



EVSE PRODUCT WARRANTY AND ORDER RETURNS

Electric Avenue Manufacturing Inc. ("Electric Avenue") continually strives to build the highest quality EV chargers available. However, Electric Avenue offers this limited warranty in the event a defect occurs with an Electric Avenue EV charger.

This limited warranty covers EV chargers purchased from Electric Avenue for a period of 24 or 36 months (depending on the product purchased) from the date of delivery. Any spare parts provided by the Supplier and used as replacements for repair are covered by a three-year guarantee. Electric Avenue guarantees that EV chargers shall be free of manufacturer's defects. The warranty is applicable to the original purchaser only and is non-transferable. This warranty will be void if any original parts have been changed or any attempt to repair a non-working EV charger has been made by anyone other than authorized Electric Avenue personnel. This warranty is void if the EV charger was used in a manner other than the specified operating range or was used in an application not intended for the EV charger. This warranty is void if the EV charger is altered or modified.

Standard Limited Warranties:

- Watti Home Level 2 chargers include a 3-year (36-month) standard limited warranty
- Watti Pro Level 2 chargers include a 3-year (36-month) standard limited warranty
- Watti Direct DC fast chargers include a 2-year (24-month) standard limited warranty

Warranty Exclusions:

- Damage or rendered non-functional because of power surges, lightning, earthquake, fire, flood, pest damage, abuse, accident, misuse, negligence, or failure to maintain the product or other event beyond Supplier's reasonable control or not arising from the normal operating condition.
- Cosmetic or superficial defects, dents, marks, or scratches after use.
- Components that are separate from the product, ancillary equipment, and consumables, such as door key, RFID card, air filter, fuse, cable, wires, and connectors.
- Damage because of modifications, alterations, or disassembling which were not pre-authorized in writing by Supplier.
- Damage due to the failure to observe the applicable safety regulations governing the proper use of the product.
- Installed or operated not in strict conformance with the documentation, including without limitation, not ensuring sufficient ventilation for the product as described in the Supplier installation instructions.

If a defect occurs during the warranty period, the unit(s) or parts must be returned in accordance with the return policy. A copy of the original invoice or other proof of purchase must accompany the returned unit(s) or parts. Electric Avenue reserves the right to repair or replace, at our option, any defective EV charger within the warranty period. Electric Avenue is under no obligation to repair or replace EV chargers that have components blown out by use of excessive loads or input conditions beyond the stated range of the EV charger specification.

Except as specifically stated in this warranty, or in the written sales agreement between Electric Avenue and its client, there are no other warranties, expressed or implied, but not limited to, of merchantability or fitness for a particular purpose. In no event shall Electric Avenue be liable for loss of profit or benefits, indirect, special, consequential, or other similar damages, arising out of any breach of warranty or otherwise.

When service is required for a Electric Avenue EV charger, a defect report must be provided to obtain a Return Merchandise Authorization number (RMA) from our office prior to returning the EV chargers. Electric Avenue will not accept returned EV chargers that do not have an RMA on the packing slip attached to the box(es).

Defective units or parts must be returned freight prepaid; Electric Avenue accepts responsibility for return freight charges to customers for valid warranty claims.

EV chargers that are within the warranty period will be repaired or replaced at our option, free of charge, if the conditions of the warranty and return policy have been met. EV chargers repaired out of warranty will be charged for parts and labor; repairs will only begin upon acceptance by the customer of the repair cost.

Any damage occurring to the EV charger during shipping should be reported to the carrier immediately. Electric Avenue is not responsible for damage during transit. Keep original shipping containers and packaging material. The carrier will not honor a claim if shipping material is missing.

In the event that a customer is unsatisfied with their purchase, the product may be returned within 60 days of purchase for a credit or exchange.

To return EV chargers or parts to Electric Avenue, please phone us between our business hours (9:00 am to 5:00 pm AST). If you cannot call, send a detailed explanation of the problem by email to support@goelectriccave.com. You will be issued an RMA number and instructed on how to return the EV charger. A detailed description of the problem(s) with each EV charger and a list of the serial numbers should be included with the shipment.

Return EV chargers are subject to the following conditions:

- (1) EV chargers or parts must be packed in a manner that will prevent incidental damage during shipping.
- (2) A copy of the original purchase order, or other proof of purchase, and defect report must accompany the return.
- (3) EV chargers or parts returned to Electric Avenue that are determined to be misused, altered, or modified from the original manufactured release will be returned to the client freight collect.
- (4) Retesting fee per unit and return freight charges will be incurred for unit(s) with no defects or if the EV charger is in specification.
- (5) Route Cause Analysis and failure report for products out of Warranty will be charged depends on the conditions.

Contact Electric Avenue offices for further information:
Electric Avenue Manufacturing Inc.
Email: info@goelectriccave.com www.goelectriccave.com