

10. warranty

15.1 Products have a two-year warranty against defects in materials or manufacturing defects. If Customer detects any damage / defect / shortcoming to the Product he must notify, within a reasonable time and in any event within ten (10) days, EV-Box under statement of all possible details of the defect, the defect or malfunction via info@ev-box.com and / or +31 88 77 55 444.

15.2 Clause 15.1 applies only to Products which are taken directly from EV-Box and not by third parties such as resellers, installation partners or other third parties.

15.3 EV-Box can charge Customers not being consumers, travel costs, transportation costs or other costs of resolving a defect or malfunction.

15.4 Customer should send loose Products such as faulty cables, Charge Cards or Charge Key Fobs, back to EV-Box. Any transportation costs are for the expense of the Customer.

EV-Box does not guarantee that the Products and Services it delivers are without defects and will function without interruption EV-Box has a best effort obligation to repair defects in the Products and Services within a reasonable time.

15.5 In case the customer has reported a malfunction, defect or failure EV-Box can postpone the recovery of the defects until a new version of the Product and/or Service is put into service. EV-Box does not guarantee that defects in software or other items that are not developed by EV-Box, will be repaired. EV-Box is entitled to apply problem avoiding restrictions and/or apply workarounds. If a Service and/or Product is developed by EV-Box and commissioned by Customer EV-Box can charge its usual rates for repair of any defects.

15.6 EV-Box is not responsible for checking the accuracy and completeness of the results of the Service and the data generated using the Service. Customer can check the results of the Service and the data generated using the Service.

15.7 Customer shall, on the basis of the information provided by EV-Box on measures to prevent and limit the consequences of failures, defects in service, mutilation, loss of data or other incidents, identify the risks to its organization and, if necessary, take additional measures. EV-Box is prepared upon request by Customer to if reasonably possible to cooperate with Customer to incorporate the additional measures necessary. EV-Box can charge Customer for the additional work using its normal fees. EV-Box is not responsible for repair of damaged or lost data.

This warranty statement is subject to change.

Please refer to [ev-box.com/general-terms-conditions](https://www.ev-box.com/general-terms-conditions) for the latest version.