



EV MATE 7/11/22 AC EV Charger

Limited Warranty and Service Conditions

1. Warranty Period

Subject to the exclusions and limitations described below, the AC EV Charger Limited Warranty covers the refund, repair or replacement necessary to remedy any manufacturing defects in a GREENESS manufactured and supplied AC EV Charger that occur under normal personal use for a period of 36 months, or a period of 24 months for normal commercial use*.Our goods come with guarantees that cannot be excluded under the Australian Customer Law.

*“commercial use” means AC EV Chargers used for purposes other than charging at a residential single family home for daily personal use, which includes, but is not limited to, charging at hotels, offices, parking lots and complexes (including apartment, condominiums and other multi-family or unit dwellings), and retail and other locations that allow (including by being listed online or publicly) for pay-for-use charging

2. Warranty Services

GREENESS provides remote support and hardware services for GREENESS Products.

Service Category	Service Item	Service Description
Remote Support	Hotline	8 hours *5 business days of the local region.
	Email	Respond within 24 Hours (excluding weekend & public holidays)
	Website Technical Support	24 hours *7 calendar days Share technical information and download patch.
Hardware Service	Repair	Fulfill in 7 Days after GREENESS approves the RMA. For details, see the Hardware Service clauses as below.
	Replacement	Ship out in 2 business Days after GREENESS approves the RMA. (if available) For details, see the Hardware Service clauses as below.

2.1 Remote Support

Remote Support means GREENESS provides solutions for technical inquiries or problems related to the GREENESS Products by telephone, e-mail or website below.

Phone: 1300 69 69 50

Email: Customerservice@GREENESS.com

Website: www.GREENESS.com.au

2.2 Hardware Service

At GREENESS's sole discretion, the Defected Products shall be repaired or replaced if any malfunction or damage occurs to the GREENESS Products.

(A) Repair

GREENESS may, at its sole discretion, offer repairing services by means of remote diagnosis and commissioning or a house-call on appointment. Such repairing services may be performed by GREENESS or a third party appointed by GREENESS at GREENESS's sole discretion, and the Customer shall provide cooperation for repairing services to be performed.

(B) Replacement

If GREENESS elects to replace the Defected Products, the replacement Products shall be of the same type and physical form as the original one, and/or electrically compatible with the original one. If GREENESS replaces a battery, the replacement battery shall have an electrical output of not less than the warranted output of the Products causing breach of the Warranties at the time of replacement, based on the warranted Degradation Rates set forth at Clause 1.2. If the Products are replaced within the Warranty Period, the remaining Warranty Period of the Warranty Period will be deferred after the Products are replaced. Any replacement of the Defected Products shall not cause a renewal and/or extension of the Warranty Period of such Defected Products.

Notwithstanding the foregoing, if GREENESS no longer supplies Products meeting the foregoing criteria, then additional or replacement Products provided shall be those Products then supplied by GREENESS most substantially meeting the foregoing criteria although the replacement Products may be a different size, shape, color and/or capacity. The Defected Products must be properly disposed by the Customer or be collected by GREENESS for proper disposal. The replacement Products shall be delivered to the same destination where the original Products cause breach of the Warranties. Upon completion of the applicable replacement set forth, the ownership of the Defected Products shall be transferred back to GREENESS. GREENESS's performance of any repair, replacement, or provision or any refund shall not lead to the suspension, renewal or extension of the term of the original Limited Warranty or variance from the terms of the original Limited Warranty.

Outside Warranty the repairs for Defected Products shall be at the cost of Customer, which may include, but not limited to, labor cost, components cost, testing cost, and any associated costs of shipping/freight. Products shall be repaired only after (1) customer is provided with an estimated cost of the repairs of the Defected Products; and (2) customer provides with a written approval to commence the repairs on the Defected Products. If Customer does not reply within 15 days from the date customer is notified with an estimated cost for repairs on the Defected Products, then the Defected Products shall return to Customer said Defected Products freight collect.

3. CLAIMS OF MALFUNCTION OR DAMAGE

3.1 If Customer discovers that there is any malfunction or damage occurring to the GREENESS Products, Customer shall promptly provide written notice to GREENESS or a third party appointed by GREENESS, and the following information and materials setting forth within 14 days after discovering the malfunction or damage :

(A) The model and serial number of the Products which has malfunction or damage (“Defected Products”);

(B) The Materials showing the system configuration details if the Defected Products are installed;

(C) The Form of Defected Products Claim (“Claim”);

(D) The specific and detailed description about the Claim, and the evidence to prove the Claim, including but not limited to physical address, contact information, photographs and videos as requested by GREENESS;

(E) Any additional materials or evidence requested by GREENESS.

3.2 GREENESS shall have the right to reject the Claim without bearing any liabilities if Customer fails to provide any information or materials listed in Clause 3.1 within the aforementioned 14 days.

4. Exemptions

4.1 When any malfunction or damage occurs to the GREENESS Products due to any of the following reasons, GREENESS has the right to refuse to repair, or GREENESS could collect a proper cost for the materials and man-hour for the repair as the case may be:

4.2 The original Products serial number label has been altered, replaced, torn or lost;

4.3 Products model number and/or serial number of the Products do not tally with the Products;

4.4 The Warranty Period has expired according to this Warranty Policy or the contract entered with the Customer;

4.5 The malfunction or damage is caused by the failure of the user to use, maintain or take care of this Products according to the user's manual;

4.6 The malfunction or damage is caused by the repair conducted by an organization not authorized by GREENESS;

4.7 The malfunction or damage is caused by accidents, force majeure or human reason.

4.8 Special price Products and Products used for demonstration purposes (i.e. samples) are not entitled to this warranty policy. The warranty period in that case shall be standardized by a contract mutually agreed by the parties otherwise.

4.9 Damage directly caused by non-GREENESS related problems in customer's premises.