

# Warranty/EVC2

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This page section is intended to describe full range of warranty conditions. In case of unforeseen accidents, it is suggested to read it carefully and if any question arises - contact your installer or sales manager.

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## Warranty duration

Teltonika Energy guarantees its TeltoCharge products against defects in used materials and workmanship for a period of 36 months (3 years) from the date of purchase.

## Fault and compensation conditions

Should the product develop a fault, which is covered by the warranty conditions, within the relevant warranted period as set out above, it could be:

- Repaired
- Replaced with the same product by Teltonika Energy
- Replaced with the functionally equivalent product by Teltonika Energy

The warranty **does not apply** if, at the sole discretion of Teltonika Energy the product fault is caused by:

- directly or indirectly occurred damage resulting from reasonable wear or deterioration;
- processes during shipment, handling and/or storage;
- incorrect installation, relocation of the product after its first installation;
- abuse, misuse, or if it has been used or maintained in a manner not conforming to product manual instructions;
- negligence, inappropriate use or cleaning of the product;
- accident, theft or vandalism;
- the environmental influence (including, but not limited to, floods, storms, earthquakes and fires);

It must be noted that any additional device modifications as well as removal or defacement of identification marks and serial number, will cause **immediate loss** of warranty viability for your product.

## Return policy

In case of product fault, which can not be solved in any other way, the charger can be returned to the original manufacturer - Teltonika Energy. Customers are only allowed to return products as a result of the product being defective, due to a Teltonika Energy order entry or manufacturing fault.

When client decides to send the product back, Teltonika Energy must approve the return request. If the fault is recognized as viable, manufacturer provides Returns Merchandise Authorization (RMA) form. To acquire it:

1. Login to you VIP Helpdesk account: <https://hd.teltonika.lt/>
2. Create new query and fill in the information about the non-functioning product.
3. Answer support engineer questions if needed and fill RMA Form which is generated via VIP Helpdesk.
4. Wait until your form is **approved**. You will receive confirmation E-mail.
5. Print the RMA form and send it together with the shipment.

Products must be returned to Teltonika Energy designated location within 30 days of receiving your RMA form.

Devices sent to RMA **without prior approval** from Teltonika Energy by unilateral decision might not be processed and returned back to sender.

## Shipping conditions

After receiving RMA form, the device may be returned. To ensure fluent return process, these steps must be done.

- Returned product must be properly packed (preferably in original box).
- Include device with available accessories.
- Print Return Merchandise Authorization Request form and fix it to the outside of the box in such manner, that RMA number as well as QR code would be clearly visible. Ensure that later form will not be easily damaged during shipping.

Manufacturer have no obligations in covering shipping price. You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. We don't guarantee that we will receive your returned items.

- To ensure safety, it is recommended to use a trackable shipping service.
- Repaired product will be returned free of cost to the address registered in RMA form.

RMA items should be sent to the following address:

Ditvos Str. 6 Building B, LT-02121 Vilnius, Lithuania

**For devices purchased from local distributors or resellers, please refer to local Teltonika office, your distributor or reseller's point of contact for all information on return of products.**

**Disclaimer:** *Teltonika Energy has the right to change rules of warranty without prior announcement.*

## **Technical Support and Training**

With the purchase of a TeltoCharge product, customers gain access to technical support and training services. Teltonika Energy's dedicated engineers are available to assist with any technical issues, providing troubleshooting support to help resolve challenges efficiently. Each issue will be assessed using a troubleshooting file, allowing our support engineers to identify and address problems quickly and accurately. For complex cases, personalized technical training can be arranged to ensure customers are equipped to operate and maintain their chargers effectively.