

TESLONG Pro 3-Year Limited Manufacturer's Warranty

Limited Warranty

TESLONG ("Manufacturer") warrants to the original retail purchaser that this product is free from defects in materials and workmanship under normal use and service for a period of three (3) years from the date of original purchase.

This warranty applies only to products purchased directly from TESLONG or through an authorized dealer, distributor, or reseller.

Warranty Coverage

If a defect in materials or workmanship arises during the warranty period, [Company Name], at its sole discretion, will:

- Repair the defective product;
- Replace the product with a new or refurbished product of equal or greater value; or
- Provide a refund or credit if repair or replacement is not reasonably available.

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

Exclusions

This warranty does not cover damage or failures resulting from:

- Misuse, abuse, neglect, or improper operation;
- Accidents, impacts, drops, or physical damage;
- Unauthorized repairs, modifications, or alterations;
- Improper installation or maintenance;
- Use outside the product's intended purpose or operating specifications;
- Exposure to excessive moisture, chemicals, corrosive substances, extreme temperatures, or other environmental conditions beyond the product's rated specifications;
- Normal wear and tear, cosmetic damage, scratches, dents, fading, or discoloration;
- Damage occurring during shipping by the customer or a third-party carrier;
- Consumable items including batteries, battery packs, charging accessories, cables, adapters, carrying cases, protective covers, and other accessories unless defective upon delivery.

Professional Use Disclaimer

This warranty covers the repair or replacement of the product only. The warranty does not cover labor charges, vehicle disassembly costs, equipment downtime, lost profits, loss of business, contractor fees, diagnostic expenses, rental equipment, or any other incidental expenses associated with product failure.

Warranty Claim Process

To obtain warranty service, the customer must:

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

Products returned without an authorized RMA number may be refused.

Customers are responsible for shipping products to the designated warranty service center unless otherwise specified. For approved warranty claims, TESLONG will pay for return shipping within the continental United States.

Limitation of Liability

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

The maximum liability of TESLONG under this warranty shall not exceed the original purchase price of the product.

Disclaimer of Implied Warranties

Except as expressly stated herein, [Company Name] disclaims all other warranties, express or implied, including any implied warranties of merchantability and 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 these limitations may not apply to you.

Transferability

This warranty is extended solely to the original purchaser and is not transferable without written authorization from [Company Name].

Governing Law

This warranty shall be governed by and interpreted under the laws of the state in which TESLONG is headquartered, without regard to conflict-of-law principles.

Contact Information

For warranty support or questions, 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 proof of purchase, as it is required for warranty service.