

## Terms and conditions of contract for 5-year warranty certificate

### 1. Preconditions

- 1.1. A certificate is valid exclusively for one EFOY fuel cell in the leisure sector and is not transferable to other devices.
- 1.2. Registration is required. The certificate is for a specific person only; it is not automatically transferred in the event of onward sale of the EFOY fuel cell. SFC must be consulted in such cases.
- 1.3. The certificate is only available when purchasing a new EFOY fuel cell in the leisure sector from an authorised specialist retailer in the 27 EU states as well as in Norway and Switzerland. It can be obtained up to 3 months after purchase of an EFOY fuel cell.

### 2. Validity period

- 2.1. The warranty conditions for EFOY fuel cells in the leisure sector apply. The certificate extends the applicable conditions from 24 to 60 months from the date of purchase.
- 2.2. If the device is replaced or the current market value refunded, the certificate shall cease to be valid. The residual validity period will be transferred to the device replaced.
- 2.3. The warranty certificate does not cover commercial or equivalent use.

### 3. Damage

- 3.1. In the event of damage, the instructions as per the warranty conditions for the EFOY fuel cell must be observed.
- 3.2. In the event of a fault, the EFOY customer service must be contacted within the warranty period as a fundamental rule. Please indicate the nature of the defect, the device type as well as the serial number.

In order to avoid transport damage, the device must only be returned following consultation with the EFOY customer service. Before dispatching, the RMA number required for dispatch must be obtained from the EFOY customer service. Failure to do so shall result in the sender bearing the risk of any transport damage incurred.

### 4. Revocation

- 4.1. The customer can revoke his declaration of contract in writing (e.g. letter, fax, email) within two weeks without stating reasons. The period shall begin at the earliest upon receipt of these instructions. On-time sending of the revocation shall suffice for adherence to the revocation deadline.

The revocation must be addressed to:

SFC Energy AG  
Eugen-Saenger-Ring 7  
85649 Brunnthal, Germany  
Hotline: +49 89 / 673 5920  
Freecall: 00800 / 732 762 78\*  
Fax: +49 89 / 673 592 369  
sales@efoy.com  
www.efoy.com

- 4.2. In the event of revocation, the customer must return the original certificate to SFC at the above address.

- 4.3. In the event of effective revocation, services received by either party and any benefits obtained (e.g. interest) must be returned.

\*The freecall number is available from the following countries: Germany, Belgium, Denmark, France, Great Britain, Italy, the Netherlands, Norway, Austria, Sweden, Switzerland and Spain.