



Free Shipping On Orders Over \$75*



EXPLORE THE SHOP

Stoves

+

Power

+

Lighting

+

Shop All Gear

ABOUT US



Our
Mission



Our
Story

SUPPORT

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FAQ

Product Manuals

Warranty Info & Registration

Registering your BioLite Product will facilitate faster response time from our support department as well as provide



Login To My Account

FIRST NAME *

LAST NAME *

☐ EMAIL *

☐ COUNTRY * ☐

☐ POSTAL CODE *

☐ BIOLITE PRODUCT * ☐

☐ SERIAL NUMBER *

Your serial number is 3 letters followed by a 5 or 6 digit number and you can find it: Under the orange power handle (KettleCharge); On the back of the orange power pack (CampStove); Under the orange power pack (BaseCamp); On the base of the lantern (BaseLantern); On the sticker adhered to your product OR on the bottom of the retail package (PowerLight & NanoGrid)

☐ RETAILER NAME *

☐ PURCHASE CHANNEL * ☐

☐ BioLite Full Warranty Policy

Limited Product Warranty For BioLite Products

WHO IS COVERED?

This limited warranty is non-transferable and applies only to the original end user purchaser. An original or copy of a sales receipt from the original sales retailer is required as proof of purchase to seek warranty service.

WHAT IS COVERED?

BioLite, Inc. (“BioLite”) warrants that BioLite Products (the “Product”) will be free from defects in workmanship and materials under normal use for a period of one (1) year from the original purchase date (“Limited Warranty Period”).

WHAT IS NOT COVERED?

This limited warranty does not cover any damage or malfunction arising from: Normal wear and tear of Product use Misuse, lack of care, mishandling, accident, abuse or other abnormal use Use of the Product other than for its intended purpose Damage caused by improper or unauthorized repair or maintenance Product that has been modified or altered Any product that is not manufactured by BioLite (including, without limitation, any non-BioLite product that is used in connection with the Product) Product purchased from Non-Authorized retail outlets including third party merchants on online marketplaces such as Amazon.com and ebay.com

HOW TO MAKE A WARRANTY CLAIM

Warranty claims must be made directly to BioLite. All returned Products must be returned within the Limited Warranty Period and include a BioLite-issued RMA (Return Materials Authorization) number. To obtain an RMA number, an RMA form must be submitted directly to BioLite's customer service department during the Limited Warranty Period explaining the defect in the Product. You can obtain an RMA form by e-mailing support@bioliteenergy.com (and including in the subject line: Warranty Claim). You must include the original or copy of a sales receipt for the returned product. Incomplete returns will not be accepted. Once BioLite receives your returned Product, BioLite will evaluate your claim (typically within 7-10 business days) to determine whether the returned Product does not conform to this limited warranty. If BioLite determines that there is no trouble found with your returned Product or the returned Product is not eligible for warranty service, BioLite will ship the Product back to you, at BioLite's expense. If BioLite determines that there is a warranted defect in the Product, BioLite will, at its option, remedy the defect as set forth below in this limited warranty. BioLite is not liable for Products that are damaged or lost in transit to BioLite. We recommend that you ship your returned products to BioLite via a trackable shipment method. You are responsible for customs fees, including, but not limited to, taxes, duties and brokerage.

SOLE AND EXCLUSIVE REMEDY

Your sole and exclusive remedy for a breach of this limited warranty, and BioLite's sole and entire liability is, at BioLite's option, to repair or replace the defective Product. Repair or replacement (including parts and labor and shipping costs) shall be made at BioLite's expense. BioLite reserves the right to send you a replacement product that is the same or of a similar style or a substitute equivalent that may not be of like kind (depending on availability). Replacement products will be furnished only on an exchange basis. Replacement products are warranted as above for the remainder of the original applicable Product warranty period.

WARRANTY DISCLAIMERS

EXCEPT AS EXPRESSLY SET FORTH ABOVE IN THIS LIMITED WARRANTY, BIOLITE MAKES NO OTHER EXPRESS OR IMPLIED WARRANTIES TO THE EXTENT PERMITTED BY LAW. THE DURATION OF ANY IMPLIED WARRANTIES IS LIMITED TO THE DURATIONS SET FORTH IN THIS LIMITED WARRANTY. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY MAY LAST, SO SUCH LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION. LIMITATION OF LIABILITY IN NO EVENT SHALL BIOLITE OR ITS SUPPLIERS BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL OR EXEMPLARY DAMAGES ARISING OUT OF THE USE OF THE PRODUCT, INCLUDING, WITHOUT LIMITATION, PROPERTY DAMAGE, LOSS OF VALUE OF THE PRODUCT OR ANY THIRD PARTY PRODUCTS THAT ARE USED IN OR WITH THE PRODUCT, OR LOSS OF USE OF THE

PRODUCT OR ANY THIRD PARTY PRODUCTS THAT ARE USED IN OR WITH THE PRODUCT, EVEN IF BIOLITE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

BIOLITE HAS NO LIABILITY FOR ANY DAMAGE OR DESTRUCTION TO CONSUMER ELECTRONICS DEVICES OR OTHER PERSONAL PROPERTY THAT ARE USED IN CONNECTION WITH THE PRODUCTS, INCLUDING, WITHOUT LIMITATION, LAPTOPS, CELL PHONES, MP3 PLAYERS, DVD PLAYERS OR HANDHELD DEVICES, OR ANY LOSS OF DATA CONTAINED IN THE FOREGOING DEVICES.

NOTWITHSTANDING ANY DAMAGES THAT YOU MIGHT INCUR FOR ANY REASON WHATSOEVER (INCLUDING, WITHOUT LIMITATION, ALL DAMAGES REFERENCED HEREIN AND ALL DIRECT OR GENERAL DAMAGES IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE), THE ENTIRE LIABILITY OF BIOLITE AND ANY OF ITS SUPPLIERS SHALL BE LIMITED TO THE AMOUNT ACTUALLY PAID BY YOU FOR THE PRODUCT.

SOME STATES AND/OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights. You may also have other rights that vary from state to state

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9-5 EST, Mon-Fri

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Response In 24 Hr

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