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## *Warranty and Maintenance*

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**Product:** Electric Vehicle Charging Station

**Model/Type:** Level 3

The warranty period for this charger is two years.

After the event of any repair or maintenance under the warranty period, if there is no purchase to extend the warranty service, Joint shall provide a three-month warranty period for any subsequent paid repair work.

During the warranty period for any malfunction caused by normal use according to the User Manual and Service Instruction (to be determined by certified maintenance technicians of Joint), the product shall be repaired free of charge. Except for the following situations, the charger shall be subject to the above warranty terms:

1. The warranty certificate cannot be provided or the contents of the warranty certificate are modified or inconsistent with the label indication of the repaired product
2. Those who are unable to provide valid proof of purchase.
3. Those who exceed the manufacturer's specified warranty period.
4. Those who damage the product due to not following the product service instruction for use, maintenance and storage.
5. Damage or malfunction caused by foreign object entering.
6. Unauthorized repair, disassembly or modification.
7. Damage caused by force majeure (such as lightning, excessive voltage, earthquake, fire, flood, etc.).
8. Malfunction and damage caused by other unavoidable external factors. Malfunction and damage caused by improper use of equipment, such as water or other solutions entering into the equipment.
9. Malfunction and damage caused by the grid power supply and voltage which is not specified for use with the charger equipment.



The above guarantees shall be made solely, and no other express or implied warranties shall be made (including the implied warranties of merchant ability, particular and applicable reasonableness and adaptability, etc.) whether in the contract, civil negligence, or other aspects, the Company shall not be responsible for any special, incidental or consequential damages.

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.

Disclaimer: Once the device / product is sold, BOLT.EARTH shall not provide refund at any point of time later for such sold device or product.