Swapbat Replacement Battery Warranty Terms

- **Warranty:** Swapbat Oy ("Swapbat") grants a warranty for the batteries it supplies in accordance with these warranty terms, subject to the limitations set out below.
- **Scope of warranty:** Defects resulting from faults in materials or workmanship. This warranty applies only to vehicles in private or commercial use in the European Union.
- **Duration:** The warranty is valid for 1 year or 30,000 km, whichever comes first. The warranty period and mileage are calculated from the date of installation of the battery in the vehicle by the customer (workshop) and from the vehicle's odometer reading at the time of installation. The warranty takes effect only if the customer has confirmed to Swapbat in writing the date of installation and the odometer reading of the vehicle in which the battery is installed, at the time of installation. The warranty of a battery repaired under the warranty continues until the end of the original warranty period and mileage limit.
- **Warranty exclusions:** The warranty does not cover:
  - External damage where the deformation of the battery exceeds the limits set for the battery model concerned in the instructions of its original manufacturer or, where no such limits have been set, 3 mm, or which results from an external impact or force directed at the battery. Damage resulting from the battery having been opened anywhere other than at Swapbat.
  - Damage resulting from misuse, neglect or collisions.
  - Damage resulting from exposure of the battery to water, flooding or other exceptional conditions.
  - Damage resulting from failure to follow Swapbat's installation, operating or maintenance instructions for its batteries, or from work carried out by a workshop other than one authorised by Swapbat.
  - Damage caused directly or indirectly by an auxiliary device or other equipment external to the battery.
  - Damage resulting from the use of diagnostic equipment other than that approved by Swapbat.
  - Warranty claims made by any party other than the customer who ordered the battery or the customer's representative.
  - Damage to auxiliary devices, other equipment or property, or any other loss, even if it results from a defect covered by the battery warranty (e.g. damage caused by a battery fire).
  - Situations where the battery has been modified without Swapbat's written permission.
  - Situations where the vehicle has been used off public paved roads or in off-road terrain, in racing, acceleration, drifting or other activities outside normal road traffic, or where the vehicle is used for towing.
  - Reduction in battery capacity.

- This warranty becomes void if any material information has been withheld, or if an incorrect or fraudulent report and/or certificate has been provided. In that case, all payments made by Swapbat must be repaid.

- **Work included in the warranty:**
  - Under the warranty, we will repair free of charge any defect covered by the warranty and detected during the warranty period, within normal working hours, at our production facility or at another location of our choosing.

- **Delivery terms and procedure for warranty repairs:**
  - Unless otherwise agreed regarding the delivery terms of a warranty repair, the battery to be returned under the warranty shall be delivered by the end user to the same workshop that installed the battery in the vehicle. The workshop may carry out the fault diagnosis. Defective batteries are always returned to Swapbat's facility at Hakkilankaari 7, 01380 Vantaa, Finland. Swapbat arranges and pays for the transport of the battery from the workshop to Swapbat. The return must be accompanied by a report stating the delivery date, the battery serial number, order references, identification of the fault (including the results of the workshop's fault diagnosis, if carried out), the vehicle's odometer readings at the time of installation and at the time of failure and removal, and a description of the battery's operating conditions. Swapbat will arrange and pay for the delivery of the battery repaired under the warranty to the same customer address to which the battery under warranty was originally delivered.
  - If the workshop or other intermediary that acted as the customer and supplied the battery no longer exists or has ceased operations, the end user may contact Swapbat directly, provide the information listed in the previous paragraph, and request further instructions from Swapbat to resolve the situation. The vehicle shall then be delivered, at the owner's expense, to a mutually agreed repairer. No repairs may be carried out before the costs and the repairs to be performed have been agreed with Swapbat. Swapbat will then, at its discretion, issue a warranty case number authorising the necessary repairs or replacements at the agreed costs.

- **Changes to the warranty terms:**
  - Swapbat reserves the right to make changes to these warranty terms from time to time without prior notice.