

# Customer Service

Shorai Inc. is dedicated to providing the best possible service for our customers. We really care about the quality of our products, and satisfaction for our patrons. Please feel free to contact us with your experiences, comments, and suggestions; we're here to listen or assist you when needed.

**Many common Tech and Usage questions are already answered within our site. Please [see the FAQ](#), [Specifications](#) and [Install Guides](#) before submitting tech questions via our online contact form!**

[Click here to email Shorai staff for comments or technical questions](#) after visiting the FAQ / Specs links above.

[Click here to send us a product warranty or return application \(read below first, please\)](#)

## WARRANTY TERMS

Shorai Inc. offers a Limited Two-Year Warranty for LFX batteries, for defects in material and/or workmanship, pertaining to sales originating within North America.

All warranty claims for products purchased within North America are handled directly by Shorai Inc. (USA). Do not contact your reseller for warranty claims. See <http://shoraipower.com/return-merchandise.aspx> for online submission of warranty claims, and Return Merchandise Authorization (RMA#) assignment.

Please do NOT return any product without an RMA#, or before Shorai has contacted you to perform some simple diagnostics. In many cases issues can be solved prior to return.

## Conditions Not Covered

- Applications Not listed on the Shorai website product finder such as: Custom V-Twin Bikes, Aircraft, Automotive, Total Loss (no alternator), Motive power (LFX as power source).
- Over-voltage charging, or other error by charger or user setting of charger.
- Use in excess of cranking (CCA) specifications
- Short circuit of main terminals or BMS port
- Improper connections to the 5-pin BMS port
- Over-discharge (i.e. resting voltage allowed to fall below 12.8V/6.4V for Lfx 12V/6V types)
- Physical Damage to the pack occurring after purchase (impact, water/salt corrosion, etc)

## Returns **MUST** be accompanied by:

\* A copy of Original Receipt (or Shorai Order ID#)

\* Shorai-Issued RMA#

Returns without Receipt and/or RMA# can only be replaced at 30% discount from Shorai MSRP (suggested retail) price for that battery type, plus return shipping charges.

Products found NOT defective after in-house testing at Shorai can only be returned to customers, at their expense for shipping.

The warranty is a pro-rated policy, divided into three periods from date of purchase. Coverage is as follows:

Month	1~6	7~12	13~24
Discount from msrp	100%	75%	50%

Customers are responsible for paying initial shipping charge to return batteries. Shorai Inc. will pay shipping on replacement batteries sent to customers, except those without copy of receipt and/or RMA#.

In cases where Shorai products are purchased within North America but delivered to countries outside the United States, Canada, and Mexico, return shipping charges may apply even for warranty-replacement cases. In our response to your online claim submission, we will advise potential shipping costs, in such cases.

## NON-WARRANTY RETURNS

Any merchandise in "new" condition which was originally purchased via the Shorai website may be returned to Shorai Inc within 30 days of purchase. For "as new" returns to other sellers, please consult your seller for their terms.

Merchandise must be accompanied by a Return Authorization Number, copy of receipt or order number, and all original packaging in "new" condition.

Refunds will be granted less the actual original shipping cost if it was a "free shipping" item. A restocking fee may be assessed - or refund entirely refused - in case the product or packaging is damaged, depending on severity.

## SHIPPING DAMAGE

Any item damaged in transit must be reported to the SHIPPER IMMEDIATELY upon opening of the package, and also Shorai Inc. All original packaging must be retained until further notice. Shorai will respond with instructions ASAP, after consultation with the shipping agent.

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Business hours: M~F 8:30 a.m. to 5:30 p.m. PST