

OPTIMA BATTERY RETURN & WARRANTY POLICY

We are sorry to hear there is an issue with your Optima Battery. BatteryJack, Inc. will honor an Optima Battery warranty under the Optima Limited Warranty Policy.

The Optima Limited Warranty Policy is located directly on the Optima website, found on bigtimebattery.com under "Service>Returns" tab, and a PDF copy can be provided per request via Email, service@bigtimebattery.com. Please read all the information included below. If the battery is NOT at zero, and does NOT require the recovery process, please follow the instructions on how to prepare and send back your Optima battery for warranty consideration.

**Any questions we can be reached at 815-467-6464 or
service@bigtimebattery.com**

Optima does NOT warranty any batteries at 0 volts or completely dead. They consider this a deeply discharged battery and possible neglect. In most cases, the battery can be recovered and can continue to operate. Optima offers a website just for recovery options. It's important the customer uses these tools to ensure they are not sending a good battery back for warranty. Again, Optima will NOT warranty a battery at 0 Volts.

The only time we will consider warranting an Optima at 0 volts is within 30 days of receipt.

BatteryJack, Inc does not perform the recovery process. It is the buyers responsibility to perform the recovery process before sending back using the instructions below. BatteryJack, Inc does perform load test prior to sending in for final warranty approval.

Optima recovery instructions are below.

- <https://www.optimabatteries.com/en-us/support/charging/resuscitate-deeply-discharged-battery>

If customer wishes to proceed

- Customer must pay the shipping charges to send back the old battery if the purchased date is after 30 days of receipt.

- During this period, we cannot sell another battery because the battery may come back denied from Optima.
- Please package and insure properly. BatteryJack, Inc is not responsible for lost or damaged Optima batteries. If received damaged, battery will not be considered for warranty. No exceptions. Buyer will be responsible to file claim.
 - Please send back to the address below with copy of your order.

BatteryJack,Inc
772 Twin Rail Dr
Minooka, IL 60447

- If the customer decides to purchase another item during the warranty process, they assume all risk of the first battery being denied. We will not refund or offer a prorated refund if a new battery is purchased in advance.
No exceptions.
- If battery is sent back and test good, meets specs, and passes load test, Customer is responsible for shipping back. Please follow the Optima Limited warranty policy and recovery instructions to insure the battery you are sending back is defective.
- Turnaround time for warranty processing is 5-7 business days from date of receipt.