

To Return Merchandise:

1. All returns must have an RA (Return Authorization) number for processing. RAs can be obtained by calling 1-888-525-7969. In order to issue an RA, you must have your MFUEL Product Registration ID Number available. RAs are valid for 30 days (Postmarked by or Carrier Posted by the 30th day).

2. Repack the MFUEL product along with all accessories, manuals and related materials. Please Note: We must receive all original products to process your return or exchange. No exchange or credit will be granted for returns received that are incomplete.

3. Place the packaged product in a protective outer shipping box. The RA number must be clearly marked on the outside of the shipping box. MFUEL is not responsible for products that are damaged due to poor packaging or lost shipments. Retain your tracking number and shipping documents for proof of shipment. Lost shipments and/or damages need to be addressed with the common carrier. MFUEL strongly recommends that you fully insure your return in case it is damaged or lost during transit.

4. The customer is responsible for shipping charges on returned products; MFUEL will match the customer's shipping method on your replaced or exchanged product.

5. Returns without an RA number displayed on the outside of the package will be refused and returned to the sender.

6. Returns received that are postmarked or carrier posted after the 30th day from the issue date of RA number will be refused and returned to the sender.

7. A copy of your sales receipt must be included with the return. Returns received without a copy of the original sales receipt will be refused and returned to the sender.

8. Upon receipt of an RA number, please complete all of the above information and ship Returns prepaid to the following address:

MFUEL Returns Department

2018 Lord Baltimore Drive

Baltimore, MD 21244

ENERGY TO RUN WITH™



1 Year Product Warranty Terms & Conditions

General Warranty:

Your satisfaction is extremely important to us. If, for any reason, you are not 100% satisfied with your purchase, contact an MFUEL representative within 30 days from your purchase date for a refund or exchange, excluding shipping and handling charges.

MFUEL™ guarantees this product is free of defects in materials and workmanship for one year from the date of purchase from manufacturer. During the term warranty, should your MFUEL POWER BANK™, in the manufacturer's opinion, malfunction, the manufacturer will, at its option, repair or replace the unit at no charge, provided that the MFUEL product has not been subjected to misuse, abuse, misapplication, or non-manufacturer authorized modifications, alterations, and/or repairs. Important: You must register your product at www.mfueldirect.com/register to activate your warranty.

All MFUEL products have been designed and tested to provide safe, reliable power to your electronic device. Please review our HOT TIP™ Compatibility Chart to identify the appropriate HOT TIP for your device. If you do not find your device listed, please consult our website (www.mfueldirect.com) or call (1-888-525-7969) to speak with an MFUEL Technical Support Agent. Use of an MFUEL HOT TIP™ with an electronic device that is not identified in our HOT TIP™ Compatibility Chart or by an MFUEL Technical Support Agent as compatible, constitutes misuse of the product and voids all product warranties.

MFUEL's sole obligation is limited to repair and replacement of the purchased MFUEL product as provided above. Any use of the unit for a device, which it is not intended, will constitute misuse and is not subject to the warranty. This warranty does not cover damage from every day wear and tear or from transportation by a common carrier. This warranty extends only to the original purchaser and is nontransferable.

In order to activate your product warranty, you must register your new MFUEL product at www.mfueldirect.com/register.

In order to complete the registration process you will need the following information.

1. MFUEL Item – found on the underside sticker – Example: UNIVERSAL POWER BANK
2. Product ID – found on the underside sticker – Example: SPD-11-13- A1B2C3
3. Portable Electronic Devices' Manufacturer and Model Number to be used with MFUEL product.
4. MFUEL HOT TIP Number to be used with each electronic device.

Upon completion of registration, you will receive an MFUEL Registration ID number. Please record and save your ID number. It will be required in the unlikely event that your MFUEL product needs to be returned.

If you need assistance registering your product or are unable to go online, please call us at 1-888-525-7969 for support.

The foregoing constitutes the sole and exclusive warranty of the manufacturer and the manufacturer disclaims all other warranties expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose. The foregoing notwithstanding, in the event the power product is primarily used for personal, family, or household use, expressed and implied warranties for this power product including but not limited to, the warranties of merchantability and fitness for a particular purpose, are limited in duration to the above one (1) year period. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

Under no condition is manufacturer liable for any of the following: loss and/or damage to software, records, data, loss of revenue, loss of savings; and consequential or incidental damage, even if the manufacturer is informed of the possibility.

Do NOT return product to original store of purchase.