

TERMS AND CONDITIONS

As a base for Ferroamp products, they are delivered according to NL 17 with the following additions.

Ferroamp products have been manufactured and tested to the highest quality standards by Ferroamp Elektronik AB ("**Ferroamp**" or "**we**"). This limited warranty offered by Ferroamp covers defects in material or workmanship in new Ferroamp products. We warrant our products against defects in material or workmanship for a period of five years after the delivery. Our warranty with regard to software products is limited to a period of two years after the delivery.

The warranty of the Battery System (see below) is exclusively provided by Ferroamp's supplier of the Battery System. Ferroamp will repair or replace any other product or part of the product that proves defective because of improper workmanship and/or material, under normal installation, use, service and maintenance. Repairs or replacements will not extend the original warranty period. If we are unable to provide a replacement and repair is not practical or cannot be made in a timely fashion, we may elect to refund the purchase price in accordance with the list below in exchange for the return of the product.

Year 1	Year 2	Year 3	Year 4	Year 5
100 %	100 %	72 %	58 %	44 %

This warranty is expressly limited to the repair or replacement of defective parts with those of equal or greater value at the sole discretion of Ferroamp. Repair, replacement or refund of the purchase price, as provided by this warranty, is the exclusive remedy of the purchaser.

BATTERY SYSTEM WARRANTY OFFERED BY FERROAMP'S SUPPLIER

The battery and the battery management system are referred to as the "**Battery System**". The warranty on the Battery System is exclusively offered by Ferroamp's supplier of the Battery System. Such supplier is identified below and/or in a separate document. Upon failure of the Battery System and upon request from the customer, Ferroamp will, as its sole obligation, provide available history usage data of the Battery System and a written opinion from Ferroamp describing the nature and the cause of the failure.

LIMITATIONS

The warranty is void in the following cases:

This warranty extends to the original purchaser only and is non-transferable.

- failure to follow instructions in the owner's manual, or if a repair has been carried out by a person not certified by Ferroamp,
- alterations to the original design,
- if damage is done by power surge,
- if damage is done by improper installation, maintenance or other such misuse,
- if damage is done by water damage,
- if product is operated outside the service conditions set out in the manual, product sheets etc,
- if the product is not connected to Internet and the Ferroamp server, or
- damage due to lightning strikes or other force majeure incidents.

Ferroamp shall not be liable to purchaser or any other person for any incidental, special or consequential damages, including without limitation, loss of profits, damages for personal injury, property damage or economic losses, whether based on contract, warranty, negligence, or product liability.

HOW TO FILE A CLAIM

Adress
Ferroamp Elektronik AB
Domnarvsgatan 16
163 53 Spånga
Organisationsnummer
556805-7029

Telefon
08 684 333 90
E-post
info@ferroamp.se

Bank
Handelsbanken
Bankgiro
614-5767

Ferroamp will not provide any warranty coverage unless claims are made in compliance with all Ferroamp warranty terms and conditions and proper return procedure is followed. To request warranty service, Ferroamp Customer Service needs to be contacted and the following information needs to be clearly provided:

- The sales receipt or other evidence of the date and place of purchase
- Full name, contact details (including telephone number and email address)
- Construction number of the product
- A description of the problem
- Images or video evidence of the problem

If a claim concerns the Battery System, you will be referred to Ferroamp's supplier of the Battery System and related Warranty conditions.

If a product, other than the Battery System, needs to be removed for return shipment, it is customer's responsibility to safely remove and send the product to Ferroamp at its own cost.

If the defect can be remedied by replacement or repair of a defective part and if dismantling and re-installation of the part do not require special knowledge, Ferroamp may demand that the defective part is sent to Ferroamp or a destination specified by Ferroamp. In such case the Supplier shall have fulfilled his obligations in respect of the defect when he delivers a duly repaired part or a part in replacement to the Purchaser.

Ferroamp will return the product to the customer at the Ferroamp expense.

DISPUTES AND GOVERNING LAW

Any dispute, controversy or claim arising out of or in connection with this warranty or the warranty provided by the Supplier of the Battery System, or the breach, termination or invalidity thereof, shall be finally settled by arbitration in accordance with the Rules for Expedited Arbitrations of the Arbitration Institute of the Stockholm Chamber of Commerce. The place of arbitration shall be Stockholm. The language to be used in the arbitral proceedings shall be English. This warranty and the warranty provided by the supplier of the Battery System shall be governed by the substantive law of Sweden.