



Godman GRID™ Warranty

Plain and Simple Terms: Godman GRID™ Warranty

The SunRunr® has been rebranded as the Godman GRID™. The Godman Power (GRID) you purchase will be covered by a 5-year Limited Warranty from defects in materials and workmanship. This warranty does not cover the various installed components like the battery, inverter, or the solar panels. These components have their own separate warranties from the manufacturer for the different periods of coverage. Please check the exact coverage and the manufacturer's warranty documentation by contacting us via telephone at: 1-888-519-9266, or via email at: help@godmanpower.com, for documentation and also the document download link for each component not covered under our provided warranty.

To be covered under the warranty, we require you to fill out the Product Registration form online at the following website link. <https://godmanpower.com/contact/>

Should you have issues with your GRID, please contact us via telephone at: 1-888-519-9266, or via email at: help@godmanpower.com, so that we may provide support and advise you on the next steps including providing a return material authorization (RMA) number as necessary. If the issue is due to an installed component and it is still inside the manufacturer's warranty period, we will try to obtain a free placement from the manufacturer on your behalf. In the event the manufacturer denies coverage, we will work with you to try and solve the problem or obtain a paid/discounted replacement. If the issue is due to our covered parts on the GRID, we will provide steps to obtain a replacement part free of charge from us or if we determine in our own discretion you need a full replacement, how to return the GRID so we may provide you with a new/refurbished GRID. We don't cover shipping or freight charges for replacements.

Should the GRID arrive damaged, please contact us immediately before accepting and document such damage. Godman Power Group is not liable for damage during shipment if we did not arrange the shipper/freight agent. In no case will we be responsible if you accepted the GRID and did not inform of damage prior to acceptance.

We can, at our discretion, deny coverage under the warranty if you did not install/operate the GRID as per the instructions provided or if you have tried to modify/tamper with the GRID. Our warranty coverage covers the initial purchaser of the product.

We may also deny coverage if we determine that the Serial Number has been removed or replaced or if the registration information we have does not match the person/company claiming support.

Legal Terms:

LIMITED WARRANTY

This LIMITED WARRANTY from Godman Power Group Inc. ("GPG") warrants to the original consumer purchaser that this GRID product will be free from defects in workmanship and material under normal use during the applicable warranty period identified in Paragraph 2, below, subject to the exclusions set forth in Paragraph 5, below. The foregoing provisions state GPG's entire liability, and your exclusive remedy, for any breach of warranty, express or implied. GPG will not assume, nor authorize any person to assume for it, any other liability in connection with the sales of GRID products.

WARRANTY PERIOD

The period of warranty shall be for 5 years from the date of purchase.

Components installed in the GRID with their own Manufacturer's warranties as outlined at <https://www.Godmanpower.com> are not covered by GPG's Limited Warranty and shall be covered by the specific terms and conditions of the Manufacturer's stated warranty.

REMEDY. GPG will, at its option, (1) repair the product at no charge, using new or refurbished replacement parts, or (2) exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product. A replacement product/part assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes GPG's property.

LIMITED TO ORIGINAL CONSUMER BUYER This warranty is not transferable to any subsequent owner of a GRID product. The purchased GRID product must be registered with GPG via <https://www.Godmanpower.com> to obtain warranty coverage.

EXCLUSIONS AND LIMITATIONS. This Limited Warranty applies only to hardware products manufactured by or for GPG that can be identified by the original Godman or "GRID" trademark, trade name, or logo affixed to them. The Limited Warranty does not apply to any non-GRID products, even if packaged or sold with GRID products. Non-GRID manufacturers, or suppliers provide their own warranties as provided online at <https://www.Godmanpower.com>.

This warranty does not apply to: (i) to damage caused by accident, abuse, misuse, misapplication, or non-GRID products; (ii) to damage caused by service performed by anyone other than a GPG authorized service provider or without written permission from GPG to use a different service provider; (iii) to a product or a part that has been modified without the written permission of GPG; or (iv) to a product where any GRID serial number has been removed or defaced.

Damage that occurs during shipping is the responsibility of the party arranging the shipping and their freight company. If GPG had arranged the shipping, damage must be:

1. Reported to GPG immediately upon acceptance. Any damage that occurs after acceptance of goods is the sole responsibility of the purchaser.
2. Photographed and submitted to GPG. Include photographs of the damaged items and related shipping materials (such as boxes, pallets, crates, or padding).

GPG's responsibility of shipping-related claims does not apply to secondary shipping (e.g., shipping overseas after original purchase and delivery). GPG is not responsible for damage or defects caused by a third-party shipper.

THIS WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED. GPG SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IF GPG CANNOT LAWFULLY DISCLAIM IMPLIED WARRANTIES UNDER THIS LIMITED WARRANTY, ALL SUCH WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE

LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. No GPG reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty. IN NO EVENT WILL GPG BE LIABLE FOR ANY DIRECT, SPECIAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM ANY USE OR MALFUNCTION OF ANY GPG PRODUCT, OR FROM ANY BREACH OF WARRANTY, INCLUDING DAMAGE TO OTHER DEVICES. IN NO EVENT WILL GPG'S LIABILITY FOR ANY CLAIM, WHETHER IN CONTRACT, WARRANTY, TORT (INCLUDING NEGLIGENCE AND STRICT LIABILITY), OR UNDER ANY OTHER THEORY OF LIABILITY, EXCEED THE AMOUNT PAID BY YOU FOR THE GPG PRODUCT. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

OBTAINING WARRANTY SERVICE. To obtain warranty service, you must contact our customer service team via telephone at: 1-888- 519-9266, or via email at: help@godmanpower.com. If our customer service team determines that this is a warranty matter, they will give you a Return Material Authorization ("RMA") number. You must properly package the product, clearly marking the RMA number on the package. You must then send the product by mail or courier, with shipping costs paid by you, to Godman Power at the factory address: 425 Quincy Ave., Shenandoah, VA 22849. We will process your return and send your repaired or replacement product to you excluding shipping or freight.

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