

Warranty Terms and Conditions

FractalEV Charging Stations come with a 3-year manufacturer's warranty. This warranty is extended by FractalEV to original purchasers of FractalEV Charging Stations. FractalEV warrants that this product is free from defects in materials and free from defects in workmanship for the period specified in the warranty from the date of purchase. If during the Warranty Period, under normal operating conditions, your charging station becomes defective, FractalEV will, upon written notice of the defect that occurred during the Warranty Period, replace the charging station until the defect is resolved.

No agent, employee, or representative of FractalEV has any authority to affirm, represent or warrant anything concerning FractalEV Charging Stations except for the affirmation and representation which is specifically included within this warranty. This warranty will not apply if the product has been misused, abused, or altered. The warranty does not cover cosmetic damage such as scratches, dents, or normal aging. The warranty does not cover damage as a result of an extreme power surge, extreme electromagnetic field, or any acts of nature. This warranty will not apply if the product is used with any third-party extension cords or electrical adapters. The waterproof rating of the enclosure cannot be guaranteed if the charger is mounted upside down. The warranty will apply only if the product is defective. FractalEV does not Warrant that any software services will be error-free or operate without interruption.

A 1-year warranty covers the Charging Output Cable. After the 1-year period a Replacement Charging Cable may be purchased to replace the damaged charging cable. The warranty for the cable does not include normal tear and wear. Plugs exposed to snow or water for an extended time are not covered by this warranty. The warranty for the cable does not include cables that have been run over, pulled, or otherwise damaged by the vehicle. FractalEV shall make the final determination as to whether the fault is caused by the Charging Station or the Charging Output Cable.

The warranty claimant must produce the original purchase invoice, including the date of purchase. For all products that are under warranty, FractalEV will issue a replacement unit or replacement part. The Warranty covers the full cost of the replacement charging station, including shipping and handling for both the replacement unit and the return shipping for the defective unit. The cumulative liability of FractalEV for warranty claims will not exceed the original price of the charging station. Warranty claims submitted within 60 days from purchase will be replaced with a new unit. Warranty claims submitted after 60 days may be replaced with a refurbished unit.

FractalEV assumes no liability for any dismantling, removal, installation, re-installation, or labour costs or any consequential damages associated with this warranty. FractalEV is not responsible or liable for any costs associated with faulty installations. FractalEV shall make the final decision, in fairness to all concerned, as to the legitimacy of any such claim on this warranty.

Replacement units will only be shipped in Canada, Mexico, and the contiguous United States. For shipping replacements to another country or Hawaii, Alaska, and Puerto Rico the shipping fees will be paid by the customer.