



**Manufacturer of
Electrical Switchgear**
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GENERAL TERMS AND CONDITIONS OF THE PREBIELE VEHICLE CHARGING STATION SERVICE

1. GENERAL PROVISIONS

These GTCS define the terms and conditions under which PREBIELE provides repair services – warranty and post-warranty, warranty and post-warranty inspections, and technical enquiries.

Repair services are divided into warranty services (free of charge), post-warranty services (paid) and paid annual inspections - warranty inspection and post-warranty inspection.

- Warranty services are services performed under the warranty of the electric vehicle charging station in accordance with the terms and conditions of the Warranty Card issued to its Owner/User. (Customer) and include free repair or replacement of defective parts. The decision on whether defective parts should be repaired or replaced is made by PREBIELE Service.
 - The condition for accepting a warranty repair is to provide the serial number in the service panel.
 - The serial number allows the warranty period to be checked.
- PREBIELE Service provides post-warranty services for electric vehicle charging stations whose warranty period has expired or for which the customer has lost the right to warranty for any reason.
- Paid services: annual inspections after the warranty period or when the customer has lost the right to warranty, and during the warranty period according to the terms of the warranty card.
- Each customer has access to technical support via the contact form at evb24.pl/kontakt. PREBIELE will endeavour to respond as quickly as possible to customer enquiries that do not interfere with PREBIELE's know-how.

The procedures for service requests and the methods of providing service are the same for both warranty and post-warranty service.

External companies cooperating with PREBIELE and using the PREBIELE Service are bound by the terms and conditions of these GTCS and the terms and conditions of the Guarantee Card.

2. SERVICE REQUEST PROCEDURE

1. The service procedure begins when the customer reports a need for service. The report can be made:

- via the online request form (service panel) available at <https://www.evb24.pl/serwis.php> (technical support).

Other forms of service requests by the customer will not be processed.

2. Repairs to electric vehicle charging stations are carried out at the PREBIELE headquarters, online or at the customer's premises, depending on the type of fault.



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3. The application form must contain information about the type of application, the device: serial number, application used, whether the station is publicly accessible, description of the application and fault, customer contact details, location of the charging station, invoice details (company or private individual), e-mail address of the person reporting the fault and photos of the charger/fault taken by the customer.

4. Service requests made on a working day after 3 p.m. and on Saturdays, Sundays or public holidays are considered to have been made at 8 a.m. on the next working day.

5. A separate service acceptance report is drawn up for each repair service. The service acceptance report contains the name of the contractor who performed the service, the ZMO identification number, the name of the investor, the location of the service, the scope of the service work performed, a list of additional equipment and activities performed, a list of replaced components, an assessment of the efficiency of the repaired item after the repair, and comments. On this document, the customer confirms the performance of the service in accordance with the OWSSŁP, and the service acceptance report forms the basis for issuing a VAT invoice for paid services.

3. SERVICE PROVISION PROCEDURE

1. After completing the application form and confirming acceptance of the service request, PREBIEL will review the request within 4 days. The customer can check the status of the request on an ongoing basis by accessing the link provided in the email sent to the customer at the time of the service request. The email provides the customer with access to the RMA number and link. The email is sent automatically and should not be replied to. The customer can contact PREBIEL Service by clicking on the link and entering information in the comments section. It is possible to attach files.

2. In the case of a paid repair, PREBIEL Service will provide a preliminary repair estimate via the service panel, based on the faults indicated by the Customer in the description.

3. Approval of the service request means that the customer agrees to the paid service.

4. Any additional damage identified by the service technician during servicing, which the customer did not previously report in the service request, will be repaired by PREBIEL Service, which will include higher service costs in the invoice based on the actual damage. The customer undertakes to cover the additional service costs in accordance with the VAT invoice received, payable within 7 days to PREBIEL.

5. Parts ordered and purchased by PREBIEL for servicing at the customer's premises are not returnable. If the customer cancels the repair, they shall bear the cost of purchasing the parts, which shall be handed over to the customer after payment has been made.

6. The customer undertakes to grant PREBIEL access to the charging station located in a closed area and to complete all formalities with the security guarding the area. A customer who does not enable the collision-free repair of the vehicle charging station or does not ensure that the closed area is opened shall bear the costs of the unjustified service call. The customer will be issued a VAT invoice with a 3-day payment term.



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7. Downtime of charging stations without power supply – PREBIELE shall not be liable for flooding or dampening of charging stations that are packaged (wrapped) outdoors in atmospheric conditions. Charging stations that are not powered must be stored indoors due to their electronic components. Charging stations delivered to customers must be installed (connected to the power supply) within 7 days, otherwise the customer will lose their warranty.

8. Station operators who provide service reporting services to the customer are obliged to check the connection between the operator's system and the vehicle charging station before reporting the service. If the PREBIELE service is called to a vehicle charging station where the fault is on the operator's side, the operator will be charged for the costs of the unjustified service call in the form of a VAT invoice.

9. Operations team:

- The station owner (company) is obliged to appoint an operating team that will be responsible for the proper operation of the device, will perform ongoing technical maintenance and, if necessary, on behalf of the Owner or the Owner, will call the manufacturer's warranty service only in justified cases. Unjustified calls to the warranty service will result in the charging station owner being charged for the costs in the form of a VAT invoice.
- In the case of individual stations, day-to-day operation is carried out by the charging station owner.
- The scope of ongoing activities performed by the operating team for the charging station:
 - Checking the power supply parameters to the station
 - Visual inspection of the condition of the housing and mechanical safety elements
 - Checking the operating condition (fault signalling)
 - Checking the operation of displays [*] and LED status indicators
 - Visual assessment of the condition of cables and plugs
 - Checking the condition of fans and the patency of the ventilation system (cleaning ventilation grilles and heat sinks if necessary)
 - Removing dust from the housing

[*] – Provided that the charging station is equipped with the relevant component.

10. All activities related to the operation of the service are performed with due diligence, knowledge and in accordance with applicable regulations and technical conditions specified by the manufacturer.

11. PREBIELE will make every effort to ensure that the service is performed as quickly as possible.

12. The warranty repair time is set at no more than 14 days for devices (components) that are readily available in Poland and no more than 30 days for devices (components) imported from abroad.

13. A call to the PREBIELE Service that does not comply with the application form, and due to

a. mechanical damage to the product or its components;

b. faults caused by:

- improper or non-compliant use of the product with the technical and



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start-up documentation;

- use or leaving the product in unsuitable conditions, inconsistent with the normal conditions specified in the technical and start-up documentation;
- modifications and structural changes to the product, as well as repairs performed outside the PRE Service Centre;
- connection of additional components or additional equipment for which the Station is not designed;
- malfunctioning of the power grid or lack of voltage in the station caused by the tripping of its safety equipment;
- force majeure;
- caused by external factors, such as fire, vandalism, unauthorised interference, excessively high or low temperatures, etc.;

will result in the customer being charged a fee for an unjustified call to the PREBIEL Service at a rate of PLN 2,000.00 (in words: two thousand zlotys).

10. Before performing the post-warranty service, a prepayment in the form of an advance payment of 50% of the value of the previously accepted service request is required, based on a pro forma invoice issued.

11. Each paid repair is completed by issuing a VAT invoice to the customer with a payment term of up to 7 days, unless otherwise specified in the OWSS&P.

4. WARRANTY FOR SERVICES PROVIDED

The warranty for the service is 24 months. This is a warranty for the work performed and the parts used for the repair. After the repair of the device, the warranty is granted only for the repair performed.

In the event of a repeat replacement of a part (applies to warranty repairs), the warranty for that part shall start anew.

The guarantor will replace the defective product if:

- a. during the warranty period, PREBIEL Service has performed five significant repairs and the same product still shows significant defects;
- b. during the warranty period, PREBIEL Service determines that the fault is impossible to repair.

The warranty shall be void in the following cases:

- a. changes to the entries in the Warranty Card;
- b. no valid inspection of the charging station;
- c. signs of modifications or attempts to make structural changes to the product;
- d. repairs using other replacements;
- e. repairs outside the PRE service centre;
- f. use of the product contrary to the terms of Operation and Maintenance specified in the product's technical documentation – in particular, negligent handling of the product, exposure to corrosive liquids, toxic substances, corrosion, oxidation, scratching of components inside the product or its casing during unauthorised repairs.



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g. failure to connect the station to the power supply within 7 days of delivery to the Customer.

The warranty is conditional upon ongoing maintenance by the Purchaser and an annual (paid) technical inspection of the vehicle charging station and the equipment installed therein, in accordance with the documentation and the terms and conditions set out in the Warranty Card.

5. FINAL PROVISIONS

A complaint about a service provided should be submitted by the customer immediately after finding that the Service does not comply with the Application Form, in the manner specified in point 2(1). PREBIEL is obliged to respond to the complaint within 14 days. If this deadline is not met, the complaint shall be considered justified.

In matters not covered by these General Terms and Conditions of Service Provision, the provisions of the Civil Code shall apply.