

Consumer Warranty - Portable power station

1. Consumer Laws

If you acquire the Product from an Authorised Reseller in Territory and the Consumer Law applies, the Product comes with guarantees that cannot be excluded under Territory laws.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The benefits provided by this Warranty are in addition to all other rights and remedies in respect of the Product which You have under the Consumer Law or any other law that cannot be excluded.

2. Product Warranty

Dowell warrants that the Product will remain free of defects caused by improper workmanship or defective materials for 1 year.

This warranty continues for a certain period of year from the earlier of the date of installation of the Product; (Warranty Period) subject to the conditions in clause 3 and the Exclusions in clause 5.

This warranty does not include any accessories and tool kit items provided with the Product.

Dowell will repair or replace the Product (or provide you with a refund) if the Product is defective and returned during the Warranty Period.

3. Warranty Conditions

The warranties in respect of the Product only apply if the Product:

1. is purchased from Dowell or an Authorised Reseller in the Territory;
2. has the official Dowell serial number;
3. is used, operated and maintained in accordance with the Product Instructions; and
4. be used on a daily cycle basis and only for Portable power station ;

(Warranty Conditions).

The warranties do not apply if the defect in or failure of the Product's performance is attributable to your misuse, abuse, accident or non-observance of the Product.

4. Claim

Claims can be made to the Authorised Reseller from whom the Product was purchased or from Dowell directly. You must, within 48 hours of a defect being discovered, notify Dowell of a claim by:

1.

if You registered the Product, completing the claim form by email from Dowell; or

2.

if You did not register the Product, completing the warranty card provided with the Product at the time of purchase and either emailing a copy to Dowell at the below email address, or delivery or emailing the warranty card to the Authorised Reseller from whom the Product was purchased.

In order to claim under this Warranty, You must:

1. submit the invoice for the procurement of the Product indicating the date of delivery; and

2. provide the Dowell system log data recorded by the Product as an indication of whether or not the

Minimum Capacity has been achieved (but this would not be determinative).

To make a claim to Dowell directly, please contact:

(Telephone: +86 (0)519 81699808 or email service@dowellelectronic.com)

Dowell may contact You for further information regarding a defect. Dowell may require You to complete root analysis testing of the Product to provide evidence supporting the claim. Final verification of the claim will be made by Dowell.

If You dispute Dowell's verification of the claim, the Product must be evaluated by a government certified testing lab or a certified 3rd party testing company. You will bear the cost of any 3rd party evaluation service charge (unless your claim is proven to be valid, in which case Dowell will be responsible for the testing costs).

5. Exclusions of Warranty

To the extent permitted by law, Dowell excludes all liability for the Product to the extent that any damage or defect has been caused or contributed to by the following:

1. the Product being used with Panel in wrong way;
2. You treating the Product improperly, negligently or in any other inappropriate way, including using the Product outside the recommended ambient temperature condition in accordance with the Product Instructions;
3. transportation, including but not limited by dropping, trampling, deforming, impacting, or spearing with a sharp item;
4. abuse, misuse, negligence, accidents or force majeure events, including but not limited to lightning, flood, fire, extreme cold weather, or other events outside the reasonable control of Dowell;
5. any attempt to extend or reduce the life of the product without written confirmation from Dowell, whether by physical means, programming or others;
6. water, conductive dust or corrosive gas;
7. failure to install, operate or maintain the product in accordance with the Product Instructions;
8. normal wear and tear or deterioration, or superficial defects, dents or marks that impact the performance of the Product; and
9. theft or vandalism of the Product or any of its components.

6. General provisions

This warranty is subject to the law of the Territory.

If any provision in this document is unenforceable, illegal or void or makes this document or any part of it unenforceable, illegal or void, then that provision is severed and the rest of this document remains in force.

If any provision in this document is unenforceable, illegal or void in 1 jurisdiction but not in another jurisdiction or makes this document or any part of it unenforceable, illegal or void in 1 jurisdiction but not in another jurisdiction, then that provision is severed only in respect of the operation of this document in the jurisdiction where it is unenforceable, illegal or void.

Note:

Warranty period and expansion condition: Refer to different market policy, please further consult with Dowell or their authorized domestic distributor.

Warranty period could be extended by successfully register your product by email Dowell.

sales@dowellelectronic.com