



## MANUFACTURER'S WARRANTY Voltic VLI Series

This warranty condition applies to all lithium batteries of the VLI series, brand Voltic, which are put into circulation from 01.06.2020.

### §1 Warranty period

AIS Batterien GmbH grants the consumer a voluntary manufacturer's warranty of five years for the above-mentioned products in addition to the statutory warranty.

The legal rights of the consumer as well as the statutory warranty remain unaffected by this guarantee.

The warranty period begins on the day of invoicing.

The warranty period is not extended on the basis of the provision of services under this warranty (not even in the case of replacement or repair).

### §2 Scope of application

- The guarantee applies exclusively to natural persons and if the consumer has purchased the above-mentioned product for a purpose that can be attributed neither to his commercial nor to his independent professional activities..
- The territorial scope of this guarantee is limited to EU countries and Switzerland only..
- The warranty only applies to defects, damage and malfunctions which are due to design, manufacturing, material or workmanship faults and which no longer allow the battery to be used for its intended purpose or which unreasonably restrict its use..

### §3 Warranty Scope/Service

The warranty is limited in each case to a maximum of the purchase price actually paid. The liability of AIS Batterien GmbH under this warranty is limited to the repair, reimbursement or replacement of the above-mentioned product.

The choice of measures is the sole responsibility of the guarantor. The guarantor reserves the right to replace the product with a technically equivalent product from the current range if the defective device is no longer offered by the guarantor.

All components, batteries or devices which are replaced under this guarantee become the property of the guarantor when the warranty service becomes the property of the guarantor.

### §4 Exclusion

The warranty does not cover damage, defects and malfunctions that are due to the following reasons:

- Normal wear and tear
- Faulty commissioning or installation
- Malfunction of other connected devices
- Independent repairs or modifications to the hardware/software
- Use or application of unauthorised accessories
- Violation of safety precautions
- Negligent, improper or abusive handling or use
- Non-intended use according to the operating instructions or other incorrect operation
- Transport damage, falling or other mechanical impact (force)
- Force majeure (e.g. flood, lightning strike etc.)

All further claims that go beyond the points mentioned in §3 are expressly not covered by the warranty. These are in particular::

- Personal injury
- Consequential damage (which is attributable to a defective product)
- Loss of profit
- Any costs arising from the installation and removal of a defective product
- Any costs for experts and surveyors

Furthermore, accessories, consumables and other attachments are excluded from this warranty.

The legally prescribed manufacturer's liability/s remains unaffected by this voluntary manufacturer's warranty.

### §5 Warranty claim / Enforcement

If a warranty case occurs, the manufacturer must be notified immediately, at the latest, however, within 30 days after the defect has been discovered.

The notification must be made in writing (by post) or by e-mail to the following address:

AIS Batterien GmbH  
Im Schoerli 3  
8600 Duebendorf  
T: +41 44 320 02 76  
[info@voltic.ch](mailto:info@voltic.ch)  
voltic.ch

The following documents should be sent to the guarantor for the processing of the warranty claim:

- Copy of the original invoice
- Service form
- Reason for return
- An exact and detailed description of the fault

Without a valid copy of the commercial invoice, the guarantor may refuse to honour the guarantee.

In order to examine the warranty claim, the consumer is obliged to allow the guarantor to examine the product by sending in the defective item.

Likewise, the purchaser is obliged to cooperate in the clarification of the damage and to answer truthfully and completely all questions posed by the manufacturer in this context.

### §6 Jurisdiction and place of performance

Swiss law shall apply to claims arising from this guarantee. The place of performance and jurisdiction is Duebendorf, Switzerland.

By purchasing the above products, the purchaser accepts these warranty conditions.

Duebendorf, 01.06.2020