

Giga Power Hub "No Worries" 10-Year Warranty Policy

At Falcon Overland, we believe that products should **last a lifetime**. We are dedicated to creating strong, durable, and foolproof products like the **Giga Power Hub**. To achieve this lifelong durability, we need your help in identifying any weaknesses. If you experience a problem with your Giga Power Hub, we encourage you to be **honest** about how it broke and share any improvement ideas. Your feedback is invaluable to us and contributes to our research and development—fixing or replacing your product is R&D well spent. Even if the product breaks due to your actions, we will likely **fix or replace it for you**.

1. Warranty Coverage

This warranty covers the **entire Giga Power Hub** for a period of **ten (10) years** from the date of the original purchase. It applies to all components and parts, ensuring your investment is protected.

2. Our Commitment to Lifetime Durability

- **Continuous Improvement:** Your honest feedback helps us identify areas for improvement, making our products stronger and more reliable.
 - **Collaborative R&D:** By sharing how the product broke and providing suggestions, you become part of our R&D process.
 - **Exceptional Support:** We value transparency and are more inclined to fix or replace your product, even if the damage was your fault, when you are straightforward with us.
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3. Transferability

The warranty is **fully transferable**. If you sell or gift your Giga Power Hub, the new owner will continue to benefit from the warranty for the remainder of the original 10-year period.

4. Warranty Conditions

While we encourage professional installation and regular maintenance (such as periodically checking and torquing connections), we will **honor the warranty regardless of installation method or maintenance practices**.

5. What Is Covered

- **Defects in materials and workmanship** under normal use.
 - Issues arising from **manufacturing errors**.
 - **Authorized repairs**, even if performed by you or a third party, provided they are done correctly.
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6. What Is Not Covered

- **Water Damage:** Any form of water damage is not covered under this warranty. However, we offer repair or replacement services for water-damaged units **at cost**.
 - **Accidental Damage:** Damage resulting from accidents, drops, crashes, or misuse.
 - **Unauthorized Repairs:** Repairs that have been performed incorrectly, leading to significant damage or rendering the product beyond salvage.
 - **Fuses:** Although we only sell high-quality fuses, they **do not carry any warranties** apart from manufacturer defects. Fuses will blow or get hot and melt if sized incorrectly. Issues arising from incorrect sizing or misuse of fuses are not covered.
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7. Modifications

At Falcon Overland, we **support and encourage modifications** to our products to suit your specific needs—just as we modify products for ours.

- **Warranty on Modified Products:** We will **warrant the product regardless of any modifications** you have made.
 - **Limitations:** If a modification **clearly causes damage** to the part that needs fixing, that specific damage will **not be covered** under the warranty.
 - **Liability Disclaimer:** **However, if the product has been modified in any way, we will hold zero liability for any damages** that may result from its use.
 - **Share Your Mods:** Please send us photos of your modifications! We would love to see how you've customized your Giga Power Hub and may even offer additional suggestions.
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8. Right to Repair

We believe in the **right to repair**. If you choose to repair the Giga Power Hub yourself or through a third party, we will continue to honor the warranty **provided the repairs are performed correctly**. If unauthorized repairs result in extensive damage or are poorly executed, we may not cover that particular part but will cover the rest of the product.

9. Warranty Claims Process

To file a warranty claim:

- **Product Number:** Provide the product number of your Giga Power Hub (receipt or proof of purchase is not required).
 - **Contact Us:** Email us at Elliot@falconoverland.co.nz.
 - **Description:** Include a detailed description of the issue, how it occurred, and any suggestions for improvement. **Honesty is appreciated** and may influence our decision to fix or replace the product for free, regardless of how the damage happened.
 - **Visual Evidence:** Attach photos and videos that clearly show the problem, including any modifications you've made.
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10. Shipping Details

We cover all shipping costs associated with warranty claims, including international shipping.

- **Pickup Arrangement:** We will arrange for **DHL to pick up** the product from your property.
 - **Alternate Drop-off:** If pickup isn't possible (e.g., you live in an apartment or a rural area), you will need to drop off the product at your local post shop. While we cover shipping costs from the post shop to us, we **do not cover any personal costs** incurred in getting the product to the post shop.
 - **Reimbursement:** Any shipping costs from the local post shop to us will be reimbursed upon receipt of the product.
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11. Installation and Removal Costs

- **Not Covered:** The warranty does not cover any costs associated with the **removal or installation** of the Giga Power Hub.
 - **Service Providers:** Currently, we do not have recommended or approved service providers for installation.
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12. Non-Warranted Repairs at Cost

For issues not covered under the warranty:

- **Repair/Replacement at Cost:** We offer repair or replacement services **at cost**.
 - **Quoting Process:**
 - **Pre-Send Quote:** If possible, we will provide a quote before you send us the product.
 - **Post-Assessment Quote:** If a pre-send quote isn't feasible, we will quote the cost after receiving and assessing the product.
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13. Limitations and Misuse

The warranty does not apply under the following circumstances:

- **Water Damage:** Any form of water damage is excluded.
 - **Misuse:** Damage due to misuse, abuse, neglect, or improper operation.
 - **Significant Unauthorized Damage:** Extensive damage from unauthorized repairs that make the product time-consuming or difficult to fix.
 - **Modification-Induced Damage:** Damage directly caused by modifications you've made to the product will not be covered for that specific part.
 - **Liability for Modified Products:** If the product has been modified in any way, **Falcon Overland holds zero liability for any damages** that may result from its use.
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14. Disclaimers

- **Liability:** Falcon Overland is **not liable for any damages** the Giga Power Hub may cause, including indirect, incidental, or consequential damages.
 - **Exclusive Warranty:** This warranty is exclusive and replaces all other warranties, whether express or implied.
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15. Customer Support

For warranty claims or support:

- **Email:** Elliot@falconoverland.co.nz
 - **Phone:** +64 22 176 5040 (Available during New Zealand Standard Business Hours)
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Falcon Overland is committed to your satisfaction and the longevity of our products. Your honesty and feedback not only help us improve but also ensure that you receive the best possible service. If you have any questions or need assistance, please don't hesitate to contact us.