

## ChargePoint Return Policy for Warranty and Out-of-Warranty Parts

The goal of ChargePoint's return policy for in-warranty and out-of-warranty parts is to make it easy and fast for you (our customer) to repair or replace your ChargePoint charging stations and accessories, while reducing our impact to the environment and your costs by encouraging the return and refurbishment of Non-Functional Items whenever possible.

This return policy applies to Non-Functional Items under Warranty, Extended Parts Warranty, and/or of Out of Warranty Replacement Parts replaced pursuant to the terms and conditions of ChargePoint's Standard Parts Warranty found at: <https://www.chargepoint.com/legal/support-services> ("**Standard Parts Warranty**"). This return policy also applies to Non-Functional Items related to your initial purchase of parts for out-of-warranty repairs. Unless otherwise defined in this return policy, defined terms used in this return policy are defined in the Standard Parts Warranty.

### Advance Replacement

After you receive a Replacement Item through ChargePoint's warranty service (as described in the Standard Parts Warranty), or through the purchase of a Replacement Item for out-of-warranty repairs, ChargePoint may require, in its discretion, you to return the Non-Functional Item. If ChargePoint requires you to return the Non-Functional Item, then ChargePoint will provide to you a Return Material Authorization ("**RMA**") number for you to reference when you return the Non-Functional Item. Shipping charges, if any, will be described in the RMA instructions.

### Non-Return Policy

1. Most of ChargePoint's Replacement Items, when provided by ChargePoint and accompanied by an RMA for the Non-Functional Item, come with an associated charge assessed in case the Non-Functional Item is not properly returned ("**Non-Return Fee**"). The Non-Return Fee reflects the value of the applicable Non-Functional Item, created by refurbishing it to comply with ChargePoint's specifications.
2. Non-Return Fees only apply to RMAs issued for repairs performed with labor provided by Customer, whether such labor is done by Customer or a third party authorized by Customer. If ChargePoint provides the labor for repairs, whether such labor is done by ChargePoint or a third party authorized by ChargePoint, then no Non-Return Fee will be assessed to Customer.
3. Non-Return Fees are set at 50% of then-current retail price of the Replacement Item, unless determined otherwise by ChargePoint. Non-Return Fees are only invoiced if the Non-Functional item has not been returned in full (i.e. not all parts and components have been returned), or if the Non-Functional Item was returned to ChargePoint, but ChargePoint has determined that damage, due to your improper shipment packaging as part of the RMA, to the Non-Functional Item prevents ChargePoint from refurbishing such item.
4. When you return the Non-Functional Item to ChargePoint, you are required to write the RMA number on the outside of your return package and/or in the space provided on the shipping label, and include a copy of our RMA form. If instructions that are provided with your RMA conflict with

the instructions set forth in this return policy, then please follow the instructions provided with your RMA.

5. When ChargePoint receives your Non-Functional item, ChargePoint will inspect it to verify that all parts have been returned and determine whether it can be refurbished and if not, whether the damage preventing refurbishment is due to improper packaging.
6. The Non-Return Fee is refunded in full, minus any missing or misused parts, once the returned Non-Functional Item passes inspection. ChargePoint does not invoice for the Non-Return Fee until 30 days after shipment of the Replacement Item if the Non-Functional Item is not returned, or upon failing inspection. If the Non-Functional Item is returned within 30 days after shipment of the Replacement Item and passes the inspection described in point 5 above, you will not be invoiced for the Non-Return Fee. Returned Non-Functional Items must be complete and free of damage due to improper packaging that prevents refurbishment for you not to be invoiced for the Non-Return Fee.
7. Returns of Non-Functional Items are accepted within 30 days after your purchase (this return window may be modified, from time to time, by ChargePoint), or provision under the applicable warranty, of the Replacement Item. Non-Functional Items returned must be the same as the unit specified in the RMA document, usually the same as the Replacement Item or a predecessor version.

### **Frequent Returned Non-Functional Item Rejection Causes**

The following are the most common reasons for ChargePoint to reject returned Non-Functional Items subject to the inspection described above. Please take care when returning your Non-Functional Items:

- Missing parts;
- Part number mismatch (Non-Functional Item returned does not match part number originally purchased, specified on the RMA); and/or
- Not packaged in the manufacturer's box for the original or replacement part, or other packaging that prevents damage in transit.