



LIFETIME WARRANTY TERMS

If you purchased a hybrid battery from us with a Lifetime Warranty between June 26, 2019 and June 30, 2024, you are still eligible for the terms below. You'll receive a dedicated support team to assist with any issues, and all warranty replacements and installation fees are free. Some exclusions apply. Learn more below.

LIFETIME UNLIMITED MILEAGE

By installing our product you agree to our limited lifetime warranty and the limits of our liability and waiver of claims.

Warranty Service Requests

To initiate a warranty service request, please email Warranty@GreenBeanBattery.com with the following information:

- First and Last Name
- Phone Number
- Address of Vehicle for Service
- Vehicle Identification Number (VIN)
- Reported Mileage
- Invoice Number
- Images of Diagnostic Trouble Codes or a Copy of the Diagnostic Report

All suspected warranty claims must be diagnosed or verified. The vehicle may be taken to a repair shop, dealer, or parts store to obtain trouble codes and/or diagnostic reports. A personal-use OBD II scanner is also acceptable. Please take a picture of the scanner and codes and email them to Warranty@GreenBeanBattery.com.

If a vehicle is diagnosed by a repair shop or dealership, the following information must be provided:

- All Diagnostic Trouble Codes from all vehicle computer modules, including but not limited to: Powertrain Control Module, Battery Energy Control Module, Engine

Control Module, Transmission Control Module, Body Control Module, and ABS Control Module.

Upon review of the diagnostic trouble codes and determination of a battery failure within the warranty period, Green Bean Battery will replace the failed battery at no charge. Diagnostic or towing expenses associated with warranty claims will not be reimbursed.

Terms of the Warranty

Limited Liability & Waiver of Claims

Green Bean Battery guarantees our battery for the entirety of the warranty period regardless of age or mileage. Our Green Bean Unlimited Mileage Warranty includes battery replacement for a failed battery in accordance with our warranty process stated above.

This product warranty becomes null and void under the following conditions:

- Misuse, abuse, or accident
- Attachment of any unauthorized accessory
- Alteration to the product
- Improper installation
- Exposure to harsh weather and/or chemicals
- Lack of proper maintenance
- Opening the product or tampering with/breaking/removing any stickers
- Damage caused by any condition beyond the control of Green Bean Battery

Disclaimer of Incidental, Consequential, and Special Damages

Green Bean Battery shall not be responsible for any incidental, consequential, or special damages. All other warranties, including implied warranties of fitness for a particular purpose and implied warranties of merchantability, are excluded.

Waiver of Claims

By accepting this product, you waive and release any claim now or hereafter existing against Green Bean Battery, its employees, officers, directors, agents, and customers, for any and all claims, demands, suits, causes of action, and all legal proceedings (civil or criminal), damages, losses, liabilities, obligations, penalties, judgments, fines, and associated costs and expenses, including legal fees, which may result from or arise out of

injury, death, property damage, or loss of use of property resulting from the possession, condition, use, or operation of this product.

Additional Terms

- The warranty is not transferable to any other vehicle or owner except where required by law.
- The warranty becomes null and void if the vehicle is totaled in an accident or otherwise written off.
- If a battery is found to be defective in material, workmanship, or installation by Green Bean Battery during the warranty period, the battery will be replaced free of charge following confirmation of hybrid battery failure through diagnostic review.

12-Volt Battery Requirement

The Green Bean Battery installer will test the 12-volt battery at the hybrid battery appointment. If it fails the test, and the customer has not purchased a 12-volt battery from us, they may either purchase a replacement from the installer or separately. Proof of a 12-volt battery purchase and installation from another source must be emailed to Warranty@GreenBeanBattery.com with:

- Name
- Phone Number
- Invoice Number

If the 12-volt battery is not an Absorbed Glass Mat (AGM) battery, it must be replaced with an AGM battery. If unsure, check the battery label under the hood for “AGM”. Raised vent caps indicate it is not an AGM battery.

Warranty Exclusions

The warranty does not cover failures due to:

- Improper installations by non-Green Bean contracted installers
- Vehicles stored for 30 days or more
- Vehicles driven less than 2,500 miles per year
- Physical damage occurring after battery delivery
- Removal, tampering, or damage to warranty labels

- Modifications or bypasses of vehicle systems not in line with manufacturer specifications
- Reinstallation of the hybrid battery in a different vehicle
- Hybrid battery damage due to stalling engine or driving when the engine is not operating properly, indicated by but not limited to the diagnostic trouble codes (P0A0F, P0AB9, P3190, P3191, P3193, P1196, P0101, P0102, P0505)
- Flooding, fire, or other damaging incidents compromising the battery's environment
- Any condition beyond the control of Green Bean Battery, Inc.

Dispute Resolution and Warranty Fee

In the event of a dispute between the Company and the Customer regarding whether the hybrid battery is at fault, a warranty fee will be required before dispatching one of our installers to the Customer's location. The fee structure is as follows:

- **Damage Due to Engine Issues or Prolonged Inactivity:** If the hybrid battery is determined to be damaged due to engine issues, vehicle inactivity exceeding 30 days, or similar causes, a service fee of \$630 plus tax will apply.
- **Uncertain Fault Determination:** If it is unclear whether the hybrid battery is at fault, an upfront fee of \$375 will be charged. Upon the installer's arrival, they will assess the hybrid battery:
 - If the hybrid battery is determined to be at fault, it will be replaced, and the \$375 fee plus tax will be refunded.
 - If the hybrid battery is not at fault, the battery will not be replaced, and the \$375 fee plus tax will not be refunded.
- **Continued Uncertainty:** If uncertainty persists after the initial assessment, the hybrid battery will be replaced. If the replacement battery is also found not to be at fault, the customer may keep the new battery by paying an additional \$255 plus tax, or the original battery will be reinstalled.

By installing our product, you agree to these terms and conditions.