



Tripp Lite
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Chicago, IL 60609
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Return Policy

Tripp Lite's Return Policy

A **Return Merchandise Authorization (RMA)** number is required for all products returned to Tripp Lite for replacement under warranty. You should first consult with Tripp Lite Customer Service (for returns within North America) or International Service (for returns outside of North America) before requesting an RMA number to eliminate any unnecessary returns. You can start the process by clicking on the contact technical support button below. Once eligibility has been determined, the RMA number along with shipping instructions will be emailed to you. RMA numbers are valid for 14 days from the date of issuance. Products will only be accepted for return if a valid RMA number is clearly marked on the outside of the package. Tripp Lite does not accept product returns that are not under warranty. If you bought the wrong Tripp Lite product and want to return it, please do so at the place of purchase. Returns will be authorized in accordance with the following policies.

Proof of Warranty Coverage

You must provide proof that the product is covered under warranty. This can be confirmed by the product's serial number or with proof of purchase in the form of an invoice or receipt from a Tripp Lite authorized dealer. If required, please include the proof of purchase invoice with your return. Warranties on Tripp Lite products begin on the date of your product purchase. Warranty coverage varies by product line. Specific warranty duration is outlined in the owner's manual that accompanies each unit.

Shipping Returns

You are responsible for all transportation, insurance, duties and other similar charges for returned products. Please use caution; shipping damages resulting from improper packaging will be your responsibility. We recommend using a reliable parcel or freight carrier who is capable of providing tracking information and proof of delivery. The proof of purchase, if required, and your RMA number must be inserted in the shipping carton before the carton is sealed.

Repair or Replacement

Tripp Lite will repair or replace the product at Tripp Lite's option and ship the repaired or replaced product back to you at no charge.

Products not accompanied by a valid RMA number will not be accepted. The RMA number must be enclosed with your product or be clearly visible on the outside of the packaging.

[Request an RMA Number Now](#)

Need help with your purchase?

We're always available to help with questions, including product selection, sizing, installation and product customization. Call us at **1 773.869.1774** or email presaleshelp@tripplite.com.



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Product Warranty

The length of Tripp Lite's product warranty varies depending upon the country where the product was purchased and the type of product you purchased. Please refer to the limited warranty included in your product's manual. For information on a specific product and its limited warranty, search for the model number using the search box at the top of the page. For additional information, please call Customer Support at 1 773.869.1234 or submit your [Technical Support Request](#) online. If outside the U.S. or Canada, please call Customer Support at 1 773.869.1313 or email your request to intlservice@tripplite.com. Tripp Lite will attempt to diagnose and resolve your issue over the phone, e-mail or through remote assistance. Tripp Lite may direct you to download and install designated software updates.

To obtain service under Tripp Lite's limited warranty, you must be the original purchaser/user of the product and you must obtain a Returned Material Authorization (RMA) number from Tripp Lite or an authorized Tripp Lite service center. Products must be returned to Tripp Lite or an authorized Tripp Lite service center with transportation charges prepaid within 30 days of the product deficiency and must be accompanied by a brief description of the problem encountered and proof of date and place of purchase. Call Tripp Lite Customer Service before sending any equipment back for warranty service.

TRIPP LITE'S LIMITED WARRANTY DOES NOT APPLY TO NORMAL WEAR OR TO DAMAGE RESULTING FROM ACCIDENT, MISUSE, ABUSE OR NEGLIGENCE. TRIPP LITE MAKES NO WARRANTIES OTHER THAN THE LIMITED WARRANTY EXPRESSLY SET FORTH HEREIN. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES, INCLUDING ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED; AND TRIPP LITE'S WARRANTY EXPRESSLY EXCLUDES ALL INCIDENTAL AND CONSEQUENTIAL DAMAGES. (Some states do not allow limitations or exclusion of implied warranties, and some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. Tripp Lite's limited warranty gives you specific legal rights, and you may have other rights which vary from jurisdiction to jurisdiction).

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WARNING: The individual user should take care to determine prior to use whether this device is suitable, adequate or safe for the use intended. Because individual applications are subject to great variation, Tripp Lite makes no representation or warranty as to the suitability or fitness of these devices for any specific application. The policy of Tripp Lite is one of continuous improvement. Specifications are subject to change without notice.

6-MONTH LIMITED WARRANTY

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for 6 months from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

1-YEAR LIMITED WARRANTY

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for 1 year from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

18-MONTH LIMITED WARRANTY

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for 18 months from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

2-YEAR LIMITED WARRANTY

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for 2 years from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

2-Year Power Module/6-Month Battery

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for 2 years (for the power module) and 6 months (for the batteries) from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

2-Year Power Module/1-Year Battery

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for 2 years (for the power module) and 1 year (for the batteries) from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

2-Year/3-Year with Registration

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for 2 years (or 3 years with product registration) from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

30-MONTH LIMITED WARRANTY

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for 30 months from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

3-YEAR LIMITED WARRANTY

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for 3 years from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

4-YEAR LIMITED WARRANTY

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for 4 years from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

5-YEAR LIMITED WARRANTY

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for 5 years from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

LIMITED WARRANTY

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for a specific period, which varies depending on the product, from the date of initial purchase. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

Lifetime

Tripp Lite warrants this product, if used in accordance with all applicable instructions, to be free from original defects in material and workmanship for life. If the product should prove defective in material or workmanship within that period, Tripp Lite will, subject to the foregoing terms and limitations, repair or replace the product, in its sole discretion, as your exclusive remedy for Tripp Lite's breach of its limited warranty.

Need help with your purchase?

We're always available to help with questions, including product selection, sizing, installation and product customization. Call us at **1 773.869.1774** or email **presaleshelp@tripplite.com**.