

## General Limited Warranty and Applicability

Effective July 31, 2023

LENZ is committed to the manufacture and sales of high quality and reliable EV charging products and accessories. LENZ products come standard with a limited warranty that covers any product failures due a defect in materials or workmanship under normal and intended use and service after proper installation.

The warranty period varies by product and warranty coverage begins from your date of purchase as printed on your original sales receipt. Please see "WARRANTY PERIOD" below for warranty period by product name. During the warranty period, we will replace or refund, at our option, any new part that fails under our terms of use.

Please register your purchase for warranty protection [here](#).

To file a warranty claim, please go to our warranty claim page [here](#). You can also contact us at [customerservice@lenzcharging.com](mailto:customerservice@lenzcharging.com) with a copy of your original sales receipt/order ID with a detailed description of the reason for your claim. You must be the original purchaser of the LENZ product and the actual user of the LENZ product. This warranty is not transferable. Replacement part(s) are warranted for 90 days from the date of exchange or the remainder of the warranty period on the original part, whichever is longer.

Please give us up to 10 business days to respond to your claim. If approved, we will reply to you with a Return Authorization Number and a ship-to address for approved returns. When returning LENZ product(s), you must include your name, Return Authorization Number, and a copy of the original sales receipt. Warranty coverage, including any approved refunds for returned LENZ products, will not be honored without these details.

Only LENZ products purchased from authorized LENZ resellers, which, at this time is our website, [www.LenzCharging.com](http://www.LenzCharging.com), and Amazon.com shall qualify for our limited warranty coverage. Warranty will not be honored for LENZ product(s) from any unauthorized resellers as we cannot ensure the quality of those products.

Refunds will be issued in accordance with our Refund Policy.

This warranty does not cover the exceptions listed below under, "WHAT IS NOT COVERED".

### WHAT IS NOT COVERED

- Failure due to misuse, abuse, modification, accident or collision, or improper installation.
- Parts under manufacturer's recall.
- Parts installed on vehicles used off-road or for racing purposes.
- Parts installed on a commercial-use vehicle.
- Normal wear and tear.

### WARRANTY PERIOD

LENZ J1772 Adapter (SKU ADPT21101): 24 months from date of purchase  
LENZ NEMA Adapter 14-50 (SKU NEMA-TS1450A): 24 months from date of purchase  
LENZ NEMA Adapter 14-50 Extended Version (SKU NEMA-TS1450L): 24 months from date of purchase  
LENZ Charger Lock (SKU ACCS21101): 6 months from date of purchase