

## WARRANTY TERMS & CONDITIONS

Roypow (USA) Technology Co., Ltd (the Manufacturer) warrants that its Products (as listed below) are free of defects in design, materials and manufacturing for the period of time or other limitation (whichever is reached first) as shown below:

Product type	Duration (years)	Other limitation	Notes
12V (nominal) batteries	1	Rated end of life	Cycle life & capacity as per data sheet
24V (nominal) batteries	5	Rated end of life	Cycle life & capacity as per data sheet
48V (nominal) batteries	5	Rated end of life	Cycle life & capacity as per data sheet
72V (nominal) batteries	5	Rated end of life	Cycle life & capacity as per data sheet
Chargers & accessories	1	N/a	N/a

The Warranty is deemed to have commenced 3 months after the date of manufacture (as marked on the Product), or on the date of purchase of the Product by the distributor from the Manufacturer (as per the date of shipment from the Manufacturer's factory) or the date of purchase of Product by the customer from the distributor (as per the purchase receipt), whichever is the later. This is the Warranty Commencement Date.

Any Warranty claim should be addressed to the party from whom the Product was purchased. If a distributor or other intermediary is unwilling or unable to handle an end-user's claim then the end-user should approach the Manufacturer directly.

See below for how to make a claim.

This Warranty is a return-to-base warranty.

Under this Warranty the Manufacturer will repair, replace or refund (subject to the limits explained below), at its own discretion, any Product deemed to be faulty under the terms of the Warranty. Any replacement product supplied by the Manufacturer will carry a full new Warranty.

### Exclusions

This Warranty is void if the Products in a Warranty claim have been:

- Stored, installed, used or charged in any manner that is contrary to the Manufacturer's instructions or data sheets or generally accepted good industry practice
- Opened, modified or tampered with in any way, including the alteration or erasure of date codes etc
- Used for an application or in a manner for which they were not designed
- Stolen or at any time outside of the customer's control (except in the normal course of business)
- Subjected either during storage or use to extreme environmental conditions, including heat, cold and moisture, outwith the limits defined in the Manufacturer's instructions and data sheets

All consequential losses and/or damages arising from the malfunction of a Product are expressly excluded.

The cost of transporting a Product that is the subject of a Warranty claim, or is being supplied by the Manufacturer in recompense for a Warranty claim, from the customer/distributor to the Manufacturer or from the Manufacturer to the customer/distributor is excluded and is the responsibility of the customer/distributor.

### Limitations

The value of any Warranty claim, whether recompensed in replacement goods, services or money, will be based on the price paid when the goods were originally purchased from the Manufacturer. Any replacement supplied in recompense will be the nearest equivalent that is available to the Product in the Warranty claim.

In the event that the Manufacturer upholds a claim under the terms of this Warranty any recompense will take into account the number of months that have elapsed from the Warranty Commencement Date to the date when the Manufacturer was first notified of the claim with the value reducing by 1.67% of the original purchase price from the Manufacturer per month from the date of commencement of the Warranty to the date when the Manufacturer was first notified of the Warranty claim.

Example:

If the Warranty claim was lodged 12 months after the Warranty Commencement Date, the original purchase price from the Manufacturer was \$1,000 and the claim was upheld, then the value of the recompense, whether paid in money, services or replacement goods would be

$$\$1,000 - (12 \times 1.67\% \times \$1,000) = \$800$$

If recompense in the form of goods was agreed and the replacement Product selected was priced at \$1,100 then a payment of  $(\$1,100 - \$800) = \$300$  would be due to the Manufacturer before the replacement Product was made available to be collected.

Where specified (see table above) the Warranty will end when the duration has elapsed or when the other limitation has been reached, whichever is first. Where the other limitation is a number of charge cycles, this will be found on the data sheet that was in force on the date of manufacture of the Product.

### How to make a claim

If the Product appears not to be functioning as it should, please contact the party from whom you bought it. If you bought it from a distributor or other intermediary but they will not handle your claim you may then contact the Manufacturer direct.

Please have all relevant product details to hand, including the model, date of manufacture and (if possible) date of purchase.

Please be ready to describe the nature of the alleged malfunction, along with all relevant application and environmental circumstances.

The Manufacturer or the distributor might ask you to return the Product to them. If you do this it will be at your expense. Any packaging and shipping must be in accordance with local regulations. No product is to be returned to the Manufacturer without the Manufacturer's prior authorisation.

On receipt of returned Products the Manufacturer or distributor may examine the Product to determine the possible cause of the alleged malfunction. This may include accessing the battery management system to determine the number of charge cycles the battery has undergone to find out if it has reached the end of its rated life.

If the Warranty claim is upheld the Manufacturer or distributor will contact you to discuss the available recompense.

If the Warranty claim is not upheld the Manufacturer or distributor will contact you to inform you and find out if any Product(s) returned should be scrapped or returned to you. If they are to be returned this will be at your expense.