

Warranty promise - Money Back Guarantee

Money back guarantee

At mophie, our priority is to make certain of your 100% satisfaction with your purchase. If, for whatever reason, you are dissatisfied with your purchase, you can return it to mophie within 30 calendar days of receipt of item(s). Claims for damaged or missing items must be received within two business days of receipt of merchandise.

Product Warranty Term

All new* mophie hardware products carry a one-year Limited Warranty from date of purchase against defects in materials and workmanship. Refurbished products purchased through third-party sellers carry a 90-day Limited Warranty from date of purchase against defects in materials and workmanship. (* “New” excludes product purchased on mophie Certified Direct or any similar site; such product carries a 90-day limited warranty, where allowed by law.)

Exclusions and limitations

By purchasing at mophie, whether you place your order online or by telephone, you acknowledge that you have had an opportunity to review mophie’s warranty terms, have done so to the degree you need to be familiar with them, and you accept their terms and conditions, including the limitations, exclusions, and disclaimers in them. Certain state laws do not allow limitations on implied warranties or the exclusion or limitation of certain damages. If these laws apply to you, some or all of the disclaimers, exclusions or limitations may not apply to you, and you might have additional rights.

Except for the limited warranty expressly set forth [above] or to the extent restricted or prohibited by applicable law, mophie expressly disclaims any and all other warranties express or implied, including any warranty of quality, merchantability, or fitness for a particular purpose, and you specifically agree that mophie shall not be liable for any special, incidental, indirect, punitive, or consequential damages for breach of any warranty of any type on any mophie product. In addition to and without limiting the generality of the foregoing disclaimers, the limited warranty does not, under any circumstances, cover the replacement or cost of any electronic device or personal property inside or outside of the mophie product.

Third-party product

Products sold through the mophie Online Store that do not bear the mophie brand name are serviced and supported exclusively by their manufacturers in accordance with any terms and conditions packaged with the products (unless the third-party product is pre-installed in an mophie-branded product). mophie Limited Warranty does not apply to products that are not mophie-branded, even if packaged or sold with mophie products. Please contact the manufacturer directly for technical support and customer service.

Warranty Service

We promise that your product will be defect-free in materials and workmanship. No warranty, expressed or implied, is made regarding any product's merchantability or fitness for a particular purpose.

What isn't covered

The warranty will not cover product failure because you broke it (any defect or malfunction that is caused as a result of misuse, failure to follow operating instructions, abuse, or use with improper or faulty equipment). It doesn't cover incidental damages. Also, the warranty isn't any good after you open any product that isn't intended to be opened – please don't try and fix anything yourself. mophie does not warranty or provide service or support for any of the third party products, including, but not limited to iPods.

Documentation

To help ensure warranty claims are for genuine mophie products, our technical support department may require a receipt to complete your claim. If a receipt is required, you will be emailed requesting a copy be attached and sent to us via email.

Repair and replacement

We will, at our discretion, repair or replace any product that proves to be defective in material or workmanship. If your product is no longer being manufactured or is out of stock, we may replace your product with a similar or better product at our option. If you return your product within the first 30 days of purchase, you will receive a new replacement unit. Replacement units that are sent for products that are returned to mophie after the first 30 days of purchase may be refurbished units of similar cosmetic wear.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.