



Mercedes-Benz Wallbox Limited Warranty

Mercedes-Benz USA, LLC (MBUSA) warrants to the original purchaser and each subsequent owner of a Genuine Mercedes-Benz Wallbox, used for electric vehicle charging at home, to be free from defects in material and workmanship under normal use. This warranty covers both the receipt of a faulty product (i.e., missing components in original packaging) and wallbox operating malfunction post-installation.

WARRANTY PERIOD:

This warranty is for 24 months, unlimited usage, from date of purchase, unless prohibited by law.

TO OBTAIN SERVICE:

Contact Mercedes-Benz USA, LLC, Customer Assistance Center, One Mercedes-Benz Drive Sandy Springs, GA 30328 or call 1-800-FOR-MERCEDES. The Customer Assistance Center may facilitate remote diagnostics. If the unit cannot be repaired remotely, Mercedes-Benz USA will (1) reimburse the cost of removal of the defective wallbox by a licensed installer, (2) will provide a replacement wallbox, and (3) will cover the cost of installation by a licensed installer, up to \$500.

The purchaser must be able to return the defective part with proof of purchase to their preferred dealer's place of business during normal service hours. The customer needs to indicate to the dealer if the wallbox was bought through the dealership directly or if the customer received the wallbox as a complimentary offer from MBUSA. If the customer received the wallbox as a complimentary offer, the confirmation of redemption email will serve as proof of purchase.

THIS LIMITED WARRANTY DOES NOT COVER:

- Damage Due to Accidents, Misuse, or Negligence: Parts damaged due to abuse, misuse, neglect, alteration, or accident, or which have been improperly installed, repaired, or used in applications for which they were either not designed or approved by MBUSA.
- Defects or damage from improper testing, operation, maintenance, adjustment, or alteration or modification of any kind.
- Damage caused by an act of God, including without limitation earthquakes, fires, floods, storms, or other acts of nature.
- Damage due to Non-professional Installation.
- Extra Expenses: This warranty does not cover payment for electrical charging at other locations, nor any other indirect or consequential damage, including fire, caused by a defective wallbox.