

### A. Definitions & Descriptions

CE+T Power warrants to the customer that CE+T Power's products will be free from defects in materials and workmanship at the time of shipment and will be in accordance with specifications, which are made as a part of the sales contract by reference thereto. CE+T Power's warranty applies under the following terms and conditions:

1. The limited warranty extends for a period of twenty-four (24) months from date of shipment of the products.
2. An additional extended warranty for thirty-six (36) months can be purchased additionally combined to a total of 60 months (5 years).
3. CE+T Power's sole obligation and liability under this warranty is limited to either repairing or replacing defective products, at CE+T Power's sole option, and the customer's sole and exclusive remedy under this warranty will be limited to, within commercially reasonable time, said repair or replacement. When repairing or replacing the products, CE+T Power may use products or parts that are new, equivalent to new or re-conditioned. All duties, tariffs and customs are the sole responsibility of the customer.
4. The customer shall return defective products or parts of products to CE+T Power's repair centre, transportation prepaid by customer, immediately upon customer's discovery of the defect in question.
5. Parts repaired or replaced during the warranty period will be under warranty for the remainder of the warranty period. In all cases, the repaired parts will have an additional 6-month warranty period from date of repaired shipment of the products.
6. The warranty shall only be valid if and to the extent the product is installed, maintained and operated in accordance with documentation provided by CE+T Power for that purpose.
7. The product can only be installed by CE+T qualified and trained personnel. Failing to do so, the warranty will be void.
8. CE+T Power shall not be liable, and the customer shall have no rights or benefits under this limited warranty if any of the following conditions apply:
  - The product has been subjected to misuse, neglect, accident, exposure to environmental conditions not conforming to the product's specified limits of operation, improper handling or transportation, improper installation or maintenance, or has been altered, modified or repaired by anyone other than CE+T Power or its authorized representative.
  - The product has not been installed and maintained according to the Installation Guidelines for Lighting & Surge Protection, ref. CE+T Power document « Recommandation-surge-CET-System-20200708 »
  - The product has not been installed and maintained according to the Guidelines for Humidity and Dust Protection.
  - The product serial number plate has been removed or altered.
  - The product has been subjected to theft, damage due to negligence, or vandalism.
  - The software included in the product has been damaged by computer or internet viruses or damage caused by the connection to other products not recommended for interconnection by CE+T Power.
  - The product has been operated beyond rated capacity, operated outside of the product specifications, used or applied negligently or improperly, or used with parts which are not made or recommended by CE+T Power.
  - The product has been damaged in transit (claims to be handled by consignee).

- The product has been damaged because of:
    - Normal wear and tear,
    - Rough handling (including without limitation, defects caused by sharp items, by impact pressure, by collision with an object etc.),
    - Battery leakage,
    - Improper use of an electrical source,
    - A force majeure event
    - Other acts beyond the reasonable control of CE+T Power.
9. Third party products and services are sold “as-is” without a warranty from CE+T Power but may be covered under the manufacturer’s pass-through warranty.
  10. To the extent of the applicability of the local consumer law, CE+T Power shall not be liable for any special, indirect or consequential damages such as, but not limited to, loss or corruption of data, loss of use, loss of business or goodwill, loss of revenue, loss of profits, which may result, either directly or indirectly, from defects in products provided by CE+T Power.
  11. CE+T Power makes no other warranties to the customer, either express or implied with respect to the products and services.
  12. The limited warranty statement may be updated at any time and will supersede any existing versions.

## **B. Additional clause for Australian consumer law for the supply of goods.**

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## **C. Warranty claims**

1. Contact CE+T Power to initiate the warranty process.
2. Fill in form found at CE+T Website
3. If for any reason, you are unable to contact the CE+T partner, Contact CE+T Power customer support to initiate the warranty process.
4. CE+T Power customer support will evaluate the warranty claim and provide you with a Return Material Authorisation (RMA number) with instructions on where to return the defect equipment to.
5. Return the faulty product in suitable protective packaging.
6. CE+T Power will repair or replace the product at its own discretion.
7. The limited warranty procedure may be updated at any time and will supersede any existing procedures.