

Warranty

Effective Date: August 20, 2026

This Limited Warranty applies to eligible Beyond Power products purchased through Beyond Power official sales channels or authorized resellers.

Beyond Power warrants that covered products will be free from defects in materials and workmanship during the applicable warranty period. If an eligible defect occurs during the warranty period, Beyond Power may, at its discretion, repair the product, replace the affected component, provide a replacement product, or provide another functionally equivalent service solution.

Nothing in this Limited Warranty limits any rights or remedies available under applicable consumer law.

1. Warranty Coverage

		Coverage	Standard Warranty Except EU & UK	Standard Warranty EU & UK
VOLTRA I	Cable	Eligible replacement if cable health drops below 50% under normal use during the warranty period.	12 Months	24 Months
	Battery	1 eligible replacement if battery health drops below 80% under normal use during the warranty period.	12 Months	24 Months
	Motor	Defects in materials or workmanship during the warranty period.	12 Months	24 Months
	Other Components	Defects in materials or workmanship during the warranty period.	12 Months	24 Months
Accessories	—	Defects in materials or workmanship during the warranty period.	12 Months	24 Months

Coverage is subject to diagnostic verification, inspection, applicable exclusions, and any return requirements specified by Beyond Power.

2. Warranty Period

The warranty period begins on the original activation date of the product.

Beyond Power may require valid proof of purchase, such as an order confirmation, invoice, or receipt, to verify warranty eligibility and the applicable warranty period.

If the activation date or valid proof of purchase cannot be verified, Beyond Power may determine the warranty start date based on available purchase, shipping, or manufacturing records.

A repair or replacement does not restart or extend the original warranty period. Any replacement product or component remains covered for the remainder of the original applicable warranty period, subject to applicable law.

3. How to Obtain Warranty Service

To request warranty service, contact Beyond Power Support at support@beyond-power.com.

Please be prepared to provide:

1. Proof of purchase or order information;
2. The product serial number, where applicable;

3. A description of the issue;
4. Relevant diagnostic information; and
5. Photos, videos, or the product or affected component for inspection, if requested.

Submitting a service request does not automatically confirm warranty coverage. Beyond Power will review the request and confirm eligibility before authorizing repair, replacement, or shipping.

Customers must not ship a product or component unless authorized shipping instructions have been provided by Beyond Power.

4. What Beyond Power Will Do

Beyond Power may first attempt to diagnose and resolve the issue through email, telephone support, online support, troubleshooting, or software updates.

If further service is required, Beyond Power may request that the product or affected component be returned for inspection.

For an approved warranty claim, Beyond Power may:

- Repair the covered product;
- Replace the affected component;
- Provide a new or refurbished replacement product; or
- Provide another reasonable and functionally equivalent service solution.

Replacement products or components may have different serial numbers and may be new or refurbished. Refurbished products and components will be inspected and tested to meet Beyond Power's applicable performance standards.

5. Warranty Exclusions

This Limited Warranty does not cover:

- Damage caused by accident, misuse, abuse, improper installation, improper operation, or use contrary to product instructions or safety guidance;
- Damage caused by unauthorized disassembly, modification, repair, or alteration;
- Damage caused by unauthorized or incompatible third-party parts, batteries, chargers, accessories, or equipment;
- Damage caused by use outside the operating conditions specified in applicable product documentation;
- Damage caused by fire, flood, natural disaster, excessive environmental exposure, abnormal electrical conditions, electromagnetic interference, or other external events;
- Cosmetic damage that does not affect normal product operation, including scratches, dents, discoloration, or surface wear;
- Normal wear or deterioration that does not meet an expressly stated replacement threshold;
- Software, applications, account information, training records, or loss or corruption of data;
- Failure or damage caused by third-party products or services;
- Products with removed, altered, or unreadable serial numbers or identification labels;
- Damage caused during unauthorized or improperly arranged transportation or shipping; or
- Any condition that does not result from a defect in materials or workmanship, except where otherwise required by applicable law.

6. Shipping and Service Region

Warranty service is generally provided within the product's original purchase or service region.

If service is requested outside the product's original service region, the customer may be responsible for additional shipping charges, duties, taxes, customs clearance fees, and other service-related costs.

Shipping arrangements and responsibility for shipping costs may vary depending on the nature of the claim, service location, and applicable local law. Beyond Power will provide applicable shipping instructions after service eligibility has been reviewed.

Customers are responsible for adequately packaging products returned for service. Beyond Power is not responsible for damage caused by

inadequate or improper packaging where permitted by applicable law.

7. Products Sent for Service

Before sending a product for service, customers should:

- Back up any user-generated or training data where possible;
- Remove personal or customized items, including stickers, decorations, or other attached items; and
- Follow all packaging and shipping instructions provided by Beyond Power.

Data stored on a product may be lost during diagnosis, repair, or replacement. Beyond Power is not responsible for loss of data except where otherwise required by applicable law.

If a product cannot be returned because required shipping information, regulatory information, or payment for applicable charges has not been provided, Beyond Power may contact the customer for additional information and handle the product in accordance with applicable law.

8. Beyond Care

Additional Protection for VOLTRA

Beyond Care is an optional protection and service plan for eligible VOLTRA devices.

During an active Beyond Care coverage period, the covered device receives the protection provided under the applicable VOLTRA Standard Warranty, including after the original Standard Warranty period has expired.

Beyond Care also provides additional benefits that may include eligible accidental damage protection, cable and battery replacement benefits, priority service, and covered standard two-way shipping within the original service region.

Purchasing Beyond Care does not reduce, replace, or otherwise affect the Standard Warranty or any rights available under applicable consumer law.

[View Beyond Care Policy →](#)

9. Limitation of Liability

To the maximum extent permitted by applicable law, Beyond Power will not be liable for indirect, incidental, special, punitive, or consequential damages, including loss of profits, revenue, goodwill, anticipated savings, or data arising from the use, inability to use, repair, or replacement of a product.

Beyond Power's total liability arising from a covered product will not exceed the amount of actual direct damages, up to the amount paid for the applicable product, except where a different limitation is required by applicable law.

These limitations do not apply where liability cannot lawfully be excluded or limited, including certain claims involving personal injury, death, or damage to tangible property.

10. Limitation of Warranty

Except for the express warranties provided in this Limited Warranty and any warranties or rights that cannot be excluded under applicable law, Beyond Power disclaims all other warranties, whether express, implied, or statutory, including implied warranties of merchantability and fitness for a particular purpose.

Some jurisdictions do not permit certain warranty exclusions or limitations. In those jurisdictions, the applicable exclusions or limitations will apply only to the extent permitted by law.

11. Your Other Rights

This Limited Warranty provides specific contractual rights in addition to any rights available under applicable law.

Nothing in this Limited Warranty excludes, restricts, or modifies any statutory consumer rights that cannot lawfully be excluded, restricted, or modified.

To the extent permitted by applicable law, this Limited Warranty is governed by the laws of the State of California, USA, without regard to conflict-of-law principles.

12. Security and Privacy

When requesting warranty service, Beyond Power may collect and process information reasonably necessary to provide support and service, including contact information, purchase information, product serial numbers, diagnostic information, and, where necessary and authorized, product or training data.

Information collected in connection with warranty service will be handled in accordance with the [Beyond Power Privacy Policy](#).



Maximize Human Flexibility

STORE

PROGRAMS

SUPPORT

ABOUT

Subscribe to our newsletter

Keep in touch with us.

Your email

Subscribe

☐ By subscribing, you agree to Beyond Power’s [Privacy Policy](#) and [Terms of Service](#).