

Dear Customers

Thank you for choosing to purchase WESTECH® products. The warranty extends throughout Europe. In order to obtain the highest quality service, please read the conditions carefully and keep the invoice for the duration of the warranty.

1. Warranty period

The warranty period provides consumers with a voluntary 2-year manufacturer's warranty and the legal warranty to which the consumer is entitled.

The warranty period begins from the date of invoice. The warranty period will not start again, especially in the case of replacement or repair.

This warranty is valid for all WESTECH® LiFePO4 Smart BMS batteries.

2. Warranty service

WESTECHs® liability under this warranty is limited to replacement, repair and refund of the product.

The warranty service is limited to a maximum of the value of the purchase price initially paid.

The guarantor is solely responsible for the choice of exchange, repair or reimbursement of costs.

When the warranty service is rendered, all defective batteries become the property of WESTECH®.

If it is the quality problem of product itself, we will resend a new one in next order.

WESTECH® does not pay for return shipping costs, installation work, craftsman costs, etc.

3. Exclusion

Damages, defects and malfunctions caused by :

- (a) force majeure (for example: lightning, overvoltage, bad weather, floods, fire, etc.);
- (b) normal wear;
- (c) non-compliance with the conditions of use;
- (d) Defective installation or commissioning;
- (e) improper handling or use, abusive or careless;
- (f) malfunction of other connected devices;

(g) mechanical influences or violent influences such as transport damage, fall, deformation;

(h) independent modifications, programming or repairs.

(i) Open the lid of the Batterie. (This practice will destroy the battery body)

4. Preconditions

The prerequisite for a warranty claim is a defect or malfunction which no longer allows the intended use of the battery.

Complaints must be made immediately by written notification, but no later than 3 days after the occurrence of the error or anomaly.

In order to ensure you a fast and efficient after-sales service, it must contain a copy of the invoice and a detailed description of the alleged defects, and if possible, take pictures. In the event of a warranty claim, please contact us.

The guarantor can refuse the warranty without a copy of the invoice. For verify the warranty request, the guarantor must be able to verify the goods by sending them. Warning ! Secure packaging must be ensured to avoid damage to goods during transport.

5. Place of performance and jurisdiction

German law applies to this warranty. In the event of disputes or complaints, only the Munich Commercial Court is competent.

Declaration:

The warranty clause does not apply to appearance of the product.

The right to modify and definitively interpret this warranty clause belongs to WESTECH®.