



The conditions below describe the prerequisites and scope of our warranty. They do not affect your statutory rights or the obligations of your reseller/distributor and your contract with them.

1. Troubleshooting

- Please review the troubleshooting steps below to confirm the device is non-functional.
 - If the device is not charging - confirm the Chargifi Neutron is properly plugged into an electrical outlet and the DC plug is inserted, and properly seated, into the Neutron. Also confirm that the wireless charging transmitter is properly connected into the Neutron.
 - Verify your device is properly positioned on the charging surface. If necessary, remove the device and then set it back on the surface in order to try and re-establish a connection.
 - If the device is charging but is not visible on the Cloud platform, confirm that the WiFi SSID the Chargifi unit is connected to is available and connected to the Internet. Also confirm that the password hasn't been changed without updating the password on Chargifi Neutron.
 - If your device is still not charging, recycle the power on the transmitter unit by unplugging it from the wall outlet.
- If the problem persists – please follow the steps below

2. Goods purchased from a Reseller or Distributor

- Please note that you should follow the Returns process of the reseller / distributor from whom you purchased the products.
- Please consult your reseller / distributor's customer services team for further information– they may be able to resolve the issue remotely or under your maintenance agreement if applicable.

3. Goods Purchased from Chargifi/Chargifi's policy with its Distributors

- If the Products have been purchased directly from Chargifi:
 - Submit a Return Merchandise Authorization (RMA) request by completing the following form. In order to expedite your request, please complete all information fields below. Please return the completed form to returns@Chargifi.com.
 - Upon review by Chargifi, you will be issued with an RMA number.
 - Shipping instructions for return of the Unit(s) will be provided with the RMA number as appropriate.

4. Product Returns for Warranty Determination

- Chargifi will test the product according to the description of the problem listed on Page 1 of the RMA request form.
- After our evaluation, Warranty or Out-of-Warranty status will be determined.



- If the description of the problem is the same as listed on Page 1 of the RMA request form, the product will be repaired or replaced under warranty at no charge and shipped back to the customer. Chargifi reserve the right to repair or replace a product with one that is the same or substantially equivalent.
- If the description of the problem is different from the problem listed on Page 1 of the RMA request form, or damaged from delivery, we will discuss and agree next steps with you.
- If the product has no identifiable problem, we reserve the right to charge for testing and return delivery. Warranty repairs do not extend the original warranty period.

5. What isn't covered

- Returned items that failed due to an accident, purchaser's abuse, neglect or failure to operate in accordance with instructions provided in the owner's manual(s) supplied.
- Returned items that failed due to moisture or other contaminants.
- Any item damaged in shipment.
- Parts that are subject to wear and tear in the ordinary course of use, including but not limited to, stickers, transmitter caps, painted and treated on-surface and evaluation units.
- Any product failure caused by installing or operating the product under conditions not in accordance with installation and operation guidelines.
- Freight damaged items. If your shipment arrives damaged, you must note the damage on the carrier's delivery record in accordance with the carrier's policy, save the merchandise in the original box and packing it arrived in, and arrange for a carrier inspection of damaged merchandise.
- For any product returned to Chargifi for reasons other than warranty, a 20% restocking fee and round-trip shipping costs will be deducted from the credit refund. All returned items must be in their original box and must include all packing material, manuals, and accessories.
- If the customer desires an expedited method of return, the product will be shipped collect.

6. Product Returns for Non-Warranty Determination

- Repairs - After Chargifi's evaluation, the customer will be notified of the repair cost and will proceed with the repair(s) only once the cost of repair or replacement and shipping has been agreed and confirmed as accepted by you.
- If the product has no problem that we can identify, we reserve the right to charge for testing and return delivery.
- Chargifi is not responsible for warranty items that are damaged during the shipping process.



Appendix – Return Merchandise Authorization (RMA) Form

Client Information

Company Name:
Contact Name:
Contact Email Address:
Contact Phone Number:

Issue

<input type="checkbox"/> Warranty Issue (Unit successfully installed but then failed)	<input type="checkbox"/> Non-Functioning on Arrival (Unit did not work out of the box)
Device Type: <input type="checkbox"/> Transmitter <input type="checkbox"/> Neutron <input type="checkbox"/> Gateway <input type="checkbox"/> Other	
Model Number:	Date of Purchase:
Reason for Return / Description of Problem:	

Return Shipping Information

Please provide specific shipping instructions for this RMA:

Name:	
Street Address	
City, State, Postal / Zip Code	
Country	
Shipping Carrier:	Shipping Account Number:
Special Shipping Instructions:	

On completion send to [Returns@Chargifi.com](mailto>Returns@Chargifi.com)

For and on behalf of:

Company Name _____

Name of authorized Signatory _____

Signature _____