

TESLONGS 12-Month Limited Manufacturer's Warranty

Limited Warranty Coverage

TESLONGS ("Manufacturer") warrants to the original retail purchaser that this product shall be free from defects in materials and workmanship under normal use and service for a period of twelve (12) months from the date of original purchase.

This warranty applies only to products purchased from authorized dealers, distributors, or directly from TESLONG.

What This Warranty Covers

During the warranty period, if the product is found to be defective due to faulty materials or workmanship, TESLONGS at its sole discretion, will:

1. Repair the defective product;
2. Replace the defective product with a new or refurbished product of equal or greater value; or
3. Issue a credit or refund if repair or replacement is not commercially feasible.

The repaired or replacement product will be covered for the remainder of the original warranty period or ninety (90) days, whichever is longer.

What This Warranty Does Not Cover

This warranty does not cover defects or damage resulting from:

- Misuse, abuse, neglect, accident, or improper installation;
- Unauthorized repairs, modifications, or alterations;
- Use of the product outside its intended purpose;
- Failure to follow operating instructions or maintenance requirements;
- Exposure to excessive heat, moisture, chemicals, or environmental conditions beyond product specifications;
- Normal wear and tear, cosmetic damage, scratches, dents, or discoloration;
- Damage occurring during transportation by the customer;
- Consumable parts including batteries, cables, accessories, carrying cases, protective covers, and similar items unless such components are defective upon receipt.

Warranty Claim Procedure

To obtain warranty service, the customer must:

1. Contact TESLONG Customer Support and provide proof of purchase (877-899-8809 or Email: Support@Teslong.com)
2. File a claim: <https://teslong.com/apps/product-registration?form=claim-warranty>
3. Provide a description of the issue and, if requested, photographs or videos demonstrating the defect.
4. Obtain a Return Merchandise Authorization (RMA) number before returning any product.

Products returned without an authorized RMA may be refused.

Customers are responsible for shipping the product to the designated service center unless otherwise instructed. TESLONG will cover return shipping costs for approved warranty claims within the continental United States.

Limitation of Liability

To the maximum extent permitted by law, TESLONG shall not be liable for any indirect, incidental, special, consequential, or punitive damages, including but not limited to loss of profits, loss of business, loss of data, downtime, or loss of use arising from the use or inability to use the product.

The total liability of TESLONG shall not exceed the original purchase price paid for the product.

Disclaimer of Other Warranties

Except for the limited warranty expressly provided herein, TESLONG makes no other warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, to the extent permitted by applicable law.

Some states or jurisdictions do not allow limitations on implied warranties or the exclusion of incidental or consequential damages, so the above limitations may not apply to you.

Rights Under Applicable Law

This warranty gives you specific legal rights. You may also have other rights that vary from state to state, province to province, or country to country.

Contact Information

For warranty support, please contact:

Teslong USA
17795 Sky Park Circle Suite G Irvine CA 92614
877-899-8809
support@teslong.com
www.Teslong.com

Please retain your original proof of purchase for all warranty claims.