

This Alfen ICU B.V. B2B Warranty 2026-I, is used by Alfen ICU B.V., registered with the Dutch Chamber of Commerce under number 64998363 with its principal place of business at Hefbrugweg 79, 1332 AM Almere, the Netherlands, hereinafter 'Alfen'.

Alfen only sells to companies and provides the following B2B warranty on different types of charging equipment for electric vehicles ('EV Chargers'), including the Eve Single Plus or Eve Double Plus types ('EV Plus Charger(s)') and spare parts for these EV Chargers ('Spare Parts'). EV Chargers and Spare Parts together referred to as 'Products'.

1 Warranty

- 1.1 Alfen warrants that the EV Chargers are free from defects as per this warranty document ('Warranty');
 - for EV Chargers shipped from the Alfen factory before 1 July 2025, for a period of twenty-seven (27) months,
 - for EV Chargers shipped from the Alfen factory between 1 July 2025 and up until 31 October, 2025, for a period of thirty-six (36) months and
 - for EV Chargers shipped from the Alfen factory on or after 1 November, 2025, for a period of thirty-nine (39) months,(each a 'Warranty Period').
- 1.2 Alfen warrants that the Spare Parts and/or all accessories for EV Chargers are free from defects for a period of twelve (12) months from the date of loading the Spare Parts and/or any accessories for EV Chargers for transport from the Alfen factory ('Warranty Spare Parts'). Alfen further warrants the availability of Spare Parts or a functional equivalent for the EV Chargers for a period of 5 years from the commencement date of the Warranty Period.
- 1.3 Each Warranty claim and/or failures of any EV Charger shall be subject to the Customer reporting the failure to Alfen (or to the ARP as defined below if applicable) within thirty (30) calendar days after discovery of a defect.
- 1.4 Customer shall neither assign nor transfer any Warranty and/or Warranty Spare Parts set out in this document to its customer(s) who is (are) consumers.
- 1.5 Each Warranty and Warranty Spare Parts is the exclusive warranty and is provided instead of any warranty of merchantability, fitness for a particular purpose or any other warranty, express or implied.

2 Warranty Procedure EV Chargers

If an EV Charger fails in its normal use during the Warranty Period, Customer has the option of choosing one of the following procedures, subject to the provisions set out therein:

2.1 Carry-in Warranty Procedure

Customer shall send the EV Charger to the Alfen factory or any other repair location indicated by Alfen ('Alfen Repair Centre'). If Customer chooses a Carry-in Warranty Procedure, it shall submit a web form with a description of the defect via the Alfen Customer Service Portal at <https://support.alfen.com>.

If the failure to the EV Charger cannot be resolved remotely, Customer shall at its own risk and expense ship the EV Charger to the Alfen factory or the Alfen Repair Centre, after submitting a request thereto and receipt of respective instructions from Alfen.

If the failure is covered by this Warranty, Alfen or its service partner on Alfen's behalf will repair or replace, at its sole discretion, the EV Charger at no charge to Customer for material and/or labour whereby the EV Charger shall be shipped back to Customer at Alfen's cost. In addition to the above, if Customer chooses the Carry-in Warranty Procedure for its EV Plus Chargers, Customer shall receive a fixed compensation from Alfen. A detailed overview of the compensation amounts can be found on: [the Alfen website](#). Alfen reserves the right to modify the compensation amounts, at its sole discretion. Custom duties and taxes, if applicable, shall always be paid by Customer.

If the failure is not covered by this Warranty (see 3. Warranty Exclusions below), Alfen will provide a quote for appropriate repair works. In case Customer accepts the quote and places an order for the repair, Alfen will repair the EV Charger and send it back to Customer at Customer's expense. If the quote is not accepted, or if no defect is found, the EV Charger will be sent back at Customer's expense, CIP (Customer's address) in conformity with the Incoterms 2020, and Alfen will charge Customer with reasonable diagnosis costs. Upon sending the EV Charger back to Customer, Alfen will communicate the expected delivery date to Customer. Any claims relating to the transport must be communicated to Alfen within five (5) days after the expected delivery date, under forfeiture of any of Customer's rights.

2.2 ARP Warranty Procedure

If Customer is registered as an “ARP Customer”, it may at its own expense instruct its own engineer or its ARP (as defined below) engineer to resolve the defect to the EV Charger on site, provided that any such engineer and/or authorized repair partner shall: (a) follow Alfen’s training and certificate conditions and any available Alfen repair and claim instructions, (b) only use staff who is/are authorized (with a valid training certificate as per sub a)), (c) only use Spare Parts, and (d) keep all administrative records and replaced parts for at least three (3) months after the repair (such qualified engineer referred to as a ‘ARP’). Within these three (3) months, Alfen may request the Customer to return the replaced parts to Alfen at the expense of Customer. If the ARP and/or Customer do(es) not meet the requirements stated above, Alfen has the right to immediately withdraw the “ARP” registration of said ARP.

If Customer chooses the ARP Warranty Procedure, the ARP Customer shall give written notice of the repair to Alfen within thirty (30) days after performing the repair by including a specific description of the nature of the repair, the exact location of the charger, the firmware version of the charger at the time of the failure, and the Spare Parts used.

If the failure is covered by this Warranty, the ARP Customer will receive a replacement Spare Part or the purchase price of the replaced Spare Part from Alfen. In addition, if Customer chooses the ARP Warranty Procedure for its EV Plus Chargers, it shall receive a fixed compensation for labour- and call-out costs (“**ARP compensation**”) from Alfen. If multiple EV Plus Chargers on the same location are repaired during the same visit, the ARP compensation can only be claimed once for that visit. A detailed overview of the compensation amounts for EV Plus Chargers can be found on [the Alfen website](#). Alfen reserves the right to modify the compensation amount, at its sole discretion; or

2.3 On-site Plus Warranty Procedure

Alfen or its service partner on Alfen’s behalf will repair or replace, at its sole discretion, the EV Plus Charger on-site. If Customer chooses for the On-site Plus Warranty Procedure for its EV Plus Charger, Customer shall submit a web form with a description of the failure via the Alfen Customer Service Portal at <https://support.alfen.com/>. If the failure cannot be resolved remotely, an on-site repair will be planned.

If the failure to the EV Plus Charger is covered by this Warranty, Alfen will repair the EV Plus Charger on-site and Alfen will not charge call-out costs and/or labour costs and/or material costs to Customer.

If the failure is not covered by this Warranty (see 3. Warranty Exclusions below), Alfen will repair (or have repaired) the EV Plus Charger on-site and Alfen has the right to charge costs to Customer. An on-site repair by Alfen is only possible for EV Plus Chargers located in countries listed in the [country list](#). Alfen reserves the right to modify the country list, at its sole discretion.

3 **Warranty Exclusions**

The Warranty and Warranty Spare Parts do not apply in case of: (i) misuse or use of the Product beyond its intended purpose, (ii) external damage, (iii) failures from the grid and/or the (mobile) network provider, distribution service operator, charge point operator, e-mobility service provider, or power supply; (iv) faulty installation, repair, assembly, disassembly, modification, configuration or maintenance by a party other than an ARP, (v) use not in accordance with the Alfen manuals; (vi) malfunction of an open charge point back office system; (vii) use of non-approved attachments or non-genuine parts; (viii) force majeure situations; or (ix) activated residual current device (RCD) by the electric vehicle. Furthermore, damage to the electrical vehicle itself (including, but not limited to, broken electric vehicle charging cable or socket, tripping RCD, soft- or hardware problem in the converter) is never covered by this Warranty or the Warranty Spare Parts.

4 **Governing law and jurisdiction**

Any dispute or claim arising out of or in connection with this Warranty and/or the Warranty Spare Parts shall be governed by and construed in accordance with the laws of the Netherlands, excluding book 7 (with the exception of Section 7:23) of the Dutch Civil Code, its conflict of law provisions and excluding the United Nations Conventions on Contracts for the International Sale of Goods (CISG). All disputes shall be settled exclusively by the District Court “Midden Nederland”, location Almere, the Netherlands.