Warranty policy

- The product shall be returned with the receipt to the retailer.
- Claims sent directly to CTEK will not be accepted. Products sent directly to CTEK will be returned to the user.
- Products have 2, 3 or 5 years warranty depending on the product and model. See user manual.
- The warranty is only valid for faults that have not been caused by the customer and given that the warranty time is not due.
- The warranty is void if the product has been opened, purposely damaged or in any way modified.
- The manufacturer do not replace customers for any secondary damages caused by a faulty product or damages that have occurred during use of the product.
- If the investigation shows that the product is not faulty, the product will be returned.
- Faulty products will be repaired or replaced with an exchangeable product.
- If the product has passed its warranty time and is not obviously faulty the product will be returned without investigation. Observe that the quality of the product will not be guaranteed.
- Faulty products will be scrapped by the manufacturer if not repairable.
- If the claim of a broken product is not approved, the product will be returned only if the customer explicitly asks for it. The customer will then have to pay the freight.
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WARRANTY FORM

DATE:

PAGE:

CHARGER MODEL:

SERIAL NUMBER:

PURCHASE DATE:

WARRANTY PROOVEN BY RECEIPT: YES ☐ NO ☐

CUSTOMER NAME:

TEL. NO:

EMAIL:

NAME OF RETAILER CONTACT:

TEL. NO:

RETURN ADDRESS:

ZIP CODE:

CITY:

COUNTRY:

BATTERY TYPE: GEL ☐ AGM ☐ OPEN ☐ UNKNOWN ☐

BATTERY MANUFACTURERS: MODEL:

SIZE Ah:

EXPERIENCED FAULT:

AREA OF USE:

WHEN WAS THE FAULT DISCOVERED?

HOW OFTEN HAS THE CHARGER BEEN USED?

DOC.NO: 20013121C

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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.