



## Returns Policy

### 100% Satisfaction Guarantee.

GS Yuasa Energy Solutions, Inc. wants every customer to be satisfied with their purchase. If you are not 100% satisfied with your purchase, you may return it to us for a refund. Upon receipt of your order, please verify the packages are in good condition, unopened or undamaged by the shipper. Open the package and inspect all contents. Please verify that the items are correct in type and quantity as per your order.

If you are not satisfied with your order, please contact us within 15 days of receipt of your order, so that we can expedite your return request.

All returns will require an order number, transaction number, and the reason for your return request. This is important to insure that your account is properly credited for materials you may return. Upon receipt of the returned material in good condition, credit will be issued.

### Warranty

All sealed lead-acid batteries are warrantied to be free from defect in materials and workmanship. We will replace any battery that fails to perform as specified within one year after date of shipment. All types of batteries are warrantied on an individual basis which is determined by the type of battery. This warranty shall not apply if buyer fails to notify GS Yuasa Energy Solutions, Inc. of such defect within 30 days after discovery, or if battery has been subject to misuse, negligence or accident. This warranty is in lieu of any other warranties expressed or implied.

### Shipping

Orders will be shipped via FEDEX Ground service unless specified otherwise by the customer or if the batteries require some other shipping method because of weight, chemistry, restricted class designation, etc. Most orders will be shipped within 48 hours of placement. If a product is special order or out of stock, the customer will be notified and may choose to have the item remain on back order until fulfilled or cancel the order.

### Non-Defective Returns

If you have ordered the wrong part or decide that you do not need the material after you have received shipment you may return the items (freight prepaid) within 15 days and you will be refunded the full price paid minus a 15% restocking. All returns will require an order number, transaction number, and the reason for your return request. This is important to insure that your account is properly credited for materials you may return. Upon receipt of the returned material in good condition, credit will be issued within 3-5 business days after receipt of returned material.

### Goods Damaged in Shipment

If you should receive a package that is damaged in shipment, please notify us immediately by phone at 1-800-472-2879 or by contact form on GS Yuasa Energy Solutions, Inc. web page. ( [www.gsyuasa-es.com/contact](http://www.gsyuasa-es.com/contact) )



## **Terms of use**

Duty fees are applied by customs officials to orders shipped across the border to Canada. These fees will be collected from the recipient of the order via the point of delivery.

## **GS Yuasa Energy Solutions, Inc. Privacy Policy**

**We respect your privacy!**

Websites linking to this page have chosen to adopt this privacy policy as their own. This means that they agree to abide by the principles laid out below.

### **Information that is gathered from visitors**

In common with other websites, log files are stored on the web server saving details such as the visitor's IP address, browser type, referring page and time of visit.

Cookies may be used to remember visitor preferences when interacting with the website.

Where registration is required, the visitor's email and a username will be stored on the server.

### **How the Information is used**

The Information is used to enhance the visitor's experience when using the website to display personalized content and possibly advertising.

Any and all the Information collected on the GS Yuasa Energy Solutions, Inc. site will be kept strictly confidential and will not be sold, reused, rented, disclosed, or loaned! Any Information you provide will be held with the utmost care and will not be used in ways that you have not consented to. If you have any questions, please feel free to call us at 1-800-472-2879

E-mail addresses will not be sold, rented, disclosed, loaned, or leased to 3rd parties.

E-mail may be sent to inform you of news of our services or offers by us or our affiliates.

### **Visitor Options**

If you have subscribed to one of GS Yuasa Energy Solutions, Inc. services, you may unsubscribe by e-mailing GS Yuasa Energy Solutions, Inc. instructions to remove you from our subscriber list by using our contact us email link or by calling 1-800-472-2879.

### **Cookies**

Cookies are small digital signature files that are stored by your web browser that allow your preferences to be recorded when visiting the website. Also, they may be used to track your return visits to the website.

You may be able to block cookies via your browser settings, but this may prevent you from access to certain features of the website.

3rd party advertising companies may also use cookies for tracking purposes.

### **Google Ads**

Google, as a third-party vendor, uses cookies to serve ads.

Google's use of the DART cookie enables it to serve ads to visitors based on their visit to sites they visit on the Internet. Website visitors may opt out of the use of the DART cookie by visiting the Google ad and content network privacy policy.