

Volthium

Alimentez le futur
Powering the future 

Ten (10) year

limited warranty

Limited ten (10) year warranty of Volthium Energy Inc.

Applicable only to Volthium brand batteries

IMPORTANT NOTICE :

BY USING YOUR VOLTHIUM BRAND BATTERY, YOU AGREE TO BE BOUND BY THE TERMS OF VOLTHIUM'S LIMITED TEN (10) YEAR WARRANTY (THE "WARRANTY") SET FORTH BELOW.

DO NOT USE YOUR BATTERY UNTIL YOU HAVE READ THE TERMS OF THIS WARRANTY. IF YOU DO NOT ACCEPT THE TERMS OF THIS WARRANTY, DO NOT USE THE BATTERY AND RETURN IT WITHIN THE RETURN PERIOD SPECIFIED IN VOLTHIUM ENERGY INC.'S RETURN POLICY (AVAILABLE AT WWW.VOLTHIUM.COM NOTE: INSERT LINK TO RETURN POLICY PAGE) TO VOLTHIUM ENERGY INC.'S HEADQUARTERS OR TO THE AUTHORIZED DISTRIBUTOR FROM WHICH YOU PURCHASED THE PRODUCT FOR A REFUND.

APPLICATION OF CONSUMER PROTECTION LAWS TO THIS WARRANTY

THIS WARRANTY GRANTS YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS DEPENDING ON YOUR PROVINCE OF RESIDENCE. EXCEPT AS PERMITTED BY APPLICABLE LAWS, VOLTHIUM ENERGY INC. DOES NOT EXCLUDE, LIMIT, OR SUSPEND OTHER RIGHTS YOU MAY HAVE, INCLUDING RIGHTS ARISING FROM THE NON-CONFORMITY OF A SALES CONTRACT. IT IS YOUR RESPONSIBILITY TO REVIEW YOUR PROVINCE'S LAWS TO FULLY UNDERSTAND YOUR RIGHTS.

Residents of Quebec are subject to the consumer protection legislation of that province.

WARRANTY LIMITATIONS SUBJECT TO CONSUMER PROTECTION LAWS

APPLICABLE THROUGHOUT CANADA, EXCEPT IN QUEBEC: TO THE EXTENT PERMITTED BY APPLICABLE LAWS, THIS WARRANTY AND THE REMEDIES DESCRIBED HEREIN REPLACE ALL OTHER WARRANTIES, REMEDIES, AND CONDITIONS OF ANY KIND, WHETHER ORAL OR WRITTEN, STATUTORY, EXPRESS, OR IMPLIED. VOLTHIUM ENERGY INC. DISCLAIMS, TO THE EXTENT PERMITTED BY LAW, ALL STATUTORY OR IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND WARRANTIES AGAINST HIDDEN DEFECTS. TO THE EXTENT THAT SUCH WARRANTIES CANNOT BE DISCLAIMED, VOLTHIUM ENERGY INC. LIMITS THE DURATION AND REMEDIES OF SUCH WARRANTIES TO THE DURATION OF THIS EXPRESS WARRANTY AND, AT VOLTHIUM ENERGY INC.'S SOLE DISCRETION, TO THE REPAIR OR REPLACEMENT SERVICES DESCRIBED BELOW. SOME PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY (OR CONDITION) LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

COVERAGE OF THIS WARRANTY

Volthium Energy Inc., located at 100-2600 Ford Blvd., Châteauguay, Quebec, J6J 4Z2, Canada, warrants Volthium brand batteries ("Volthium batteries") against defects in manufacturing and operation, provided they have been used normally and according to the guidelines published by Volthium Energy Inc., for a period of TEN (10) YEARS from the date of retail purchase (as determined by the customer's sales receipt) by the end user ("warranty period"). The guidelines published by Volthium Energy Inc. include, but are not limited to, information contained in technical specifications, user guides, and service communications.

Volthium Energy Inc. warrants that each Volthium brand battery sold by Volthium Energy Inc. or one of its authorized distributors or resellers is free from operational defects for a period of 10 years from the date of sale as determined by the customer's sales receipt and/or invoice.

Subject to the exclusions listed below, the manufacturer will repair the Volthium brand battery if it is repairable, or replace or credit the Volthium brand battery and/or its parts if the components in question are deemed defective.

During the first four (4) years of your Volthium brand battery's life, if applicable under this limited warranty, the covered amount for a new replacement battery will be 100%. Starting from the first day of the 5th year of your Volthium brand battery's life, if applicable under the warranty, the covered amount for a new replacement Volthium brand battery will be determined according to the table below:

Number of Years of Life of the Defective Volthium Brand Battery Covered by the Warranty	% of the Covered Amount for the Equivalent Replacement Volthium Brand Battery Included in the Warranty
5 years	60%
6 years	50%
7 years	40%
8 years	30%
6 years	20%
5 years	15%

The amounts granted above are always conditional upon the return of the defective Volthium brand battery to Volthium Energy Inc. with an invoice.

Warranty Statement

This warranty is the only legitimate warranty supported by Volthium Energy Inc. Under no circumstances shall Volthium Energy Inc. be liable for any loss or damage of any other kind, whether direct or indirect, in connection with Volthium brand batteries. The warranty is understood to be the exclusive agreement between the parties regarding the subject matter herein. No employee of Volthium Energy Inc. is authorized to offer any warranty beyond this one.

Non-Transferable Warranty

The warranty is to the original purchaser of Volthium brand batteries and is not transferable to any other individual or entity.

WHAT IS NOT COVERED BY THIS WARRANTY

This warranty does not apply to products that are not Volthium branded, even if they are included in the packaging or sold with Volthium batteries. This does not affect your rights under the Consumer Protection Act. Manufacturers and/or suppliers other than Volthium Energy Inc. may provide their own warranties. Contact them for further information. Volthium Energy Inc. is not responsible for damages resulting from the failure to follow instructions for using Volthium batteries.

This warranty does not apply to:

- a) Damages attributable to the use of Volthium batteries not in accordance with the guidelines of Volthium Energy Inc.;
- b) Damages attributable to improper installation, including but not limited to, loose terminal connections, undersized wiring, incorrect connections (series and parallel) for desired voltage and amp-hour requirements, or reverse polarity connections;
- c) Damages attributable to improper maintenance, including but not limited to, inappropriate storage conditions as defined by the manufacturer, exposure to extremely hot or cold temperatures, fire, freezing, sunlight, water, or seawater.
- d) Damages attributable to an accident, including but not limited to, misuse, fire, liquid contact, earthquake, or any other external cause;
- e) Cosmetic damages, including scratches, dents, and breakage of plastic parts of the ports, unless the defect occurred due to a material or manufacturing flaw;
- f) Damages attributable to use for applications other than those for which the Volthium battery was designed and intended;
- g) Damages attributable to use with a third-party component or product that does not meet the technical specifications of Volthium batteries (accessible in the technical specifications of each battery as well as in-store) and approved by Volthium Energy Inc., including but not limited to, chargers or inverters;
- h) Damages attributable to maintenance (including charging, upgrading, and extending) performed by anyone who is not an employee of Volthium Energy Inc. or one of its authorized distributors or resellers;
- i) Damages attributable to a Volthium brand battery that has been modified to substantially or completely change functionality or capacity without the written authorization of Volthium Energy Inc.;
- j) Damages attributable to normal wear and tear or normal aging of Volthium batteries;
- k) Damages attributable to excessive use of Volthium brand batteries. Volthium Energy Inc. reserves the right to deny a warranty claim if it is determined during inspection that the product has reached its normal end of life even if it remains within its warranty period. Please note that the waterproof rating of any product tends to decrease over time;
- l) When the serial number of Volthium brand batteries has been removed or degraded;
- m) Damages attributable to collision;
- n) When the Volthium brand battery has been opened, pierced, modified, or altered;
- o) Non-essential components to the operation of the battery (LCD screen warranty limited to one (1) year and integrated Bluetooth device warranty limited to one (1) year);
- p) When Volthium Energy Inc. receives information from a competent public authority indicating that the product has been stolen or you are unable to prove that you are the authorized user of the product (by presenting your proof of purchase).

YOUR RESPONSIBILITIES

Before providing warranty service, Volthium Energy Inc. or one of its authorized distributors or resellers will require you to provide details of your proof of purchase, answer questions designed to facilitate the diagnosis of potential issues, and follow the procedures established by Volthium Energy Inc. to benefit from warranty service.

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WHAT ENERGY VOLTHTTIUM INC. WILL DO IN CASE OF BREACH OF THIS WARRANTY

If, during the warranty period, you submit a valid claim to Volthium Energy Inc., Volthium Energy Inc. may, at its discretion :

- (i) repair your Volthium brand battery using new authentic parts from Volthium Energy Inc.;
- (ii) replace the Volthium brand battery with a Volthium brand battery of the same model or a newer model.

Upon replacement of a part or a Volthium brand battery, the replacement Volthium brand battery becomes your property and the replaced Volthium brand battery becomes the property of Volthium Energy Inc.

PROCEDURE TO AVAIL WARRANTY SERVICE

If your Volthium brand battery is not functioning properly, please contact Volthium Energy Inc.'s technical support. Our team will assist you in determining whether your Volthium brand battery needs repair or replacement services, and if so, will provide you with information on how Volthium Energy Inc. plans to provide the service. Additional charges may apply when contacting Volthium Energy Inc. by phone depending on your location.

WARRANTY SERVICE OPTIONS

To submit a warranty request, please contact Volthium Energy Inc. by email at support@volthium.com or by phone at 514-989-9586 before proceeding with either of the following options.

Volthium Energy Inc. will provide warranty service through one of the following options :

- (i) You may bring your Volthium brand battery to our headquarters located at 100-2600 Ford Blvd., Châteauguay, Quebec, J6J 4Z2, Canada. Repairs to your Volthium brand battery will be carried out on-site in our repair workshop. Once notified that the repairs have been completed, you can promptly retrieve your Volthium brand battery.
- (ii) Mail-in repair service. If Volthium Energy Inc. determines that your Volthium brand battery is eligible for mail-in repair service, Volthium Energy Inc. will provide you with prepaid shipping labels and, if applicable, necessary packaging materials and instructions for proper packaging and shipping of your Volthium brand battery to our headquarters. Once repairs are completed, Volthium Energy Inc. will return your Volthium brand battery to you. Volthium Energy Inc. will cover shipping costs from your location and back provided that the packaging and shipping instructions for your Volthium brand battery are followed.

Volthium Energy Inc. reserves the right to modify the method or option it chooses to provide you with warranty service, as well as the eligibility conditions of your Volthium brand battery for a particular service method.

LIMITATION OF LIABILITY

SUBJECT TO THE PROVISIONS OF THIS WARRANTY AND TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, VOLTHIUM ENERGY INC. SHALL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES ARISING FROM A BREACH OF WARRANTY OR CONDITION OR UNDER ANY OTHER LEGAL THEORY, INCLUDING, WITHOUT LIMITATION, LOSS OF USE, LOSS OF REVENUE, LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS REALIZED BY THE BUSINESS), LOSS OF USE OF FUNDS, LOSS OF ANTICIPATED SAVINGS, LOSS OF CUSTOMERS, LOSS OF BUSINESS OPPORTUNITIES, LOSS OF GOODWILL, AND LOSS OF DATA OR THEIR DAMAGE, COMPROMISE, OR CORRUPTION, NOR FOR ANY CONSEQUENTIAL LOSSES OR DAMAGES CAUSED IN ANY WAY.

SOME PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

Residents of Quebec are subject to the consumer protection legislation of that province.

GENERAL PROVISIONS

No employee of Volthium Energy Inc. or authorized distributor or reseller is authorized to make any modification, extension, or addition to this warranty. If any provision herein is found to be illegal or unenforceable, the legality and enforceability of the remaining provisions shall not be affected or limited. This warranty shall be governed and interpreted in accordance with the laws of the country in which the Volthium brand battery was purchased. Volthium Energy Inc. or its successors are the guarantors under this warranty.

RETURN AND REFUND POLICY

If you are not entirely satisfied with your purchase, we're here to help.

Return

You have fourteen (14) calendar days to return your Volthium brand battery from the date of purchase identified on your invoice or the shipping date of your Volthium brand battery. To be eligible for a return, your Volthium brand battery must be new (sealed box) and never used. Keep the original packaging for 45 days. Your Volthium brand battery must be in its original packaging. Your Volthium brand battery must have the receipt (invoice) or proof of purchase. No returns will be accepted without your invoice and secure barcode label number.

Refund

Once we receive your Volthium brand battery, we will inspect it and notify you that we have received your returned Volthium brand battery.

We will immediately proceed with the refund after inspecting your Volthium brand battery and confirming its eligibility.

Delivery

You will be responsible for paying for your own shipping costs for returning your Volthium brand battery. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund, if applicable.

If you have any questions on how to return your Volthium brand battery to us, please contact us via email at support@volthium.com or at 514-989-9586.