation is not responsible for any item(s) returned without an official Return Authorization number (RA#). Each item to be returned may require a separate RA#.

After you have received the RA# and the return instructions from WAGAN Corporation, please follow the instructions and send the item along with all of the required documentation, a complete explanation of the problem, your name, address, and daytime phone number.

WAGAN Corporation is not responsible for any shipping charges incurred in returning the item(s) back to the company for repair or replacement.

Corporate Returns:

DO NOT SHIP anything to us without prior authorization.
Please request an RA# by emailing return@wagan.com or faxing (510) 489-3451 the following information:

- Company Name
- Contact person
- Direct email address or fax number
- Item# (Item of return)
- Quantity
- Reason (Overstock, Defective, etc.)

For more questions or further assistance, please contact your sales representative at Wagan Corporation directly.