



Return & Refund Policy

We hope you love what you've ordered! But just in case you're not 100% satisfied, we've made the return process super easy.

Customers can request a full refund within 24 hours after placing an order on ecoflow.com.

Unconditional returns policy only apply to Orders placed on costco.ecoflow.com in the US region; customers can request a return within 90 days after receiving product;

For unconditional returns, customers can request a refund after confirmation with EcoFlow customer service: support@ecoflow.com or +1 (800) 368-8604 (English service only. International charges apply if calling from outside of the US). Customer support is available Monday to Friday, 10am - 6pm PT.

- For product and all accessories, no man-made damages are found
- All accessories and parts need to be sent back to EcoFlow with the main product
- Parts and accessories should be securely packaged for return delivery in order to ensure good condition and to prevent damage during transportation

For all returns, a return authorization and return label must be obtained. You can request a return from our customer service: support@ecoflow.com or +1 (800) 368-8604 (English service only. International charges apply if calling from outside of the US). Customer support is available Monday to Friday, 10am - 6pm PT.

If there are quality issues with your product, we will give you a full refund or one-time free replacement after you receive the goods.

After EcoFlow receives your refund request, we'll issue the refund within 14 business days after we receive your product. We will then notify you by email once your refund has been processed. If you don't receive the refund after 14 business days, please support@ecoflow.com.

After EcoFlow receives your product replacement request, we'll send a replacement product within 7 business days after receiving your product. Providing EcoFlow has sufficient stock, you'll be notified by email with logistics information.

- The refund/replacement is requested after 90 days of receiving the product
- The product is returned without confirmation by EcoFlow customer service team
- Legal proof-of-purchase, receipts, or invoices are not provided, can't be found, or are reasonably believed to have been forged or tampered with
- A product sent to EcoFlow does not include all the original accessories and attachments, or it contains items damaged by user error
- Evidence is found of damage caused by collision, scorching, or unauthorized use or modification of the product, including exposure to moisture or water, entry of other foreign items (including but not limited to oil, sand, etc.) or improper installation or operation of the product is found
- Product labels, serial numbers, water damage marks, etc. show signs of tampering or alteration
- Damage is caused by uncontrollable external factors, including fires, floods, high winds, lightning strikes, or traffic accidents
- The product has not been sent back to EcoFlow within 15 calendar days after confirmation from EcoFlow
- Other circumstances that are not stated in this policy but EcoFlow has sufficient proof to refuse

Email: support@ecoflow.com

Phone: +1 (800) 368-8604 (English service only. International charges apply if calling from outside of the US)

Customer support is available Monday to Friday, 10am - 6pm PT.