



Grid Battery Warranty and Return Policy for Commercial Customers

Return Policy:

- All products come with a 14-day free return policy. To be eligible for a return, the product must be unused, in a resalable condition, and in its original undamaged packaging. Please ensure all parts, including user manuals and any promotional items, are included.
- When receiving your order, promptly check the shipment and product condition. If you notice any damage, please file a damage report with the shipping company immediately and contact our customer service to arrange for a replacement or spare part.
- Package and cushion your items carefully for safe transportation. If you've opened the product's packaging, please reseal it neatly without damaging the product or packaging if the package is damaged or if the packaging is deemed unfit for transport by the transport company the battery can't be returned.
- The processing of returns usually takes approximately two weeks, and the refund will be issued to the same payment method used for the order. You'll receive an email notification once your return has been processed.
- If you wish to return a product, please contact our customer service for assistance, and any incurred costs will be billed to you.
- Custom-Made and Ordered Products: There is no return policy for items that have been personalized, or for which the ordering process has begun or the order for a custom product has been completed.
- If the product's original packaging is damaged the maximum refundable amount is 70% of the original price.

Warranty Policy for Grid Battery (GES7-P2)

1. Warranty Coverage

Nelinor Oy warrants that the Grid Battery is free from material and manufacturing defects for (i) a period of two (2) years for electronic components, (ii) a period of five (5) years for battery cells and other components. The warranty period begins on the date of purchase unless otherwise agreed. This warranty is only applicable to the original purchaser of the Product and is non-transferable.

2. Warranty Benefits

During the Warranty Period, the Company will, at its sole discretion, either repair or replace the Product or any defective parts free of charge. If the Product is replaced, the new Product will be covered by the remaining warranty period.

3. What is Not Covered

This warranty does not cover:

- a. Damage caused by accident, misuse, abuse, negligence, or other external factors.
- b. Damage caused by improper installation, handling, or operation.
- c. Damage caused by the use of the Product for purposes other than its intended use.
- d. Normal wear and tear.
- e. Any Product on which the serial number has been altered, defaced, or removed.
- f. Products that have been tampered with or modified in any way.
- g. Customized orders, including any Product that has been specially made or altered to meet the specific requirements of an individual client.

4. Warranty Claim Procedure

To make a warranty claim, the original purchaser must:

- a. Contact the Company's Customer Service Department at [\[info@nelinor.com\]](mailto:info@nelinor.com) to request a Return Merchandise Authorization (RMA) number.
- b. Provide a receipt that works as proof of purchase, including the purchase date and location.
- c. Return the defective Product, along with the RMA number and proof of purchase, to the Company as instructed by the Customer Service Department.

The Customer Service Department will provide instructions on how to ship the Product to the Company. The cost of shipping the Product to the Company is the responsibility of the original purchaser.

5. Limitations

This warranty is the sole and exclusive warranty for the Product and is provided in lieu of all other warranties, whether express or implied. The Company shall not be liable for any indirect, special, incidental, or consequential damages, including but not limited to loss of profits or revenue, arising from the use of the Product.

6. Contact Information

For warranty claims or inquiries, please contact:

Nelinor Oy [\[info@nelinor.com\]](mailto:info@nelinor.com) This warranty policy is subject to change without notice.

Please refer to the Company's website or contact Customer Service for the most up-to-date warranty information.

By purchasing and using the Product, you agree to the terms and conditions of this warranty policy.



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