



WARRANTY CLAIM PROCEDURES 2023

FILING A WARRANTY CLAIM

To request warranty service, contact Juice Goose (713-772-1404, info@juicegoose.com) to provide:

- a) Model Number
- b) Serial Number
- c) Reported Fault or Failure. For UPS products, provide any Error messages on the front panel. A photo is recommended. Include information about symptoms, length of time the product was in service and any special circumstances at the time of failure.
- d) Return address and contact information

Juice Goose will issue a Return Authorization ("RA") number along with shipping destination and instructions.

IN WARRANTY THIRTY DAYS OR UNDER

If a product fault or failure occurs or is noticed within thirty days of first purchase and the reported problem is covered by the warranty policy the customer will receive an Advance Replacement Unit ("ARU") and shipping documentation to return the original unit. All ARU shipments will be invoiced by Juice Goose. Shipments to Juice Goose resellers will be invoiced on account. Shipments to individuals or companies that are not Juice Goose resellers will be invoiced and charged to a credit card. A credit to offset the invoice will be issued upon receipt by Juice Goose of the original unit in as-new condition with the exception of the reported fault or failure within fourteen (14) days of the ARU shipment.

Juice Goose will pay the freight for standard ground shipments both ways within the continental US. Additional costs for expedited freight, if requested, will be paid by warranty holder. Included with the ARU will be a return shipping label. The faulty product must be returned to Juice Goose in adequate packaging.

IN WARRANTY OVER 30 DAYS

Customers with units over thirty days old but still in warranty will send the faulty unit to Juice Goose for repair. The warranty holder will be responsible for the freight to Juice Goose or a designated service facility. Juice Goose will be responsible for the return freight, ground parcel delivery in the continental US or Canada. The warranty holder will pay any expedited freight charges if such are requested. Turnaround time for product repairs is approximately two weeks from the day of receipt. The repaired unit warranty period will not exceed the unused portion of the original warranty period.

OUT OF WARRANTY

The warranty holder ships the faulty unit to Juice Goose or a designated service center for repair. The customer is responsible for the freight both ways and the repair cost. Prior to conducting repairs Juice Goose will contact the warranty holder to provide a cost for the repair, request authorization and method of payment. At a minimum, warranty holder must pay return shipping cost to have the product released and returned by Juice Goose. Turnaround time for product repairs is approximately two weeks. The warranty period for repairs is ninety days.

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