

Limited Warranty (United States)

What the Limited Warranty Covers

Enel X supports its JuiceBox Residential charging stations with a manufacturer's warranty to the original purchaser of the product. The warranty covers defects in materials and workmanship during the warranty period. The warranty is not transferable.

The residential warranty is valid for three years from the date of purchase only when a unit is used under normal residential operating conditions. Using a residential box outside of normal residential operating conditions, such as for commercial application, voids the residential warranty.

What the Limited Warranty Does Not Cover

The Enel X warranty obligation is expressly subject to the JuiceBox being used in accordance with the applicable product description and instructions. The warranty does not cover damage to the product from mishandling, improper installation, extreme weather or acts of nature, nor the costs associated with removal and/or installation. The warranty is void if the product has been opened or modified by any person other than the manufacturer or authorized service provider.

How To Get Warranty Service

If you suspect an issue with your JuiceBox product, please contact us at support@evcharging.enelx.com or by calling us at 844.584.2329. Our factory trained technicians will review the problem with you and if appropriate provide a Return Material Authorization (RMA) number to facilitate your return. Shipments received without an RMA number will be refused and returned to the shipper. All warranty services require a proof of purchase for the unit to obtain warranty service. The EnelX warranty obligation is expressly subject to Customer notifying Enel X in writing of any product defect promptly after Customer becomes aware of it.

What Enel X Will Do to Correct Problems

For JuiceBox Residential product customers within the continental U.S., Enel X will pay the cost of shipping the defective unit to a location designated by Enel X and shipping of the repaired/replacement product back to the customer. JuiceBox Residential customers outside the continental U.S. are responsible for all shipping costs.

As the Company's sole obligation and customer's sole remedy, Enel X will repair the defective JuiceBox Residential product or replace it with another unit at the Company's sole discretion. For current JuiceBox Residential products less than 6 months after the date of the original purchase, Enel X may at its option replace the unit in advance of receiving the defective unit from the customer with a like product.

Enel X is not responsible for any damage or defect to a product caused by improper uninstallation, removal or shipment.

What the Company Will Not Do

Enel X will not replace or upgrade purchased units with newer version units.

What If My JuiceBox Is Out of Warranty?

Units outside of their warranty period cannot be repaired as part of the warranty service described herein. Please contact us upon discovery of a problem with the product so we may assist in troubleshooting your charging station and assist you in either finding an appropriate service provider to uninstall the product or in purchasing a replacement unit if appropriate.

Disclaimer

Customer acknowledges that the JuiceBox, and the embedded JuiceNet software and associated JuiceNet service are complex with a variety of dependencies, and as such, Enel X cannot guarantee the JuiceNet Service will be provided without error or interruption. OTHER THAN AS EXPRESSLY SET FORTH IN THIS WARRANTY STATEMENT, JUICEBOX, AND THE EMBEDDED JUICENET SOFTWARE AND ASSOCIATED JUICENET SERVICE ARE PROVIDED "AS IS" AND AS AVAILABLE, AND ENEL X AND ITS SUPPLIERS AND LICENSORS MAKES NO AND HEREBY DISCLAIMS ANY REPRESENTATION OR WARRANTY, WRITTEN OR ORAL, EXPRESS, IMPLIED OR STATUTORY, WITH RESPECT TO JUICEBOX, JUICENET SOFTWARE OR JUICENET SERVICE, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR ARISING FROM THE COURSE OF DEALING BETWEEN THE PARTIES OR USAGE OF TRADE, OR ANY WARRANTY OF NONINFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS.