

**After-Sale
Support Terms
V2.0**

LiFePO₄



After-Sale Support Terms - WeVolt Energy

EXECUTIVE SUMMARY

Always on: 24/7 case intake via email/ticket; initial human response within 24 hours.

Fast parts: After RMA approval, spare parts ship within 72 hours from our local warehouse (stock permitting).

Safety first: Lithium battery/ESS guidance and DG-compliant handling.

DOA free exchange: If confirmed Defect-on-Arrival, we replace the unit free of charge (see 5)

1) Scope & Contact

These terms govern post-sales technical support, diagnostics, repair, replacement and RMA handling for products purchased from our website or authorized partners.

Support email (24/7 intake): info@wevolt.global

2) Service Commitments

24h Initial Response: We acknowledge and begin triage of new cases within 24 hours of receipt.

72h Parts Dispatch: For approved RMAs, we dispatch in-stock spare parts within 72 hours (business days, local-warehouse time zone).

Coverage: Support is available worldwide; onsite services depend on region and partner availability.

SLO vs. Exceptions: Times exclude force majeure, carrier embargoes, customs/DG inspections, national holidays, customer unavailability, or missing diagnostics (see §3).

3) What We Need to Help You Fast

Please include in your email/ticket:

Order number, product model, serial number(s)

Country/installation address and inverter brand/firmware

Issue description with photos/video and any error codes

For battery issues: recent BMS event logs, SoC/voltage screen, and wiring photos

Your preferred remedy (repair/replacement)

Incomplete information can delay the 24h response/72h parts timelines.

4) Severity & Handling

Critical (Safety / No-Power): We provide immediate safety steps by email and prioritize triage within the 24h window. DG restrictions may require temporary shutdown or isolation.

Major (Degraded Performance): Remote diagnostics and configuration checks; parts shipped upon RMA approval.

Minor (Cosmetic/Accessory): Resolved by guidance or standard spares shipment.

5) DOA (Defect-on-Arrival) — Free Exchange

Report within 7 days of delivery with unboxing photos/videos and, where applicable, BMS logs.

After technical confirmation, we arrange free like-for-like replacement, and we cover outbound replacement shipping.

If the same model is unavailable, we offer an equivalent model or a refund.

6) RMA Process (All Cases)

Open a ticket: email info@wevolt.global with details in 3.

Remote diagnosis: our engineers confirm the fault and eligibility.

RMA issuance: you receive an RMA number, return address, packing/label instructions (DG rules for lithium).

Dispatch:

Spare parts: ship within 72 hours of RMA approval if in stock.

Advance exchange (partners): where applicable, we ship a replacement and you return the core within 14 days.

Resolution: repair, replacement, or other remedy per warranty/region (see §9).

Returns or shipments without an RMA, to the wrong address, or Cash-on-Delivery cannot be processed.

7) Lithium Battery / ESS Safety & DG Compliance

Do not ship battery modules/packs without our instructions.

Damaged/defective lithium batteries may not travel by air; we will route by ground/sea and may supply special packaging, SoC limits, and UN3480/UN3481 labels.

Non-compliant returns will be refused and may be returned at sender's expense.

8) Spare Parts Policy

We maintain regional safety stock (fans, fuses, harnesses, BMS boards, covers, comms modules, etc.).

Parts may be new or refurbished of equal or better performance.

If a part is out of stock locally, we will propose alternatives: cross-ship from another hub, advance exchange, or expedited factory shipment (lead times apply).

9) In-Warranty vs Out-of-Warranty

In-Warranty: Diagnostics, approved parts, and standard return shipping for defective parts are covered by us as stated in your warranty certificate and local law.

Out-of-Warranty: We offer paid repair/spares at fair rates. Shipping, diagnosis, and onsite fees (if any) are chargeable.

10) Exclusions & Customer Responsibilities

Support may be limited or chargeable when issues arise from:

Incorrect installation, wiring, protection sizing, or use outside datasheet limits

Pairing with non-approved inverters/firmware, unauthorized modification, or tampering of serials/seals

Physical damage, moisture ingress beyond IP rating, rodent/insect damage, or force majeure

Customer must ensure safe access for service, retain proof of purchase, and follow our DG instructions.

11) Onsite Service (Where Available)

Onsite visits are arranged when remote repair is not feasible. Standard service windows and travel charges may apply (waived if covered by a specific warranty/SLA).

12) Data & Privacy

By requesting support you consent to our use of device diagnostics (including BMS/inverter logs) solely to provide service. We protect customer data per our Privacy Policy.

13) Governing Language & Updates

This English version governs. We may update these terms to reflect regulatory or safety changes; the version posted on our website applies to new service requests.