WARRANTY TERMS AND CONDITIONS

**Clause 1- SCOPE**

* Solargy E-Mobility co. warrants its products to be free from latent defects in material, production and workmanship subject to the terms set forth herein (“Warranty”). The Warranty period is based on the particular Product or Products family listed below.
* This limited Warranty only extends to those Clients who buy direct from Solargy or through Solargy’s authorized distribution channels. Warranty is determined by the product serial code (if the product is serialized).
* Solargy E-Mobility co.’s Warranty is subject to the terms imposed by the manufacturer and limited to the manufacturer's warranty.
* The Client shall download the most current version of the manufacturer’s warranty of the products from the manufacturer’s website at ………………………..
* In the absence of any reservations on the Delivery Note, the Products are presumed to be compliant with the agreement and free of apparent defects or for those the Client knew about or could easily have known about.

**Clause 2- SOLARGY E-MOBILITY RESPONSIBILITIES**

* Solargy E-Mobility doesn't warrant that the products are free from defects that are permitted by Client.
* At any case, Solargy E-Mobility shall, in its sole discretion, correct any warranty defect by repairing or replacing the defective or inadequate parts of any Products.
* Solargy E-Mobility financial responsibility limited to invoice amount of the product for the warranty covered Products. Under no circumstances shall Solargy E-Mobility be required to provide compensation for financial losses and/or indirect or consequential damage.
* Solargy E-Mobility shall be explicitly discharged from any responsibility or liability for any consequential damages, including but not limited to lost profits, property loss, loss of life or expenses incurred in connection with the removal, repair, or reinstallation, whether arising from or in connection with the utilization or performance of each respective product.

**Clause 3- CLIENT RESPONSIBILITIES**

* In case of the Solargy E-Mobility does not perform the products installation, the Client is responsible to complete the installation, commissioning and maintenance of the Products by taking occupational safety precautions and following the recommendations and conditions detailed in the manufacturer’s User Manual.
* The Client shall inform Solargy E-Mobility with the defective product notification form and necessary documents requested by Solargy E-Mobility within 3 days without making any intervention after any Latent Defect is detected.
* In the case of repair or replacement required for the Products, the Client shall bear at the installation site the costs and operations associated with disassembling and assembling all the connected fittings from the Products and lifting, displacing and reinstalling the Products.

**Clause 4 - Force Majeure**

* If Solargy E-Mobility is or will be prevented from performing any of its obligations under this warranty term and condition by Force Majeure, changes in customs legislation and regulations, or default of Manufacturer. Then Solargy E-Mobility shall give notice to the Client of the occurrence of such events or circumstances. Solargy E-Mobility shall, having given notice, be excused performance of such obligations for so long as such events prevents it from performing them. It is important to note that this exempted period is counted within the original warranty period and does not extend it.

**Clause 5 -** **WARRANTY LIMITATIONS**

The Client cannot benefit from Solargy E-Mobility’s warranty specified in this document if the Products:

* are damaged during shipping or handling;
* are damaged caused by natural disasters, including but not limited to, fire, flood, wind, earthquake, or lightning;
* are damaged resulting from circumstances beyond Solargy E-Mobility's control, including but not limited to, excessive voltage, mechanical impact, or water damage;
* are subjected to any misuse, negligence, improper installation, rapid cycling, freezing, thermal expansion or contraction stresses due to excessive heating, mechanical shock, tensile or compressive forces, inadequate or improper maintenance, poor air distribution, improperly specified design conditions, operating conditions other than the designed operation conditions or any reason not related to production, material and workmanship.
* are damaged caused by unauthorized modifications, alterations, attachments, or the use of foreign objects with the product;
* have been repaired or altered without getting written approval from Solargy E-Mobility.
* are damaged caused by peripherals, sensors, charging cables, or other products used with the product, except for those supplied by Solargy E-Mobility for such connections;
* are damaged resulting from using the products for purposes other than their intended design;
* are damaged resulting from abuse, mishandling, or improper application of the products;
* are damaged caused by disassembly or repair that adversely affects performance or prevents adequate inspection or testing required to validate warranty claims;
* returns based on product revision level or software version.
* has been tampered with, including altering the labels or other markings on the product.

At any above-mentioned cases, Solargy E-Mobility shall be entitled to terminate the warranty terms and conditions.

**Clause 6- RETURN POLICY**

10.1 The client has right to return the received Products within 14 calendar days from the date of receiving it. The client shall also ensure and keep the Products be unused, in the same condition that received by, and in its original packaging to be able to return the Products.

To facilitate the repair or replacement of any defective products by Solargy E-Mobility, it is imperative to obtain pre-approval from Solargy E-Mobility. To commence this procedure, kindly reach out to Solargy E-Mobility's client support team via email at info@solargyco.com or through WhatsApp chat at +201222137316. Please ensure that your message includes the following essential information:

1. Client's Full Name
2. Name of the Product(s) Being Returned
3. Quantity of Each Product Being Returned
4. Invoice Number

The following terms apply to all in-warranty product returns:

1.Once the initial 14-day period has passed, used products cannot be returned for a refund. However, all used products will be repaired or replaced, if necessary.

2.The Client is responsible for covering the shipping charges associated with returning the product.

**Clause 7 - WARRANTY PERIOD AND LATENT DEFECT**

The warranty period for Solargy E-Mobility's products against any latent defect commences upon the date of shipping the product from our distribution centers. and is specified as follows for each relevant product category:

|  |  |  |  |
| --- | --- | --- | --- |
| ***Smart Parking*** | ***Residential EV Chargers*** | ***Commercial AC Chargers*** | ***Electrical Work*** |
| □ Parklio™ Barrier- Two (2) Years  □ Parklio™ Gate- Two (2) Years  □ Parklio™ Chain- Two (2) Years  □ Parklio™ Bollard- Two (2) Years  □ Parklio™ ANPR- Two (2) Years  □ Parklio™ DETECT- Two (2) Years  □ Parklio™ BRAIN- Two (2) Years  □ Parklio™ Gateway- Two (2) Years  **ACCESSORIES**  □ Parklio™ Gate Accessories- One (1) Years  □ Parklio™ Chain Accessories - One (1) Years  □ Parklio™ Bollard Accessories - One (1) Years | □ Rolec Wallpod -Two (2) Years.  □ Rolec Zura--Two (2) Years  □ Rolec QUBEV- Two (2) Years  □ Circontrol eNext-Two (2) Years  □ Circontrol eHome -Two (2) Years  □ Circontrol ehome 5- Two (2) Years  □ Schneider Electric EVlink Home- eighteen (18) Months  □ Zerova AW-Two (2) Years  □ Bessen Portable Charger–One (1) Years | □ Rolec Quantum -Two (2) Years  □ Rolec SecuriCharge-Two (2) Years  □ Rolec AutoCharge-Two (2) Years  □ Rolec BasicCharge-Two (2) Years  □ Circontrol eVolve-Two (2) Years  □ Circontrol Post eVolve-Two (2) Years  □ Schneider Electric Pro Ac- Eighteen (18) Months  □ Zerova AX -Two (2) Years | □ EVSE Installation-One (1) Year |
| **ACCESSORIES**  □ GBT Cable –One (1) Years  □ Type 2 Cable –One (1) Years  □ Type 1 Cable –One (1) Years | |

**Client Name:**

**Invoice Number:**

**Serial Number:**

**Date:**

***Company Stamp***