

Warranty Policy

Powerlet Products are warranted against defects in materials and workmanship as follows:

Powerlet hard goods: (defined as anything not related to heated gear.)

Powerlet LLC warrants its products to the original purchaser for one year from date of purchase on all products sold through Powerlet and its reseller base. If a product is no longer produced, an item of similar or equal quality and performance will be offered in exchange of the one that is defective through the warranty period. This warranty excludes damage, abuse and negligence caused by user, and/or if the product was used in a manner outside of the design intent. All products are subject to inspection upon receipt. If the product is deemed not covered under the warranty terms and conditions, repairs and shipping costs could be incurred at the owner/user's expense. PPC cables for Apple® iPhone ® are engineered to function with iOS7. Powerlet LLC is not responsible for software updates on Apple® product releases.

Garments: Powerlet warrants the electrical heating components of heated apparel to be free from factory defects in materials and workmanship for a period of one (1) year from the original date of purchase. All other (non-electrical) components of the garment are warranted to be free from factory defects in materials and workmanship for a period of one (1) year from the date of the initial purchase. Shipping costs for returning warranty products is the responsibility of the customer. If the product is determined to be covered under warranty, the new or repaired product will be returned to the customer free of charge. The limited warranty does not cover repairs by third parties, rips, tears or abuse from excessive or abnormal use. Improper care, which includes not following washing and drying instructions, will void the warranty. Any intentional misuse voids the warranty. No warranty is implied for abuse, improper cleaning or damaged sustained from being involved in a fall, accident or abrasion. Powerlet reserves the right to replace the garment as required. Warranty is non-transferable and applies to original purchaser and proof of purchase must be provided if any warranty claim is to be honored.

In the event a customer wishes to have a garment repaired, the warranty will be void. No outside agency repairs are permitted or recommended on these garments. Please contact Powerlet as noted in the return instructions. Combining our apparel or controllers with a competitors products or controlling our garments with another manufacturers unapproved product also voids the warranty.

Warranty registration for all garments must be accomplished using our support line or via the warranty card that accompanies our apparel. All warranty repairs must be approved prior to submittal of any garments. Failure to follow this procedure may result in delays or possibly in the loss of your gear if returned without authorization.

Temp Controllers and Accessories: Powerlet's temperature controllers are warranted from factory defects for a period of three years from the date of the initial purchase. Any alteration of the product, misuse or damage voids the warranty. Powerlet does not warrant batteries or chargers. If your battery or charger is found to be defective within the first 90 days of purchase it may be exchanged for a new one.

All returns and repairs are conducted at the corporate address: Powerlet LLC, 42758 Mound Road, Sterling Heights, MI 48314 - 586-932-6886. You must first go to our website at this link and fill out the form and submit for an RMA: <https://www.powerlet.com/returns>. You will receive an email acknowledgment with instructions. Include a copy of the original bill of sale. Do not return products to your dealership nor to Powerlet without having an RMA in place.

Powerlet's warranty is subject to change at Powerlet LLC's discretion.