

## Warranty information

### Warranty:

If a product breaks during the warranty period, you are entitled to free repair or replacement, unless you have not used the product normally. Is the repair due to, for example, user damage? Then the repair is for your own account.

If you suspect a warranty, we ask you to go through the following process:

- Contact us at [support@goalzero.eu](mailto:support@goalzero.eu) with a clear description of the complaint, so that we may be able to reset the product remotely.
- If this does not help, please contact our service partner Techrepair.  
[info@techrepair.nl](mailto:info@techrepair.nl)  
<https://portal.techrepair.nl/>
- We would like to receive as detailed a description of the problem as possible, so that we can replicate the problem by means of this description.

If the item is not covered by warranty, but the item can be repaired:

- We will only repair your item after you have given permission, so that you do not have unexpected costs. Before the repair is carried out, you will first receive an estimate of the costs. You can then choose:
- Is a defect not covered by the warranty? Then the repair may take a little longer. We only get started after you have given us permission, so that you do not have unexpected repair costs.

If repair is possible, the options are as follows:

- have it repaired for a fee
- return it without repair (you pay the research costs, which can be requested at [info@techrepair.nl](mailto:info@techrepair.nl))
- free recycling (not possible with all items)

## Identity entrepreneur

Response Benelux BV  
trading under the name(s): Goal Zero

### Business & visiting address:

Churchillaan 11 – office 1703  
3527 GV Utrecht

Phone number: +31621301017

Accessibility: office hours, from 9:00 am to 5:00 pm on weekdays.

E-mail: [support@goalzero.eu](mailto:support@goalzero.eu)

Chamber of Commerce number: 71863419

VAT identification number: NL858878835B01