

# Limited Warranty (United States)

## What the Limited Warranty Covers

eMotorWerks supports its JuiceBox Residential and JuiceBox Commercial (Non-Residential) charging stations with a manufacturer's warranty to the original purchaser of the product. The warranty covers defects in materials and workmanship during the warranty period for each JuiceBox set forth in the chart below. The warranty is not transferable.

### What is the Difference Between the Residential and Commercial Product Warranty?

Both warranties are identical; however, the residential warranty is valid only when a unit is used under normal residential operating conditions. Using a residential box outside of normal residential operating conditions, such as for commercial application, voids the residential warranty. Both the residential and commercial warranty expire three years after the date of purchase.

### What the Limited Warranty Does Not Cover

eMotorWerks' warranty obligation is expressly subject to the JuiceBox being used in accordance with the applicable product description and instructions. The warranty does not cover damage to the product from mishandling, improper installation, extreme weather or acts of nature, nor the costs associated with removal and/or installation. The warranty is void if the product has been opened or modified by any person other than the manufacturer or authorized service provider.

## Period of Coverage

Product Type	Product	Period of Coverage (after date of purchase)
<b>Residential*</b> (single family usage)	JuiceBox Pro 32	3 years
	JuiceBox Pro 40	3 years
	JuiceBox Pro 40 Lite	3 years
	JuiceBox Pro 75	3 years
	JuicePlug	1 year
<b>Commercial*</b> (Non-Residential)	JuiceBox Pro 32C	3 years
	JuiceBox Pro 40C	3 years
	JuiceBox Pro 75C	3 years
	DC Charging Systems	90 days
	JuiceMeter	90 days

\*Residential products manufactured after October 1, 2015 are covered for 3 years after date of original purchase; earlier manufacture dates are one year warranty; \*The warranty for residential units is void if the unit is used outside of normal residential operating conditions; \*\*Factory-refurbished JuiceBox stations are covered for 1 year after date of original purchase.

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## What eMotorWerks Will Do to Correct Problems

For JuiceBox Residential product customers within the continental U.S., eMotorWerks will pay the cost of shipping of the defective unit to our location and shipping of the repaired/replacement product back to the customer. JuiceBox Residential customers outside the continental U.S. are responsible for all shipping costs.

As the Company's sole obligation and customer's sole remedy, eMotorWerks will repair the defective JuiceBox Residential product or replace it with another unit at the Company's sole discretion. For current JuiceBox Residential products less than 6 months after the date of the original purchase, eMotorWerks may at its option replace the unit in advance of receiving the defective unit from the customer with a like product.

JuiceBox Non-Residential product customers must contact eMotorWerks to arrange warranty service. Units may be repaired in the field at eMotorWerks' option. Should the unit need to be returned to the Company for warranty service, the Commercial product customer is responsible for shipping costs.

## What the Company Will Not Do

eMotorWerks will not replace or upgrade purchased units with newer version units. eMotorWerks will not allow a return or refund after 30 days of initial purchase.

## How To Get Warranty Service

If you suspect an issue with your JuiceBox product, please contact us at [support@emotorwerks.com](mailto:support@emotorwerks.com) or by calling us at 844.584.2329. Our factory trained technicians will review the problem with you and if appropriate provide a Return Material Authorization (RMA) number to facilitate your return. Shipments received without an RMA number will be refused and returned to the shipper. All warranty services require a proof of purchase for the unit to obtain warranty service. eMotorWerks' warranty obligation is expressly subject to Customer notifying eMotorWerks in writing of any product defect promptly after Customer becomes aware of it.

## What If My JuiceBox Is Out of Warranty?

Units outside of their warranty period cannot be repaired. Please contact us so we may assist in troubleshooting your charging station and assist you in purchasing a replacement unit if appropriate.

## Disclaimer

Customer acknowledges that the JuiceBox, and the embedded JuiceNet software and associated JuiceNet service are complex with a variety of dependencies, and as such, eMotorWerks cannot guarantee the JuiceNet Service will be provided without error or interruption. OTHER THAN AS EXPRESSLY SET FORTH IN THIS WARRANTY STATEMENT, JUICEBOX, AND THE EMBEDDED JUICENET SOFTWARE AND ASSOCIATED JUICENET SERVICE ARE PROVIDED "AS IS" AND AS AVAILABLE, AND EMOTORWERKS AND ITS SUPPLIERS AND LICENSORS MAKES NO AND HEREBY DISCLAIMS ANY REPRESENTATION OR WARRANTY, WRITTEN OR ORAL, EXPRESS, IMPLIED OR STATUTORY, WITH RESPECT TO JUICEBOX, JUICENET SOFTWARE OR JUICENET SERVICE, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR ARISING FROM THE COURSE OF DEALING BETWEEN THE PARTIES OR USAGE OF TRADE, OR ANY WARRANTY OF NONINFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS.