



## WARRANTY

AUTEL warrants that the product will be free from defect in workmanship and material to the original consumer purchaser.

The warranty period starts on the date of purchase by the original consumer purchaser.

- For home ev chargers, the warranty period is 36 months.
- For accessories, the warranty period is 12 months.

### Warranty Statement

Any defects in material, workmanship of your product will be covered after you provide any valid proof of purchase and information including but not limited to:

- A purchased order number made through AUTEL official stores.
- Sales invoice or order confirmation email that clearly shows the description of the product, its price, and sales channel.

Note: The limited warranty is restricted to the country of purchase. The warranty will be invalid on the items once they are taken or shipped to other countries.

### Exclusions of Warranty

1. Misused, abused, damaged by accident or damaged due to force majeure (e.g. lightning strikes, tornadoes, hurricanes, etc.);
2. Unauthorized modification, repair, dis-assembly or operation not in accordance with the official instructions or manuals;
3. Purchased from unauthorized resellers;
4. Use for special application other than normal consumer use;
5. Lost, stolen or full refunded product;
6. Any defect or damage caused by exposure to excessive heat, cold, liquids or other external causes;
7. Invalid proof of purchase;
8. Warranty period expired
9. The ev charger model on the warranty certificate does not match the actual item;
10. Unauthorized alteration on the warranty certificate;
11. Product wear and tear through the usage of time.

## **Return and Refund**

- Order Cancellation:

Order Cancellation can be requested by customer within 48 hours after placing an order by email or phone with the AUTEL official store. If the product has been shipped, an intercept fee will be charged.

- 30 days money-back guarantee will be automatically credited to your order.
- For more details, please click [here](#).

## **Claim Process**

- Please contact us via Email: supportus@autel.com , Monday through Sunday, for any assistance with the product.
- For any warranty claims, service performed by AUTEL or local authorized service partner, subject to the options below:
- Repaired by AUTEL service center, or
- Swap for a replacement product with equivalent specifications according to model and service life
- In case of replacement, a refurbished model of equal value may be provided and the delivery of the replacement will be arranged within 7 business days (subject to changes caused by force majeure) after confirming the defective item has been received at AUTEL warehouse.
- A swap product assumes the remaining warranty of the original product or thirty (30) days from the date of replacement, whichever is greater.
- For any out of warranty claims, please priorly contact AUTEL service for more details.

## **Disclaimer of Implied Warranties**

This limited warranty is in lieu of all other expressed or implied warranties, including any warranty of fitness for a particular purpose or use and any implied warranty of merchantability otherwise applicable to AUTEL ev chargers. AUTEL and its affiliated companies shall not be liable for any special, incidental or consequential damages, including lost profits. There are no warranties extended other than as provided herein.

This limited warranty may be modified only by AUTEL. Any implied warranties allowed by law shall be limited in duration to the terms of the express warranty provided herein. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

This warranty gives you specific legal rights. You also have other rights from state to state. AUTEL's only liability shall be the repair or replacement as stated above.