

## **Battery Warranty Terms**

Cooli offers 5 Years Battery Warranty from the date of purchase. This limited warranty is to the original purchaser of the product and not transferable to any other person or entity. All BMS and Cell Exchanges are covered throughout the warranty period.

### **Battery:**

1. If the battery itself is damaged due to non-human factors, and prove that the battery is damaged and cannot pulse-on. Pay attention to give feedback within 3 days after receiving the battery, and take photos and videos as evidence of non-human damage. We can replace the new battery for you. Considering the high freight cost of single transportation, we can exempt the cost of damaged quantity in the next batch of orders.

2. If the battery is damaged during transportation, the buying party need to provide sufficient photos and video evidence, so we can help inform the logistics company and carry out the after-sales process.

### **BMS:**

1. If the BMS is damaged in routine use within warranty period, we can let our engineers detect it through remote control. If it is detected that the BMS itself is damaged, we will send a new BMS for replacement. Replacement shipping charges may incur on a case-by-case basis.

2. If the line is damaged and the BMS is burnt out due to improper operation or wrong wiring, we will not be responsible, will need charge for the new BMS for replacement.

Warranty Exclusions - Cooli has no obligation under this limited warranty for product subjected to the following conditions (including but not limited to):

- Damages incurred during installation or removal,
- Damages caused during mishandling of product,
- Inappropriate Environmental Exposure,
- Damages caused by improper maintenance,
- Tampering, Altering, and/or Disassembly of product,
- Using product in applications other than which it was intended for by manufacturer,
- Lightning, Fire, Flood, or Acts of God,
- Any product whose serial number has been altered, defaced, or removed.

**Guangdong Cooli New Energy Technology Co., Ltd**