

Battery System Warranty Terms and Conditions

Ver AO

The declarant of this warranty is Huizhou RoyPow Technology Co, Ltd, including its affiliates: Huizhou RoyPow Technology Co, Ltd. Shenzhen Branch, ROYPOW TECHNOLOGY UK LIMITED, ROYPOW(USA) TECHNOLOGY CO LTD, Roy Pow (Europe) Technology BV, RoyPow Co, Ltd, ROYPOW AUSTRALIA TECHNOLOGY PTY LTD, ROYPOW BATTERY TECHNOLOGY (PTY) LIMITED, South Africa, HK ROYPOW TECHNOLOGY Co, Limited (hereinafter collectively referred to as "RoyPow").

RoyPow warrants every battery system (the "product") it manufactures or distributes under normal use and proper maintenance with a limited warranty against defects in material or workmanship.

1. Warranty limitations

- 1.1 Warranty rights are limited to the original buyer of the product (the "customer").
- 1.2 The warranty applies to products sold directly by RoyPow or AutoX (Pty) Limited ("AutoX") or AutoX's dealers, provided that the relevant provisions of these terms and conditions have been fully complied with during the service life of the product.
- 1.3 A failure is defined as any quality issue that prevents a product from functioning as it was designed and intended, excluding normal wear and tear.
- 1.4 If quality problems with materials or workmanship resulting in a failure are found within the warranty period, RoyPow will repair or replace the product with a product of at least equivalent specifications required to correct the quality problems.
- 1.5 75 Parts replaced within the warranty period are guaranteed during the remaining warranty period of the original product. If the product is replaced, the replacement product will continue the remaining warranty period of the original product.
- 1.6 76 RoyPow reserves the right to make any changes to the design and other aspects of the product without incurring the obligation to make changes to any sold products.
- 1.7 When the product has quality problems, the customer should take timely measures to prevent the loss from expanding when it becomes aware of the problems, otherwise, RoyPow will not be liable for the expanded loss due to the customer's failure to take timely measures.
- 1.8 RoyPow reserves the ownership of defective parts and products replaced.

2. Warranty period

The starting time of the warranty period is the production time of the product plus six months. The specific period shall be implemented in accordance with the following terms. If the purchase contract stipulates otherwise or the purchase is made from an e-commerce channel, the corresponding contract provisions shall prevail.

Product category	Part	Warranty period	Warranty coverage
Lithium replacement for lead-acid or lithium battery (standard)	Battery system	Square battery: 5 years. Cylindrical battery 1 year.	Battery system itself
	Charger	1 year	Charger, charging harness, charging plug
	Power meter	1 year	Header, wiring harness
Lithium replacement for lead-acid or lithium battery (customized)	Battery system	Subject to agreement	Battery system itself
	Charger	1 year	Charger, charging harness, charging plug
	Electricity meter	1 year	Header, wiring harness

Note:

- 2.1 During the warranty period, for products that meet the terms of this warranty, RoyPow will bear the freight and taxes for the repaired or replacement products.
- 2.2 RoyPow shall dispose of all replaced products and parts at their own cost.

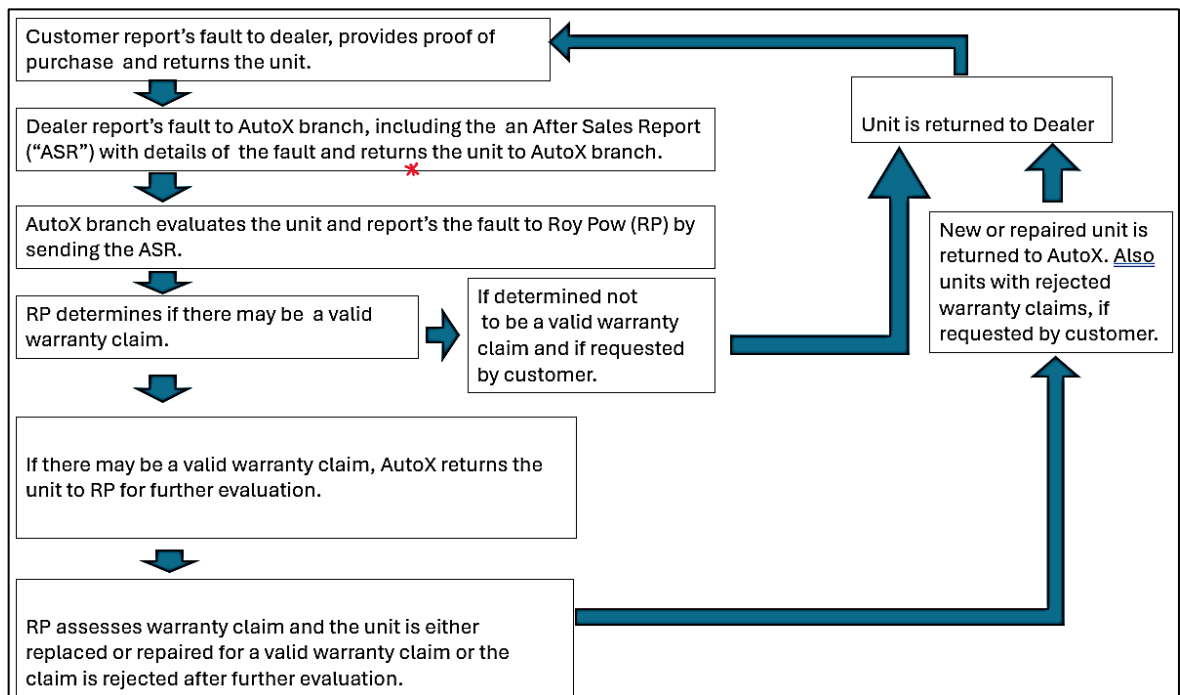
3. Disclaimer

Faults and damages caused by the following reasons are not covered by the RoyPow warranty:

- 3.1 Failure to properly use, install, dismantle, or maintain the product in accordance with the instructions provided by RoyPow, including but not limited to misuse, accident, negligence, repair, or improper storage, such as:
 - A. Damage caused by short circuit, damage caused by exceeding the standard use environment, etc.
 - B. Deformation, collision, impact, drop, puncture, flooding, etc. caused by improper handling, storage, storage, and transportation.
 - C. Damage caused by impact hammering, rollover, overload, and chemical corrosion, etc.
 - D. When need to stop charging, disconnect the charger from the battery without first turning off the charger output, resulting in arcing or damage to the connector.
- 3.2 Any repairs, alterations or modifications to parts or battery parameters within the scope of the warranty by individuals or institutions not authorized or certified by RoyPow.

- 3.3 Faults caused by using non-RoyPow original accessories and components, or combining products and components with third-party products, such as:
 - A. Non-RoyPow chargers.
 - B. Battery failure caused by third-party product accessories wear and tear.
 - C. System failure caused by third-party electronic control equipment.
- 3.4 Loss and abnormality of the product due to reasons other than those caused by RoyPow.
- 3.5 Losses caused by force majeure such as fire, earthquake, flood, hurricane.
- 3.6 The trademark/serial number of the product is worn or lost, making it unrecognizable.
- 3.7 Natural consumption or wear of the product.
- 3.8 The product is beyond the warranty period.

4. Repair or replacement process



5. Customer Responsibilities

- 5.1 When the battery system fails and cannot be used, all switches, plug-ins, and plugs of the system should be disconnected to prevent battery damage and report for repair as soon as possible.
- 5.2 Before storing the battery, ensure that the power is not less than 30%, turn off the battery, and place it indoors. If the battery is stored for more than three months, it must be checked and maintained regularly, and charged at least once every three months. Please refer to the table below for the storage environment temperature and duration:

Operating temperature	Charge	32°F~737°F	0 °C~55°C
	Discharge	-4°F~737°F	-20 °C~55°C
storage temperature	7 months	-4°F~737°F	-20 °C~55°C
	3 months	32°F~95°F	0°C~35°C
	7 year and above	59°F~95°F	75°C~35°C

5.3 Routine or necessary maintenance is the responsibility of the customer.

6. Disclaimer

RoyPow neither assumes nor authorizes anyone to assume any other obligations or responsibilities for this product that are not in the above terms. In no event shall RoyPow be liable for lost profits, or any special, indirect, incidental, consequential, contingent, or punitive damages resulting from RoyPow's performa nee or non-performa nee of this statement.

7. Applicable law

This warranty is governed by and interpreted in accordance with the laws of the Republic of South Africa. Any settlement of disputes arising from or arising from this statement shall be submitted to the South Gauteng High Court.

8. Local warranty

The products sold by the distributor or dealer are subject to the warranty terms and conditions provided by RoyPow.

In the event of any product defects covered under RoyPow's warranty, the customer's rights and remedies will be solely determined by RoyPow's warranty, provided that RoyPow's warranty will not affect any rights or remedies that the customer may have under statutory law. In particular, to the extent permitted by law, AutoX and dealer shall not be liable for any indirect, incidental, consequential, or punitive damages arising from the use or inability to use the products covered under RoyPow's warranty, nor for any injury.

The aggregate liability of the distributor and dealer, if any, in damages or otherwise, shall not exceed the invoice value against the affected modules as charged by AutoX or dealer.