

Return Merchandise Authorization Procedure

To qualify for repair, replacement, credit, or refund under the terms of the Duracell Power Center Limited Warranty, customers must adhere to the following procedure:

Troubleshooting and Evaluation

If issues arise with Duracell Power Center products, promptly inform the installer or service provider. They should contact our technical support team at 1-800-955-0193 ext 2 for remote product analysis. Onsite troubleshooting is available if needed, with phone support provided.

Return Merchandise Authorization (RMA) Process

If troubleshooting fails, the installer must obtain an RMA number from our technical support representative. To request an RMA number, provide:

- Proof-of-purchase (purchase receipt, dealer invoice, or warranty exchange receipt)
- Model and serial numbers of the defective product
- Detailed description of the defect
- Shipping address for return

Shipping of Replacement Unit

Upon RMA issuance, Duracell Power Center will deliver the replacement unit to the installation or installer's business address. In some cases, the installer may retrieve products from the distributor, with credit provided.

Packaging and Shipping Instructions

Place the damaged or defective product in its original packaging or equivalent for protection. Apply the provided shipping label and arrange return shipping. Note that if the returned product is operational and troubleshooting wasn't possible, a handling fee may apply.

Product Modification

Do not disassemble or modify the product without written authorization from Duracell Power Center.

By following these procedures, we aim to streamline returns and ensure prompt issue resolution. For questions or assistance, contact our Customer Service team.