



## Warranty Terms & Conditions

“Above and Beyond” is our standard for customer service at Lock’n’Charge Technologies. We consistently strive to exceed the industry norm and this is just a part of our ongoing commitment to your satisfaction. All Lock’n’Charge branded products are warranted and tested to be free of defects in workmanship and materials, and to conform to the published specifications at the time of sale.

### Warranty Period

During the specified Warranty Period should your Lock’n’Charge product fail under normal and reasonable use, Lock’n’Charge Technologies will repair or replace the product, at its cost and option and any replacement products or parts used may be new or refurbished and may show signs of use but be otherwise fully serviceable and covered by the remainder of the warranty, subject to the conditions and limitations described below;

- Any defect or fault found in the underlying chassis or structure for a period of **10-years** from the original date of dispatch (10-Year Warranty Period), or
- Any defect or fault found in any electrical/electronic component, lock, wheel/castor, moving part, rubber/seal and any other component (excluding consumables) for a period of **12-months** from the original date of dispatch (12-month Warranty Period).



## Warranty Limitations

This warranty does not apply where any defect or damage is caused by; excessive wear and tear caused by use in unusual circumstances; misapplication; neglect; unauthorized repair; abnormal use; accident; malicious intent or abuse; mishandling; improper installation or usage; natural disasters; power surges; exposure to liquids or chemicals; faulty service or modifications or damage after shipment to the original product other than by Lock'n'Charge or authorized service agents; inappropriate shipment or transit by persons other than Lock'n'Charge or authorized service agents; or problems induced by or a consequence of the inappropriate application of electrical power.

This warranty does not cover the replacement of any consumables unless the need for replacement is caused by a defect covered by this warranty; the cost of transit of the product to a Lock'n'Charge designated repair centre and its return to the sender; repair or replacement of any product damaged during transit to Lock'n'Charge or its designated distributor or distribution centre; corrosion or surface deterioration due to puncturing or damage of original surface finishes; or any loss or consequential damage incurred while the product is being repaired.

This warranty only applies to products in the country or region of purchase. This warranty does not apply where the purchaser has purchased the product for re-supply or re-sale. Any repaired or replaced product will be warranted for the remainder of the original Warranty Period.



THIS WARRANTY IS YOUR EXCLUSIVE WARRANTY AND REPLACES ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AS SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF EXPRESS OR IMPLIED WARRANTIES, THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES APPLY ONLY TO THE EXTENT AND FOR SUCH DURATION AS REQUIRED BY LAW AND ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. AS SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON THE DURATION OF AN IMPLIED WARRANTY, THE ABOVE LIMITATION ON DURATION MAY NOT APPLY TO YOU.

The benefits given by this warranty are in addition to other rights and remedies of the consumer under law in relation to the goods or services supplied by Lock'n'Charge in the State in which they are sold. Lock'n'Charge is not responsible for incidental or consequential damage or loss, or failure of any third party devices, equipment or facilities. This warranty is not affected in any part by Lock'n'Charge providing any technical support or advice.

This warranty is issued by Lock N Charge USA Inc trading as Lock'n'Charge Technologies.

Phone: 701-630-9357

Email: [info@lockncharge.com](mailto:info@lockncharge.com)



## Warranty Claim Procedure

1. Digital photographs of the item or component being claimed under warranty must be forwarded, along with proof and date of purchase by email to Lock'n'Charge Technologies Head Office at [info@lockncharge.com](mailto:info@lockncharge.com).
2. The claim will be assessed by Lock'n'Charge and if approved Lock'n'Charge will provide a Return Material Authorization (RMA) number and specify the address to which the Product must be returned. Note the approval at this stage is conditional pending final assessment on receipt of the Product and full investigation of the warranty claim.
3. The Product along with original proof of purchase (and date of purchase) must then be returned to the specified address at the sender's cost and liability. The RMA number must be recorded on all shipping documentation and be securely attached to the Product itself.
4. Lock'n'Charge will make a further assessment of the warranty claim and if approved will proceed with the repair/replacement at its option. If the damage or defect is deemed to be outside of warranty provisions the sender will be notified.
5. Lock'n'Charge endeavors to complete all warranty repairs within six-weeks of receipt and the sender will be notified when the Product is ready to be picked up.
6. The assigned RMA number must be quoted in all correspondence relating to the warranty claim.