

3-Year Limited Installation Warranty

Installation Workmanship Warranty

Ivy Charging Network (Ivy) is committed to delivering high-quality workmanship and reliable installations. Ivy facilitates the installation of its chargers through certified third-party electricians, who provide a 3-Year Limited Warranty (the “Warranty”) on their installation services. This warranty applies exclusively to installation workmanship and covers defects or issues arising from improper installation. The warranty period begins on the completion date of the installation.

Warranty Service

To initiate a Warranty claim, the customer must notify **Ivy Charging Network** by using the "Contact Us" form on www.ivycharge.com or by sending an email to support@ivycharge.com before the expiration of the Warranty Period.

Include the following details in your request:

- Full name and address
- Charger Serial number
- Date of installation
- A description of the issue

Once we receive your request:

1. **Initial Assessment:** Our team will review your claim and may attempt to resolve the issue by providing you with instructions or assistance remotely through email or phone.
2. **Service Visit:** If the issue cannot be resolved remotely, a service visit will be scheduled. Issues which are covered by the Warranty will be addressed at no additional cost.
3. **Non-Warranty Visits:** For issues not covered under the Warranty, standard service charges apply,

Ivy must be notified of any potential Warranty claim directly by the customer during the Warranty period in order to process a Warranty claim.

In order to make a Warranty claim, customers must contact support@ivyhome.com to request Warranty-related repair support. To make a Warranty claim, the claimant must provide the original purchase invoice, including the date of purchase and installation.

If the issue cannot be resolved remotely, Ivy will dispatch a certified third-party electrician to attempt to resolve the issue. Any services performed by any other person will not be covered by the Warranty, and may void the Warranty (in Ivy's sole discretion).

Furthermore, claims submitted without prior notification will not be accepted.

Exclusions

This warranty covers only installation workmanship performed on behalf of Ivy by Ivy's certified third-party electricians. The following are excluded:

- Equipment which has been subjected to abuse, misuse, neglect, negligence, accidents, improper testing, or other uses not specified in the user manual.
- Issues resulting from modifications, repairs, or alterations made by anyone other than a certified third-party electrician dispatched by Ivy.
- Faulty components unrelated to installation including hardware or software provided by a third party or provided by Ivy. Ivy provided hardware and/or software may be covered by Ivy's Product Warranty.

Post-Warranty Repairs

After the Warranty expires, and for non-Warranty related matters, customers may request service at current standard rates. Rates and fees are available upon request.

Customer Responsibilities

To maintain eligibility for Warranty service, customers are responsible for:

- Retaining proof of purchase, such as a receipt or invoice.
- Ensuring that the installation area remains in safe working condition.
- Following all instructions and guidelines provided during installation.

Liability Limitations

Ivy will not be liable for any loss, damage, or cost exceeding the original purchase price of the installation service. Additionally:

- Ivy does not assume responsibility for consequential damages, including those related to faulty installations or third-party equipment.
- Warranty claims related to performance issues will be reviewed on a case-by-case basis. Ivy reserves the right to make the final decision regarding the legitimacy of any claim.

Making a Claim

All Warranty claims must be submitted through support@ivycharge.com. Warranty claims will be assessed based on the conditions outlined in this warranty. Ivy will notify the customer of the decision within **10 business days**. Approved claims will be resolved at no cost to the customer for Warranty-covered issues. If a Warranty claim is not approved, Ivy will provide a detailed explanation.

Fairness Policy

Ivy aims to resolve all Warranty claims fairly and consistently. Each case will be reviewed individually to ensure a balanced and transparent resolution process. The final decision will be made in consideration of all factors and in fairness to all parties involved.

This Warranty applies only to installations performed by a certified third-party installer dispatched to perform installation services by Ivy directly. It does not cover installations performed by third –parties not dispatched by Ivy, installation performed by a customer, or by resellers.

We are here to help -Let us help you achieve safe, reliable energy solutions for years to come by using an Ivy certified installer.