

Limited Warranty

Guangdong ePropulsion Technology Co., Ltd. (“ePropulsion”), China, warrants its products to be free of defects in material and workmanship under normal usage with proper installation and routine maintenance for a period of twenty-four (24) months from date of delivery of products to end customers (the “Limited Warranty Period”). The Limited Warranty is provided to the first end customer of ePropulsion products ONLY. The Customer is entitled to free repair or replacement of defective or non-conform parts. Any warranty claim must be made within six (6) months of discovery of issues as provided below.

If the Limited Warranty Period expires, you can still enjoy maintenance services from dealers/distributors authorized by ePropulsion (the “ePropulsion Service Partners”) with minimum maintenance charge per occurrence.

In all warranty cases, ePropulsion will only bear the repair cost and other costs (such as those related to product installation, disassemble, transportation, financing, rental, etc.) as a direct result of issues covered by the Limited Warranty only. Any costs irrelevant to or out of the scope of the Limited Warranty will be born by the Customer alone.

Beyond the Limited Warranty, the Customer may have statutory rights in your jurisdiction according to applicable laws. Nothing in this Limited Warranty affects such rights. The Customer may have warranty claim rights arising from the purchase contract with ePropulsion Service Partners in addition to the rights granted by this Limited Warranty.

Products for commercial/professional use, even if only temporarily, are not covered by the Limited Warranty. Instead, the statutory warranty in your jurisdiction shall apply. You are encouraged to consult with ePropulsion Service Partners for applicable warranty and advice before engaging in such use.

** Commercial/professional Use refers to application cases that have high use frequency, high-reliability requirement or aim for money making, etc.*

To keep your warranty valid, you shall follow:

- Keep the product label intact and record the Serial Number shown on the label. Never tear the label off the product. A product without the original product label is not covered by the Limited Warranty provided by ePropulsion;
- The Limited Warranty is not transferable and will not be reissued;
- The Limited Warranty may change from time to time. Pls visit our website (<http://www.epropulsion.com>) for the latest version.

Out of Warranty

ePropulsion may refuse a warranty claim if:

- Any improper operation contradicts what is written in the user manual;
- Accident, misuse, dropping, improper care or storage, willful abuse, physical damage, overcharging, over discharging, or unauthorized repair;
- Water ingress caused by external sources such as fishing nets, submerging underwater, etc;
- Product modification, alternation, disassembly, or parts/accessories attachment, which are not expressly permitted or recommended by ePropulsion;
- Failure of, or damage caused by, any 3rd party products;
- Consumables are out of warranty scope (like propeller, anode...etc.);
- Purchases of product from unauthorized dealers or seller;
- Normal wear and tear and routine servicing are excluded from the warranty;
- The product gets further damaged due to improper packing during delivery. The further damaged part will be deemed as out of warranty coverage;
- Lithium battery is classified as a UN9 hazardous item, posting and packing must be in accordance with the relevant law of the local country directive. Non-compliance may result in out of warranty coverage.

Limited Warranty Claim Procedures

The Customer shall follow the warranty claim process to make a Limited Warranty claim:

1. Contact your nearest ePropulsion Service Partners and they will provide further instruction to you if such defects are covered by the Limited Warranty or theirs.
2. Send the defective product to them together with Proof of 1st-time Purchase (e.g., receipt, invoice, etc., with information of product purchased and date of purchase), the Confirmation of Online Warranty Registration, ex-factory Serial Number, etc. Note that all labels shall be kept intact. The warranty is valid only when the information above is correct, genuine, and complete;
3. Make sure the product is properly packed during delivery, the original package is highly recommended.
4. The ePropulsion Service Partners will conduct diagnosis and examination on the defective products to check the validity of the warranty claim.
5. If your warranty claim is accepted, the Product or its defective components/parts will be either repaired or replaced free of charge. Note that any delivery cost incurred in the process shall be bearded by you.
6. In case your warranty claim be rejected, a repair/replace cost and fee with round trip delivery cost will be estimated and sent to you for confirmation. ePropulsion Service Partners will only begin the work after your written confirmation.