

Lithionics Battery Standard Order Terms & Conditions PLEASE REVIEW CAREFULLY

We have received, and thank you, for your order of the part(s) listed per the attached invoice. The part number(s) you have ordered are built-to-order and manufactured specifically for your use. By submitting payment for the attached invoice, you agree to our policy regarding non-cancelable / non-returnable (NCNR) products and understand the installation guidelines for the products ordered.

SECTION I: NON-CANCELABLE / NON-RETURNABLE PRODUCTS

Please review the attached invoice carefully to ensure accuracy of the products ordered. You assume full liability for any product that:

- a. Has been shipped to you.
- b. Is being held in inventory for you.
- c. Has been ordered from and manufactured by our supply chain.
- d. Is work-in-process or pre-built by our company.
- e. Parts that, in conjunction with the manufacturer, can't be moved out to a newly requested date.

As such, the following conditions apply:

- a. The attached invoiced product cannot be cancelled.
- b. Product ordered cannot be returned for any reason other than a suspected manufacturing defect.
- c. The attached invoice cannot be rescheduled for shipment date later than the original requested / scheduled ship date.
- d. We will make every attempt to meet your requested ship date, but we cannot commit to a firm ship date until we are in receipt of your deposit and a schedule date from our manufacturing department.

Product may be returned in accordance with any applicable warranty. Any warranty that would ordinarily apply will not be affected by this agreement.

We will make every effort to accommodate changes in your delivery requirements; however, once production has begun or product components have been purchased, we may be unable to make changes. If changes can be made, you are responsible for any charges passed along from our supply chain.

SECTION II: INSTALLATION & MAINTENANCE GUIDELINES

By proceeding with the purchase of the attached invoiced items, you have come to an understanding of the product specifications, operating limits, storage, and maintenance requirements outlined by the manufacturer. If any system components are operated outside of the published specifications or used in combination with non-original components without authorization, the warranty is void.

SECTION III: BLUETOOTH TRANSMITTER PERFORMANCE

Please note that the BMS Bluetooth transmitter is considered a non-essential convenience item. Bluetooth technology uses low power radio in the public spectrum of 2.4GHz range, which limits its connection range and reliability due to obstacles and interference with other devices. Also, we

cannot guarantee compatibility of our transmitter with a wide variety of consumer devices on the market. As a result you may experience certain issues: devices may not connect or randomly disconnect.

-Internal BMS Batteries: Lithionics Battery is not able to offer warranty services on batteries with internal BMS as this would require costly shipping and battery disassembly far in excess of the value of the Bluetooth transmitter. Lithionics Battery reserves the right to offer a remedy via a pro-rated refund on the original cost of the Bluetooth transmitter only.

-External BMS Batteries: The customer shall be entitled to a Bluetooth device exchange under warranty, however, the customer will be required to pay for shipping costs.

If you have any questions regarding the product specifications, operating limits, and maintenance requirements, please consult the user guides published at <http://www.lithionicsbattery.com/user-guides/> or contact Lithionics Battery before proceeding.