WARRANTY AND PRODUCT CARE

Our products undergo strict quality control, to provide assurance and a written guarantee promising that we shall repair or replace your item purchased if necessary, within the specified period. Should your purchase require our assistance, we would ask that you contact our Customer Services by telephone or email, as detailed below.

In addition to the statutory guarantee, we provide a warranty for all products purchased from us in accordance with the following conditions. This does not affect your common law rights.

Your invoice, which is supplied with the order, is your warranty document. Please keep safe as a copy is required to be included with any returned product.

PRODUCT	WARRANTY PERIOD
Plug to Plug Cable Tethered Leads Plugs, Inlets and Sockets Solenoids Charge Station Adaptors Charger Extension Reel	2 Years
Mobile Chargers	12 Months warranty on charge unit. 2 Years on Plugs and Cable
Juice Booster	2 Years Full details are supplied with the product
Wall Chargers	12 Months parts and labour with an extended 12 months parts warranty.

This warranty is subject to a responsibility of due care by the customer. Evidence of misuse or abuse will invalidate the warranty. During the warranty period, devices that are faulty due to material or manufacturing defects shall be repaired or replaced, at our discretion. Exercise of the warranty shall not extend the warranty period or activate a new warranty.

RETURNS AND WARRANTY PROCEDURE

Login to your account at www.evconnectors.com
- Select 'Orders'
- Locate your order and select the Return button.
- Select Send Request

Our customer service team will review your Request and Contact you shortly.

Inside 30 days of the warranty period, within the UK mainland only, where available, we will provide a drop shop returns service.

Outside 30 days of the warranty period, within the UK mainland only, where available, we offer a drop shop returns service, subject to pre-payment by the customer

Outside 30 days and outside the UK mainland, where available, a DPD Returns service, subject to pre-payment by the customer.

We will contact you to advise safe receipt and details of our investigations. If we do not find any fault, we will charge a handling fee and return postage.

Outside the warranty period a pre-paid investigation charge will apply. This will include shipping costs, a processing fee, and if required, returning the product should you not wish to proceed with repair.

For Further information please contact:
+44 (0)1371 811 230 sales@evconnectors.com
www.evconnectors.com

evconnectors
LEAD THE CHARGE

Copyright © 2022. EVConnectors Ltd. All rights reserved

WARRANTY EXCLUSIONS

Claims against warranty are void if:

- There is evidence of incorrect or inappropriate handling, operation or transportation
- The product has been used not as intended
- There is corrosion/rust to the connector contacts due to persistent dampness and/or wet
- The operating instructions have not been followed
- Major environmental factors (moisture, heat, overvoltage, dust etc)
- Damage caused by short circuits or over voltages generated by the vehicle
- The product is returned in inadequately protective packaging
- Accident or unforeseen events such as lightning, water, fire or force majeure
- Safety precautions applicable to the product have not been taken
- Force has been used, for example, the product has suffered a blow, impact, fall, crush
- The product has been tampered with by someone other than our authorised technicians
- You have attempted to repair the product yourself
- Modifications have been made by someone other than the manufacturer
- The housing, connectors, cables etc have been opened or manipulated
- Permanent removal of the dust caps
- Plug to Plug cables left permanently connected to the charge unit socket

THE WARRANTY DOES NOT COVER:

- Any type of conventional wear and tear or wear to housing, rubber parts, cables, cable sleeves or connectors

PRODUCT CARE

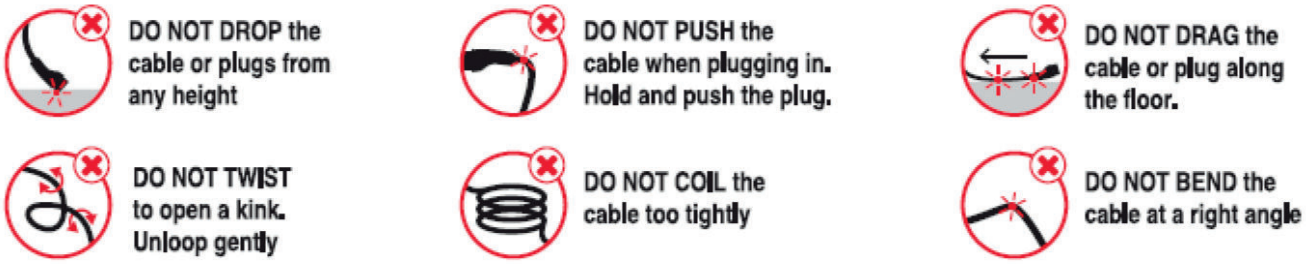
Ensure your charge cable is protected against water and damp to ensure the long life of your cable.
Ensure that your charging cable is not twisted or excessively tightly bent during cable storage.

Always store the cable in a dry, clean place. Plug to plug cables should be removed from the charge unit when not in use. This will also protect the charge unit from damp and dust.

Dust caps should always be replaced when cable is not in use.

It is advisable to periodically clean the plug pins with a dry, clean cloth. This will remove any damp or dust particles which will cause damage.

DO NOT DRIVE OVER YOUR CABLE OR PLUGS OR CONTINUALLY DROP THE PLUGS.



For Further information please contact:
+44 (0)1371 811 230 **sales@evconnectors.com**
www.evconnectors.com

evconnectors
LEAD THE CHARGE

Copyright © 2022. EVConnectors Ltd. All rights reserved