Contact Details

This warranty is provided by:

Ohme Operations Australia Pty Limited ABN 662743711

A: Suite A, 35 Alexandra St, Hunters Hill NSW 2110 Australia

T: +61 2 8311 0097

E: help.au@ohme-ev.com

(Referred to in this warranty as **"Ohme"**, **"we"**, **"us"** or **"our"**.)

Manufacturer's Warranty

The terms of this warranty are set out in clause 13.3 of our Website Terms and Conditions (see below).

The key terms of the warranty for the Ohme ePod are as follows:

- The device is protected by a manufacturer's warranty for 36 months from the date of installation (**warranty period**).

- The minimum operational life of the Ohme ePod exceeds 36 months.

- The warranty covers on-site assistance, repairs and replacements, at no cost to you (except for your own expenses in claiming the warranty).

The warranty covers any defects in materials or workmanship under normal use. During the warranty period, Ohme will refund, repair or replace, at its discretion, at no charge, products or parts of the product which prove defective because of improper materials or workmanship under normal use and maintenance. This will include labour costs to repair or replace the unit at the installation site.

Ohme will either repair the product or replace the product. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

A replacement product will be subject to the remaining warranty period of the original product or for 180 days from the date of the replacement or repair, whichever is longer.

The warranty does not cover any issues that are caused by conditions, malfunctions, or damage not resulting from defects in the charging unit. The warranty does not cover damage or malfunction directly caused by abuse, misuse, negligence, accident, improper use, including but not limited to:

- change of mind purchases

- defects that are brought to your attention before your purchase (such as goods labelled as seconds with their faults clearly marked)

- Failure to follow the instructions and warnings provided in the product literature.

- The environment or "Acts of God" such as fire, earthquake, flood or other event beyond Ohme's control

- General appearance of the product such as discolouration or damage to paint, labels, scratches, dents and cracks

- Any repair, alteration, or modification to the product other than those authorised by Ohme.

The benefits to you given by this warranty are in addition to other rights and remedies you may have under applicable consumer protection law in relation to the goods to which this warranty relates.

Ohme ePods that are purchased in Australia come with guarantees that cannot be excluded under the Australian Consumer Law (**Consumer Guarantees**). Australian Consumer Law also specifies the circumstances in which you will not be entitled to a repair, replacement or refund for problems with your purchase. The Australian Consumer Law applies to your purchase of the Ohme ePod.

If the product has a minor problem, Ohme will repair that problem at no cost to you and within a reasonable time. If the product has a major problem, you are entitled to a replacement or refund of the Ohme ePod. Ohme will review the product and advise you whether the product has a minor problem or a major problem. See clause 13.3 of the Website Terms and Conditions (see below) for further details.

Contact Ohme in the first instance to discuss your options.

Claims process

To initiate a service from Ohme under this warranty during the warranty period, please contact Ohme at help.au@ohme-ev.com. Please have the serial number of the charging unit to hand and it will help if you have the details of your installer. You must bear your own expenses in claiming the warranty.

Further details about the claims process can be found in clause 12 of the Website Terms and Conditions (see below).

Limitation of Liability

Subject to applicable consumer protection law and to the maximum extent permitted by law, no liability will be accepted for any loss, costs or damage as a consequence of using or misusing the product except, and only to the extent, where this is caused by our negligence.

Terms and Conditions

For full Terms and Conditions of the product please visit our Website Terms and Conditions at www.ohme-ev.com/au/terms-and-conditions.

Ohme

The intelligent EV charger