

Warranty Statement

1. Star Charge Warranty

Star Charge warrants its product to be free from manufacturing and material defects during the Warranty Period. Star Charge's warranties are subject to and provided exclusively in accordance with the terms and conditions outlined in this document. In the event of any conflict with contractual terms and conditions, the terms of the contract shall take precedence

2. Warranty Coverage

- a. If Star Charge confirms the presence of a manufacturing defect during the Warranty Period and is covered by this Limited Warranty, Star Charge, at its discretion, will cover the provision of remote support and new or refurbished product or components.
- b. Star Charge's standard warranty does not cover any labor, travel or other costs for the removal and replacement of the product.

3. Star Charge Warranty Duration

The standard warranty period is 24 months for Star Charge's Products, which commences on the earlier of:

- a. site commission date as reported to Star Charge
- b. 3 months from the Star Charge charger's delivery date

4. Warranty Claim Process

4.1 Warranty Claim Terms

- a. Warranty claims are to be initiated within the two years warranty period.
- b. The Customer is required to promptly inform Star Charge of any product defects or issues within a maximum period of ten (10) business days from the date of discovery
- c. Star Charge service team may conduct remote troubleshooting and require the customer to provide mandatory information about the defect.
- d. Warranty claim could be denied if critical information is missing or inaccurate
- e. Star Charge Warranty does not cover wear and tear parts
- f. The defective parts shall become the property of Star Charge upon replacement and must be returned to Star Charge, accompanied by an attached NRA number, within a period of 15 business days

4.2 Warranty Claim Process

- a. The Customer who has purchased through Star Charge Authorized Reseller shall submit a ticket of the defect through Star Charge Service Hotline or service@starchageamericas.com
- b. A member of Star Charge service team will review and confirm the eligibility of the claim. Remote troubleshooting might be offered if needed.
- c. Where a Warranty claim is accepted, Star Charge shall provide Warranty coverage in accordance with the terms outlined in this document.
- d. Where a Warranty claim is rejected, Star Charge shall provide reasons and a quotation for repair



5. Warranty Exclusions

The Star Charge shall bear no responsibility to provide complimentary maintenance and support including, but not limited to the following circumstances:

- a. Force Majeure events, including but not limited to fire, flood, earthquake, war, etc.
- b. Usage of Star Charge charging equipment beyond its intended purpose and/or outside its designated parameters.
- c. Exposure of Star Charge charging equipment to acts of nature, vandalism, misuse, normal wear and tear, negligence, accidents, overvoltage, abnormal physical or electrical stress (such as power surges, power outages, etc.), or other causes beyond the control of Star Charge.
- d. Unauthorized opening, disassembly, or relocation of Star Charge charging equipment is not covered.
- e. Star Charge chargers must be stored, installed, operated, and maintained according to Star Charge instructions and may not be left without power for an extended period of time.
- f. Charging equipment composed of materials provided by or designed specified by the purchaser.
- g. Star Charge charging equipment not purchased directly from Star Charge or its authorized sales channels.
- h. Warranty obligations do not include restoration, replacement, or reinstallation services.

6. Warranty Response Times

Star Charge's typical time frames to Warranty claims:

- a. Response and remote support within two (2) business days
- b. Required parts delivery to charger's installed location within seven (7) business days