



Warranty Statement

The Energy Detective (TED) warrants its electricity monitoring devices, TED-branded Products, and certified TED-branded accessories (“Accessories”) to be free from defects in materials and workmanship under normal consumer usage for a period of one year from the date of purchase. This Limited Warranty only applies to the aforementioned products purchased directly from our authorized Resellers. Labor charges for removal and installation are the consumer’s responsibility. During the warranty period, and upon proof of purchase, the product will be repaired using TED replacement parts or the product will be replaced (with the same or a similar reconditioned/replacement model) at the manufacturer’s discretion. To obtain warranty service you must take or send the product, postage-paid, with a copy of your sales receipt or other proof of purchase that shows the date of purchase, to The Energy Detective at the address below. There will be no parts or labor charge to you. The consumer shall NOT have any claim under this warranty for repair or adjustment expenses if:

- The problem is caused by improper installation, operation, storage, misuse or abuse, accident or neglect, connection to improper voltage supply; physical damage to the surface of the product resulting from misuse; contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like; extreme heat, or food; or other acts which are not the fault of the Manufacturer.
- The problem is caused by lightning, fire or other natural calamity.
- The problem is caused by improper repair or adjustment made by anyone other than the manufacturer.
- Products or Accessories with (a) serial numbers or date tags that have been removed, altered or obliterated (b) broken seals or that show evidence of tampering, (c) mismatched board serial numbers, (d) or TED housings or parts.
- The proof of purchase is not presented when requesting service.
- Defects or damage resulting from the use of non-TED branded or certified products, accessories, or software.
- The warranty period has expired.

Due to the possibility of damage or loss during shipping, it is recommended when sending the product that you package the product securely and send it insured, return receipt requested.

support@theenergydetective.com