

# Product Warranty and Recall

## Limited Product Warranty



For a period of three (3) years from the documented date that the goods are installed at the end user premises; (the "**Warranty Period**"), this policy warrants that the Electric Vehicle Supply Equipment will be free from defects in materials and workmanship.

The Product Warranty does not apply to any unit that:

- a) has been subjected to abuse, misuse, neglect, negligence, accident, improper testing, or other improper use not specified in the user manual
- b) has been improperly installed, stored, or subject to physical stress, abnormal environmental conditions, or use contrary to any instructions in the user manual.
- c) has been reconstructed, repaired, or altered contrary to any specifications in the user manual
- d) has cosmetic damage such as scratches and dents or normal aging
- e) has damage as the result of an extreme power surge, extreme electromagnetic field, or any acts of nature.

This policy does not warrant design, merchantability, or fitness for particular purposes.

This policy does not warrant that any software services for Wi-Fi-connected Units will be error free or operate without interruption. This warranty does not cover damage to any Wi-Fi connected charging station caused by any software provider.

### **Warranty Procedures**

The warranty claimant must produce the original purchase invoice, including the date of purchase and installation

During the Warranty Period, with respect to any allegedly defective unit:

- a) customer shall notify Ivy Charging Network by using the Contact Us form located on [ivycharge.com](http://ivycharge.com), of any alleged claim or defect before the expiration of the applicable Warranty Period;
- b) The customer shall ship, at UNITED CHARGERS INC. expense and risk of loss, such allegedly defective goods to UNITED CHARGERS INC. facility located at Markham, Ontario for inspection and testing
- c) If UNITED CHARGERS INC. determination reveals, to their reasonable satisfaction, that the unit is defective and any such defect has not been caused or contributed to by any of the factors listed in the previous section, UNITED CHARGERS INC shall replace such defective unit;
- d) UNITED CHARGERS INC shall ship customer, at their expense and risk of loss, the replaced goods to a location designated by the customer.

The customer shall not attempt to reconstruct, repair, or alter any unit, by themselves or through any third party.

The Limited Product Warranty does not include any on-site labour costs related to uninstalling or reinstalling the replacement charging station. The Seller assumes no liability for any dismantling, removal, installation, re-installation, labour costs, or any consequential damages associated with this warranty. The cumulative liability of the Seller for warranty claims will not exceed the original price of the charging station.