30-Day Return & Refund Policy

UNITED STATES ONLINE STORE PURCHASES ONLY

30 DAYS : From confirmed delivery

CUSTOMER-PAID : Return shipping for voluntary returns

RMA REQUIRED : Contact us before shipping

1. Scope

This 30-Day Return & Refund Policy applies only to batteries purchased directly from the Firefly Energy online store (shop.fireflyenergy.com) and delivered to customers in the United States. Purchases from third-party dealers, distributors, or marketplaces are governed by the selling party's applicable return terms.

2. 30-Day Return Window

You may request a voluntary return within 30 calendar days after the date your order is shown as delivered. To qualify for a return under this policy, the battery must be unused, not installed or connected, undamaged, and in resalable condition, with identifying labels and serial/date codes intact. Include the original accessories and packaging where available.

3. How to Request a Return

• Email support@fireflyenergy.com within the 30-day window with your order number, name, delivery address and reason for return.
• Firefly Energy will review the request and, if eligible, provide a Return Merchandise Authorization (RMA) number and the correct return address and packing instructions.
• Ship the battery within 10 calendar days after RMA approval, using a trackable, carrier-approved service. Include the RMA number with the package.
Please do not ship any battery before receiving return authorization. Unapproved returns may be refused or delayed.

4. Return Shipping Costs & Battery Safety

For a voluntary return, including a change of mind or an incorrect product selection by the customer, the customer is responsible for 100% of return shipping charges, including any carrier packaging or handling charges. Firefly Energy does not provide free return shipping for voluntary returns. Return shipments must meet applicable carrier and U.S. transportation requirements. Protect the battery terminals against short circuits, use strong protective packaging, and ensure appropriate non-spillable battery markings when applicable. Do not send a leaking, cracked, swollen, overheated, or otherwise unsafe battery through ordinary parcel shipping; contact Firefly Energy first for special instructions.

5. Refunds

Once an authorized return is received, Firefly Energy will inspect it. For an eligible return, we will initiate a refund of the battery purchase price and applicable refundable sales taxes to the original payment method within 10 business days after receipt and inspection. Your bank or card provider may require additional processing time. There is no restocking fee for an eligible voluntary return. Any original expedited or separately charged outbound shipping fees are nonrefundable unless required by applicable law or the return resulted from an error by Firefly Energy. Customer-paid return freight is not refunded for voluntary returns. A refund may be denied if the returned battery does not meet the eligibility conditions, is not the originally purchased product or arrives damaged due to insufficient return packaging. Firefly Energy will contact you about the available options.

6. Wrong, Damaged, or Suspected Defective Batteries

If you receive the wrong product or discover shipping damage, contact info@fireflyenergy.com promptly with your order number and clear photos. Do not arrange return shipping until Firefly Energy provides instructions. Where a Firefly fulfillment error is confirmed, Firefly will arrange orpay reasonable authorized return shipping. Suspected manufacturing defects are handled under the applicable product limited warranty rather than this voluntary-return policy.

7. Warranty & Legal Rights

This policy is separate from Firefly Energy's published limited product warranty and does not shorten,replace, or limit applicable warranty coverage or any non-waivable consumer rights under federal orstate law. If a provision of this policy conflicts with applicable law, that law will control.

8. Contact

Firefly International Energy Co. | Online Store: shop.fireflyenergy.com
Returns: support@fireflyenergy.com | Warranty inquiries: support@fireflyenergy.com
Phone no- 856 994 4019