

## **WARRANTY**

The warranty is applicable only in case the product has been used as per agreed conditions and specifications as detailed in the Installation Manual available on our website. Failures, other than those resulting from defects in material or factory workmanship, are not covered by this warranty.

C8 Energy nor the manufacturer, Skeleton Technologies, will not be liable for any damages caused by accident on the client's side or any force majeure event.

### **1. Client's rights regarding defective goods**

The SkelStart (the "Product") shall have a limited warranty of 24 months ("the warranty period") starting from the date on which the Product has been purchased by the customer. No warranty will be honored past this period.

No warranty will be honored in case any modification or repair by the customer has been attempted or if the Product has been used in any other way than explicitly allowed by C8 Energy and the manufacturer, Skeleton Technologies, as regular goods operating.

If the Product is defective and the client has duly notified C8 Energy in accordance with clause 1 and 2, the Product will be replaced.

The warranty does not cover :

- Discharged Product that can be recharged and returned to service.
- Labor costs for Product removal and installation.
- Negligence, misuse, abuse, accident or improper installation.
- Loss of time, inconvenience, loss of vehicle use or other incidental or consequential damages.
- Failures which occur outside the United States or Canada.

### **2. Registration**

The customer should register beforehand his Product on C8 Energy's website ([www.C8energy.com](http://www.C8energy.com)).

The Product's guarantee applies as from the date of purchase mentioned on the invoice. The invoice constitutes proof of purchase and must be provided to C8 Energy in order to file a claim.

### **3. Troubleshooting**

Before filling a warranty claim, please read the “Documentation” section of our [website](#) to troubleshoot the problem. If trouble persists, file a claim.

### **4. Claim**

To replace the Product, please follow these steps:

- a) File a warranty claim on C8 Energy's [website](#)
- b) C8 Energy will assign an RMA (return merchandise authorization) number if the warranty covers the defect Product;
- c) The defective Product must be brought back to the store where it was purchased to be replaced.

No warranty will be processed without the RMA number, which must be indicated in all correspondence.

### **5. Evaluation**

Once a claim is filed and that claim is made while the warranty is applicable, the Product will be tested in accordance with the manufacturer's testing procedure.