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## ***BOLT.EARTH Warranty Guide***

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**Product:** Electric Vehicle Charging Station

**Model/Type:** Level 2

### **1. What does this warranty cover?**

It covers the repair, return or replacement (at BOLT.EARTH's discretion) of your BOLT.EARTH or related device purchased from us if it is found to be defective due to faulty materials or workmanship within the warranty period. If any part is no longer available (e.g. particular colour variations or design), BOLT.EARTH (*expression includes "we", "us", "our"*) will replace it with a functional replacement part.

For the avoidance of doubt, related device of BOLT.EARTH includes but not limited to BOLT.EARTH sockets, BOLT.EARTH plug and cables.

### **2. What does this warranty not cover?**

We will not solve or fix your Wi-Fi or connectivity problems. If your BOLT.EARTH or related device is used in the way it is intended and it breaks down within the warranty period, it is our responsibility to repair or replace it upon your return. BOLT.EARTH makes no warranty that BOLT.EARTH shall satisfy your intended use or requirements. BOLT.EARTH is designed, engineered and constructed for continual high performance in normal conditions. There are, however, some circumstances in which your warranty does not cover the repair, return or replacement and those situations are detailed below;

- a) Normal wear and tear, including parts that might wear out over time.
- b) Installation on mobile or in a marine environment, or extreme thermal environment, damage caused by ammonia, high air pollution, acid rain or any other abnormal environment that is beyond BOLT.EARTH's control.



- c) Accidental damage.
- d) Damage from external sources of force majeure events including; war, riots, strikes, epidemic floods, lightning, extreme electrical outages or power surges and electromagnetic field.
- e) Damage as a result of use not in accordance with our instructions.
- f) Damage caused by connecting to an incorrectly rated electricity supply.
- g) Damage caused by not carrying out any recommended maintenance.
- h) Failures caused by circumstances outside of our control.
- i) Damage caused to BOLT.EARTH Chargepoint by any other product not supplied/recommended by BOLT.EARTH.

Faults caused by:

- a) Negligent use, misuse, neglect or careless operation.
- b) Use of BOLT.EARTH for anything other than charging an electric vehicle.
- c) Your EV (Electric Vehicle) software not updated to its latest version.
- d) Use of parts and accessories which are not BOLT.EARTH genuine parts.
- e) Parts or faults associated with your electrical utilities or installation including electricity meters, breakers (MCBs) or cables.
- f) Any altered modified, opened, repaired or interfered BOLT.EARTH or related device, other than by our authorized agent or service technician.
- g) Faulty assembly or installation (except where carried out by authorized agent of BOLT.EARTH).

The maximum liability of BOLT.EARTH under this warranty is limited to the purchase price of the BOLT.EARTH or related device covered by the warranty. We accept no liability to the end



customer for any loss of profit, loss of business, business interruption, or loss of business opportunity.

In the instance that we need to send an engineer on-site following a claim, you will be responsible to pay our engineer a service fee if:

- a) You haven't followed the instructions of our customer service staff
- b) We have made the decision to send an engineer on-site based on information that you provided to us that is deemed fraudulent, false, or misleading.

### **3. What is the duration of warranty?**

BOLT.EARTH and related devices sold and installed by BOLT.EARTH will be guaranteed for 12 months and include on-site parts and labour.

BOLT.EARTH and related devices sold by its authorized distributors and installed by BOLT.EARTH or its authorized agents will be guaranteed for 12 months from date of installation and include on-site parts and labour.

BOLT.EARTH and related devices sold by BOLT.EARTH or its authorized agents on a parts only basis (I.e. not installed by BOLT.EARTH or its authorized agents) will be covered by a 12 month from the date of sale on return to base warranty.

For the avoidance of doubt, return to base means that you will need to cover the cost of returning the goods to us for any reason.

### **4. Extended Warranty**

In addition, you may extend the warranty by purchasing extended warranty during the Warranty period by contacting us at [support@bolt.earth](mailto:support@bolt.earth)

### **5. If you purchased BOLT.EARTH from BOLT.EARTH or its authorized agents but got it installed from outside and not through BOLT.EARTH or its authorized agents**

If your BOLT.EARTH and related devices were supplied on a parts only basis (I.e. not installed by us or our authorized agents) it will be covered by a 12 Month from date of sale of device



on return to base warranty. In that case, you will bear the cost of return and BOLT.EARTH will arrange for the delivery of a replacement unit as required.

Please note that yourself or your installer must have registered your hardware for your warranty to be validated.

Your installer or you are responsible for service fee and labour charges during the warranty period. Your installer or you are also responsible for the cost of return of the part.

## **6. Terms and Conditions**

The terms and conditions of BOLT.EARTH warranty are as follows:

- The warranty becomes effective either: from the date of installation (by us or our authorized agent) or registration with us after the delivery date.
- Your warranty will be void and cancelled if you perform the following:
  - a. Installation against local laws and without obtaining necessary sanctions and related inspections after the work is completed, from your local enforcement organization, if any required.
  - b. Installation against participation and approval of the property owner of the installation site, if you are not the property owner.
  - c. Installation against participation and approval of any applicable Resident Association, Municipal Corporation, archaeological department, or other relevant organizations which have authority to prohibit, permit or otherwise affect your ability to make improvements such as the Installation at the Site.
  - d. The Warranty on your Charging Station shall not apply if the original identification markings (for example, stickers, serial numbers and trademarks) have been defaced, altered or removed
- You must provide proof of purchase before any work can be carried out on your BOLT.EARTH under the warranty. Please note that without this proof any work carried out will be chargeable. Please keep your purchase receipt safe.
- All work will be carried out by BOLT.EARTH or its authorised agents.



- Any parts which are replaced will become the property of BOLT.EARTH.
- If installed by your installer or electrician, claims under the warranty can only be accepted if you can provide the proof that the malfunctioning or non-conformity of BOLT.EARTH and related devices result exclusively from defects in materials and/or workmanship under normal application, installation, and use and service conditions. In case of a dispute regarding the existence of a material defect or reduced power in a warranty claim, BOLT.EARTH will accept the judgment of an accredited testing institute (which is to be selected by BOLT.EARTH in advance). The cost and expenses for the testing shall remain with you if it is found to be good performance.
- If the unit is replaced, the remaining period will be transferred to the replacement charger.
- Customer to ensure proper packaging while sending the material to the company. Any physical damage to the equipment/components while in transit from customer location to company office will be charged back.

## **7. Transfer of Warranty**

Your BOLT.EARTH and related devices warranty is valid only for the first purchaser at its originally installed address and location only.

Your BOLT.EARTH and related devices warranty is also valid for the first purchase from our authorized distributor at its originally installed address and location only.

Any second-hand purchase is not covered under warranty.

BOLT.EARTH will transfer the warranty to a new property address or location provided that your BOLT.EARTH and related devices are removed and re-installed by BOLT.EARTH or its authorized agents.

## **8. To claim BOLT.EARTH warranty**

You can claim warranty by contacting our support team on [support@bolt.earth](mailto:support@bolt.earth) who after examining the claim will help you out with the next steps.



## **9. Changes to Terms and Conditions**

We reserve the right, in our sole and absolute discretion to amend, delete, modify, vary, or supplement any of these Terms at any time and will endeavour to give prior notice of seven days for such changes.