

Gresgying Digital Technology Co., Ltd.

Warranty & After Sales Service Policy

This limited warranty (hereinafter "Warranty") specified below applies to Gresgying EV Charger products (hereinafter "Products") supplied by Gresgying Digital Technology Co., Ltd. (hereinafter "Gresgying or Seller") to distributors (hereinafter "Buyer" or "Distributor")

1. Service Within Warranty

The primary purpose of this Warranty is to clearly define the matters related to warranty policy of Products.

1.1. Warranty Period

The Performance Warranty for the Products is valid for twenty six (26) months from the Bill of Lading (B/L) date.

1.2. Limitation of Warranty Scope

Gresgying's liability under this Warranty shall be limited to provide free parts and replacement, excluding wearing parts: charge cable, dust screen and display screen (if applicable).

During warranty period & within warranty scope,

A. For defective products that have been identified by Gresgying as repairable, Gresgying shall provide service parts free of charge based on FOB China Port to distributor; distributor shall provide local repair service.

B. For defective products that have been identified by Gresgying as unrepairable, Gresgying shall provide free replacement products based on FOB China port.

Replaced or repaired Products shall be warranted for the remainder of the original Term of Performance Warranty. In any event, the replacement shall not justify the renewal of the Term of Performance Warranty.

1.3. Exclusion of Warranty

Damage to the Products resulting from any of following activities is NOT covered by this Limited Warranty:

Improper transportation, storage, installation or wiring by Buyer;

Modification, alteration, disassembly, repair or replace by someone other than a qualified personnel;

Noncompliance with Gresgying's official installation or maintenance manual;

External influences including unusual physical or electrical stress (power failure surges, inrush current, lightning, flood, fire, accidental breakage, etc.)

1.4. Warranty Service Parts/Replacement Products

Service parts/replacement products are able to be supplied as new or refurbished condition which performance is equal to or higher than defective Products and guaranteed by Gresgying.

In the event the Products are not available in the market anymore, Gresgying, at its option, may replace it with different kind of product with equivalent functions and performances.

1.5. Claim Policy

For a Warranty Claim to be processed, Distributor should share the following items to Gresgying:

- (1) Purchase order number or relevant Proforma Invoice Number
- (2) Description of the problem symptom including pictures, videos, etc.
- (3) The relevant Product's serial number & Warranty Card

2. Out of Warranty Policy

If the Product is considered to be serviceable however outside the scope of Warranty, at the Distributor's request, Gresgying shall provide charged service parts based on FOB China port term.