

Warranty Policy

Manufacturers, suppliers, or publishers, other than ecoflow.com, may provide their own warranties to you. Please contact them for further information. Please note that warranty period may vary according to local laws and regulations. Some countries, states and provinces do not allow limitations on how long an implied warranty may last, so the limitation described above may not apply to you. You may have other rights from state to state or by province or by country.

DO NOT USE YOUR PRODUCTS UNTIL YOU HAVE READ THE TERMS OF THE WARRANTY.

All EcoFlow products purchased on ecoflow.com come with a limited warranty (“warranty”) as set out below. BY USING ECOFLOW PRODUCT YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THE ECOFLOW LIMITED WARRANTY.

We provide a limited warranty for purchases on ecoflow.com. The warranty period is measured starting on the date the original consumer purchaser received the products.

Warranty Timeline

Item	
R600	
R600 Max	36
R600 Pro	
EF-1500*	
DELTA	
DELTA mini	
DELTA Max	
DELTA Pro	24
DELTA Max Smart Extra Battery	
DELTA Pro Smart Extra Battery	

RIVER	
RIVER Max	
RIVER Pro	24
RIVER Extra Battery	
RIVER Pro Extra Battery	

RIVER 370	
RIVER 412	18
RIVER 500	

Solar Panel:

400W	
160W	
110W	
85W	12
60W	
50W	
21W	

River Bank	
Rapid Power Bank	12
Rapid Plus Power Bank	
Wave Portable Air Conditioner	
Wave Add-On Battery	

Cables	
Chargers (inside the package/sold separately)	12

*For RIVER series Kickstarter backers, EcoFlow offers 36 months warranty.

**For DELTA Kickstarter backers, EcoFlow offers an exclusive lifetime battery warranty. Kickstarter backers will need to cover the freight fees if the batteries need to be replaced.

Exclusions and Limitations

This warranty does not apply:

- Non-quality related issues;
- Items purchased from unauthorized resellers;
- Purchases without valid proof of purchase;

- Items that have been refunded;
- Items that have expired their warranty period;
- Any defects or damages caused by misuse of products, unauthorized modification, dis-assembly or operation not in accordance with the official instructions or manuals;
- Any defects or damages caused by exposure to excessive heat, liquids or other external causes;
- Any defects or damages caused by reliability or compatibility issues when using unauthorized third-party parts;
- Lost or stolen products;
- Free products.

Cross-Regional After-Sales Service

- Ecoflow does not provide global warranty with respect to products, and warranty service can only be obtained at a designated EcoFlow repair center.
- To repair the product in a EcoFlow repair center when the product was purchased in another region, depending on part availability, customers can obtain cross-regional repair service at an additional charge. (Some products do not support cross-regional repair even if the customer is willing to pay the service. For more details, please contact EcoFlow Support.)
- Cross-regional replacement service is not available for different versions of the same product.
- The customer will need to bear customs duties, taxes, customs clearance, and other costs incurred due to cross-regional repair, regardless of whether it is the warranty repair service or paid repair service provided.

Valid Proof of Purchase

- Order number of purchases made through ecoflow.com;
- Sales invoice or order confirmation email that clearly shows the description of the product, its price and sales channel.

Most of our products have an over 12-month warranty. Because most shipping information cannot be found online after 6 months the transport ends (if the original purchaser can't find it online), the warranty period is measured starting on the date of purchase by the original consumer purchaser. We will extend the warranty period for you by one month.

How to claim your warranty?

Step 1

Claim your warranty on ecoflow.com : <https://ecoflow.com/apps/product-registration>

(Find Your Product's Serial Number: <https://ecoflow.com/apps/product-registration?serialNumber=true>)

Step 2

Contact EcoFlow Customer Service Team at support@ecoflow.com or [+1 \(800\)-368-8604](tel:+18003688604).

Attach a short video to show the issues.

Step 3

While the Customer Service Representative processes the claim, you will receive a Return Material Authorization (RMA) form.

If your item is eligible for EcoFlow Warranty Policy, you will received a prepaid shipping label*. Please follow the instructions on how to properly package and return the item safely. Please follow the instructions above before you ship out the products.

*Please note that we can only provide prepaid return shipping labels for return packages in the U.S. and Europe. For return in other countries and areas, please contact our Customer Service Team at support@ecoflow.com for more details.

**Instruction on how to properly package and return the item safely.

Step 4

EcoFlow will proceed with replacement 15 business days* after confirming that the defective item is received at our warehouse. The final resolution is subject to the availability of the replacement items.

All replacement items will follow the same warranty time frame of the original defective item or 3 months after being replaced, whichever is later.

*Please note that we can only provide prepaid return shipping labels for return packages in the U.S. and Europe. For return in other countries and areas, please contact our Customer Service Team at support@ecoflow.com for more details.

*Please note that delivery is subject to changes caused by force majeure.