



## WARRANTY DOCUMENT (UK)

### 1. ABOUT US

**Free2move eSolutions S.p.A.**, with registered office at Piazzale Lodi 3, 20137 Milan, registered before the Registry of Companies of Milan with number 11479180967, company's capital Euro 32.755.531 of which Euro 20.455.531 is paid up.

Contacts:

- Customer Service number: +44 2034 674 457 operating from Monday to Saturday, h. 8.00 AM to 8.00 PM, local time;
- email address: [esolutionscharging.app.support@f2m-esolutions.com](mailto:esolutionscharging.app.support@f2m-esolutions.com).

All the contact details are also available in the "contacts" section of our website at the following link: [https://www.esolutionscharging.com/it\\_IT/contact-us](https://www.esolutionscharging.com/it_IT/contact-us)

### 2. YOUR LEGAL RIGHTS

We are under a legal duty to supply Products that are in conformity with each contract. Your legal rights say that Products supplied to you must be as described, fit for purpose and of satisfactory quality, with a minimum operational life of 3 years from the date of installation. Where, during the expected lifespan of your Product, this is not the case, your legal rights entitle you to the following:

- Up to 30 days: if your Product is faulty, then you can get an immediate refund.
- Up to six months: if your Product can't be repaired or replaced, then you're entitled to a full refund, in most cases.
- Up to six years: if your Product does not last a reasonable length of time you may be entitled to some money back.

If you receive damaged or defective Products or experience a quality issue:

- 1) contact the Customer Support.
- 2) give details about the identification data of the product shown on the label (Serial Number and Part Number), the defects found and the proof of purchase;
- 3) follow the instructions supplied by our Customer Support.

If covered by the warranty, any on-site assistance, repairs and replacements (and the related works) will be provided for free in relation to the Product and its components.

Where the Warranty is not applicable, we will advise you promptly.

This warranty does not apply where defects or damage to the products are caused by negligence, manipulation of the charger or improper handling, accident, misuse, improper maintenance, misuse of equipment, electrical network overloads, problems arising from deficiencies in air conditioning or control of environmental humidity or normal wear and tear. The substitution or incorporation of any part by the end user will be understood as incorrect use.



**Free2Move eSolutions S.p.A.**

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