

WALLBOX WARRANTY CLAIMS

Terms and conditions for Partners

Date of the statement 30/05/2022

Version V1

1. Scope of application and purpose

The purpose of this document (the “Guidelines”) is to provide an overview of the basics and the processing of Warranty Claims (as defined below) between Wallbox (understood as any company of the Wallbox group) and its non-consumers clients (the “Partners”) that arise in connection with any of the Wallbox products that can be defined as an EV charger (the “Products”) acquired within the framework of their business relationship.

The Partners are instructed to comply with the requirements of these Guidelines in the handling of Warranty Claims; if there is any inconsistency in relation to a Warranty Claim that arises between any other written agreement entered between Wallbox and the Partner (the “Agreement”) and these Guidelines, the Agreement must prevail unless the Partner has expressly accepted the prevalence of these Guidelines.

2. Definitions

Authorised Installer: Installer hired directly by Wallbox to perform the Warranty Work.

Installer: Natural or legal person dedicated to the installation of electrical structures with the necessary certifications and/or authorizations required by law in the location where the Warranty Work is to be performed.

Incidence: Any event or situation detected and reported to Wallbox by the Partner or the end-customer of the Product that prevents the normal operation and use of the Product.

Defective Product: Product that is not suitable for its proper or normal use due to design, manufacturing and/or workmanship defects and declared as so by Wallbox after the Technical Review.

L1 of Support: The first line of support to the customer that allows a basic analysis of the problem and an eventual remote solution through basic troubleshooting.



L2 of Support: The second line of support to the customer that intervenes if L1 has not succeeded and that allows a deeper remote analysis of the Incidence through more complex troubleshooting actions.

Product Liability Claim: A claim made by any person due to an Incidence having caused several material damage or personal injury and reported to Wallbox through Partner Portal, the Wallbox Support Telephone, the mobile application MyWallbox, or the website Contact Page .

Partner Portal: Web space specially created for Wallbox distributors through which they can, among others, solve doubts, report incidents, place purchase orders, find information about Products and guidelines.

Replacement Process: Process initiated by the L2 of Support which aims at the replacement of the Defective Product with a new Product with the same main characteristics and which involves (i) the uninstallation and shipment to Wallbox facilities of the Defective Product, (ii) the shipment of the new or repaired (at Wallbox choice) Product to the end customer and (iii) if so agreed between the Partner and Wallbox, its installation at the location chosen by the end-customer. Cost distribution of the Replacement Process is to be agreed between Wallbox and the Partner.

Technical Review: Technical analysis of the Product carried out in Wallbox facilities by its technical service to check whether the Product is a Defective Product covered by the Wallbox Warranty or not, in accordance with the conditions set out in this document. Wallbox decides at its discretion whether the Product is covered by the Wallbox Warranty or not and is not obliged to provide evidence or materials on such technical analysis to the Partner, unless it is legally required.

Technical Visit: Visit carried out at the location of the Products by an Authorized Installer to analyze the Incidence under Wallbox instructions.

Warranty Claim: The process to be followed by the Partner in accordance with these Guidelines resulting from an Incidence with a Product and which aims at the replacement or repair of the Product if it is considered Defective (as defined below) and is within the Warranty Period (as defined below), all in accordance with the conditions set for herein.

Wallbox Support Telephone: Support phone number is available on Wallbox general website.

Warranty Work: Any activity carried out by the Installer under the instructions of Wallbox in connection with a Warranty Claim.



Wallbox Warranty: Warranty provided by Wallbox over the Products in the terms foreseen in these Guidelines or in the Agreement.

Warranty Period: Period of time during which the Wallbox Warranty shall remain valid.

In particular:

- For the Products purchased from 1st January 2022 onwards: three (3) years from the date of commissioning of the Product at the end customer.
- For the Products purchased before 1st January 2022 onwards: two (2) years from the date of commissioning of the Product at the end customer.

If the Products are not commissioned to the end customer in three (3) months from the date of receipt of the Products by the Partner, then the Warranty Period shall start after three (3) months from the date of receipt of the Products by the Partner.

3. Exclusions

Excluded from the Wallbox Warranty and any liability for defects are all deficiencies which cannot be proved to have their origin in bad material, faulty design or poor workmanship (e.g. those resulting from normal wear, improper maintenance, failure to observe the operating and installation instructions, external grid deviation, use of unsuitable material to manipulate the product, handling work not undertaken by the Wallbox Authorized Installer, or resulting from other reasons beyond Wallbox control.

Additionally, Wallbox Warranty will not cover the Products when the Incidence is derived from:

- Floods, lightning, earthquakes, misuse of equipment, electrical network overloads, problems arising from deficiencies in air conditioning or control of environmental humidity (Operating temperature out of this range -25°C +45°C, stored out of this range -40°C +70°C)
- Any person not contracted by Wallbox or nor authorised by it, having installed (or intended to do so) extensions or options, manipulated the equipment internally, having connected (or tried to connect) peripherals or external options, and having maintained or repaired the hardware (or tried to do so), without the prior authorization of Wallbox.
- The hardware having been installed on a new premise without Wallbox's previous authorization
- Any installation conditions that Wallbox considers inappropriate.



4. Product liability claims and safety risks

If a Partner receives knowledge of a Product Liability Claim, it must inform Wallbox immediately via the Wallbox Support Telephone.

The Partner is not entitled to start its own measures and/or to start field actions, including recall campaigns without previous approval by Wallbox (such as surrendering information and/or warnings to customers who have acquired the concerned Products, to other business partners and/or to the authorities).

5. Warranty Claim Procedure

Wallbox and the Partner may have agreed in the Agreement or otherwise that the L1 Support will be provided by the Partner, in which case such agreement between the parties shall prevail over this Guidelines. If it has been agreed that the L1 of Support will be performed by Wallbox, then the following provisions of these Guidelines shall apply.

If the Partner receives notice of an Incidence, the Partner shall immediately contact the Wallbox Service Support through either the Partner Portal, the Wallbox Support Telephone, the mobile application MyWallbox, or the website contact page and provide the following information:

- Clear picture of the Product
- Serial number of the Product
- Details of the customer who has acquired the product and has reported the Incidence
- Description of the Incidence

Wallbox Service Support is only available from Monday to Friday from 8 a.m. to 8 p.m CET.

Once the Incidence has been reported, Wallbox L1 of Support will try to solve it through basic remote diagnosis.

If the L1 of Support doesn't solve the Incidence, the case will be then transferred to the Wallbox L2 of Support which may do more extensive remote troubleshooting and, after analyzing the severity of the Incidence, decide whether to:

- a) send a technician to the Product location to do a Technical Visit;
- b) start a Replacement Process; or
- c) request a Technical Review to be performed at Wallbox facilities

The above list is not exhaustive and Wallbox reserves the right to take any other actions it deems appropriate provided that those are in accordance with these Guidelines.



6. Additional conditions

In any case, the Partner must comply with the following conditions for the Warranty Claim to be completed and the Product to be covered by the Wallbox Warranty:

- The Partner must not touch, remove, or perform any intervention on the Products or on any related material without Wallbox authorization or perform any intervention on the Products or on its installation without Wallbox authorization.
- The Partner must not send any Products to Wallbox facilities without its previous authorization. Wallbox reserves the right to refuse receipt of the Products if the Partner has not shipped them accordingly to the Wallbox instructions.
- The Partners will, as far as possible, guarantee and facilitate access to the Product and its installation to the Authorized Installers, whenever necessary to perform the Warranty Work.