

BACK TO BASE SERVICE WARRANTY



ALFEN
POWER TO ADAPT

Alfen ICU B.V. (hereinafter 'Alfen'), provides a limited warranty on the materials of its charging equipment for electric vehicles (hereinafter 'Product(s)'), according to the following provisions:

Limited warranty period materials

Alfen warrants that Products are free from defects for a period of two (2) years from the date of delivery Ex Works (EXW) Alfen's warehouse according to the latest version of the Incoterms, unless Alfen and its direct customer ("Customer") explicitly agree otherwise in writing (hereinafter 'Warranty Period'). If Customer assigns and transfers this Warranty to its customers ("User") with written approval of Alfen, Users will also become Alfen Customers for Warranty purposes. If Alfen has not approved such transfer in writing, a User of the Product must address the failure of the Product to its supplier.

Alfen will correct any defect by repair or replacement at its own expense, unless one of the circumstances as listed below occurs. This warranty is the exclusive warranty and is provided instead of any warranty of merchantability, fitness for a particular purpose or any other warranty, express or implied, except warranties of title and infringement.

Repair costs are excluded from coverage under this Warranty in case of: (i) misuse or use of the Products beyond its intended purpose, (ii) external damage, (iii) failures from the grid, the GPS/GPRS provider, distribution service operator, or power supply; (iii) faulty (a) installation (b) assembly/disassembly, (c) modification, (d) repair (e) configuration or (f) maintenance of the Product(s) performed by an authorized party, (iv) malfunction of an open charge point back office system; (v) use of non-approved attachments or non-genuine parts; (vi) force majeure situations; or (vii) activated residual current device (RCD) by the electric vehicle;

Damage to the electrical vehicle itself (including, but not limited to, broken electric vehicle charging cable or socket, tripping RCD, soft- or hardware problem in the converter) is never covered by this Warranty.

Warranty Procedure

Failures may be reported by submitting a web form via the Alfen Customer Service Portal at <https://support.alfen.com>. In case of a failure of the Product(s), that cannot be solved remotely, Customer shall, at their own expense, ship the entire Product(s) to the factory of Alfen, Almere, the Netherlands, after request and instructions thereof by Alfen. If the failure is covered by this Warranty, Alfen shall repair or replace the Product(s) and ship it back to the customer at Alfen's cost. Custom duties and taxes, however, shall be paid by Customer. If the failure is not covered by the Warranty, Alfen will provide a quote for appropriate repair works. In case the Customer or User accepts the quote and places an order for the repair, Alfen will repair the Product(s), and send it back at the Customer/User's expense. If the quote is not accepted, the Product(s) will be sent back unrepaired at the Customer/User's expense.

Solution Time

The lead time for resolving a failure, starting at the moment of receiving the defective (entire) Product at the factory of Alfen, shall be 5 working days in 80% of all reported failures (calculated on a monthly basis).

Governing law & Jurisdiction

Any dispute or claim arising out of or in connection with this Warranty shall be governed by and construed in accordance with the laws of the Netherlands, excluding its conflict of law provisions and all disputes shall be settled by the District Court "Midden Nederland", location Almere, the Netherlands.

Alfen B.V.

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