

Pod Product Warranty Statement

1. Overview

1.1. This warranty statement (the “**Warranty Statement**”) covers the following products (as may be amended from time to time) on the terms further described in this Warranty Statement (the “**Warranty**”):

1.1.1 the Pod Point Solo 3S domestic electric vehicle charger purchased on or after 21 May 2025;

1.1.2 the Pod Point Solo 3S domestic electric vehicle charger hired on or after 21 May 2025 as part of a Pod Drive subscription, details of which are found at podenergy.com (“**Pod Drive**”)

(the “**Products**”),

and is provided by Pod Point Limited (a company incorporated and registered in England and Wales with company registration No. 06851754). All references to “**Pod**” or “**we**” in this document shall mean Pod Point Limited or Pod Point Limited’s parent or wholly owned subsidiary companies. All references to our “**Sub-Contractors**” are to Pod’s contractually appointed sub-contractors for which we are responsible.

1.2. For all Products, you will need to set up a Pod account through the relevant Pod Driver app (see (<https://pod-point.com/products/driver/app>) and/or Pod Home app (see <https://podenergy.com>)

1.3. The Warranty only covers your Products on the terms set out in this Warranty Statement. A summary of the warranty period and basis is below:

Product	Product installed & commissioned by?	Warranty basis	Warranty Period
Pod Point Solo 3S	Pod or by our Sub-Contractors	Product and installation/commissioning of the Product	60 months
Pod Point Solo 3S	Not by Pod or by our Sub-Contractors	Product	60 months
Pod Point Solo 3S through Pod Drive	Pod or by our Sub-Contractors	Product and installation/commissioning of the Product	Life of your Pod Drive subscription

2. How the Warranty covers your Products

2.1. This Warranty guarantees that the relevant Product(s) will be free from any material fault or defect in functionality or operability for the Warranty Period (as described in section 4 ‘**Warranty Period**’) on the terms set out in this Warranty Statement. This does not include minor or purely aesthetic defects without impact on Product functionality or operability.

2.2. If, during the Warranty Period, the ‘**Warranty requirements**’ at section 3 have been met and the Product is assessed as being faulty or defective (and that fault or defect is not caused by a something excluded under section 5 ‘**What is not covered by this Warranty?**’ below), Pod will, at its discretion and free of material and labour charges, repair or replace the defective Product.

2.3. Repair or replacement of any Product does not extend the Warranty Period for that Product.

- 2.4. The Warranty covers only Products for which Pod have been fully paid for by you (or by a third party) and/or continue to be hired via Pod Drive in accordance with the relevant hire terms.
- 2.5. Replacement products may be refurbished or contain refurbished materials. The replacement product, whether refurbished or not and including the parts or materials repaired or replaced, is only covered for the remaining term of the Warranty Period. Any parts replaced will become the property of Pod. After the expiry of the Warranty Period, we may make a charge for replacing or repairing the Products.
- 2.6. We will not reimburse third party costs for repair and replacement unless we have authorised such work in advance and in writing.

3. **Warranty requirements**

- 3.1. To obtain Warranty services:
 - 3.1.1 The original proof of purchase or hire will be required, and the serial number (or other identification markings) affixed to the Product must be complete and undamaged.
 - 3.1.2 For the Warranty to apply the Product itself, the Product must be correctly installed and commissioned either by us or our Sub-Contractors or by a competent and qualified installer in accordance with the relevant Installation Guide (available at <https://pod-point.com/technical/installation>), local codes, relevant regulations, and any applicable regional legal requirements and industry standards.
 - 3.1.3 The Product must be used and maintained in accordance with the manufacturer's instructions as set out the relevant Product User Guide (see <https://pod-point.com/technical/vi-documents>).
 - 3.1.4 Contact us as set out in this Warranty. If you arrange your own installer to conduct any repair or carry out the repair yourself, this Warranty will be void from the date of that repair.

4. **Warranty period**

- 4.1. The warranty period (the “**Warranty Period**”) will commence from the date of installation of the relevant Product, unless we have otherwise explicitly agreed an alternative commencement date with you in writing.
- 4.2. The Warranty Period for our Products will be as set out in the table at section 1.3 above. Note the Warranty Period for any Pod Drive Products will end once the relevant Pod Drive subscription ends, as agreed in the relevant Pod Drive hire and/or subscription terms.

5. **What is not covered by this Warranty?**

- 5.1. Protection under this Warranty must meet the criteria described in section 2 ‘**How the Warranty covers your Products**’ and section 3 ‘**Warranty requirements**’ of this Warranty Statement.
- 5.2. This Warranty does not cover faults or defects in functionality or operability of any Product if we find (acting reasonably) that the fault or defect is directly or indirectly caused by:
 - 5.2.1 the installation and/or commissioning of any Products carried out by any party who is not us or our Sub-Contractors. This includes where such party installs and/or commissions any Products not in accordance with the relevant Installation Guide (available at <https://pod-point.com/technical/installation>) and/or with local codes and relevant regulations and/or any applicable legal requirements and industry standards. If a fault or defect is deemed to be due to installation and/or commissioning by a third party, you will need to contact your installer;
 - 5.2.2 the opening, moving, modifying, tampering with, transferring or attempted repair of the Products by any party who is not us or our Sub-Contractors. This includes where such party is not a competent and certified electrician acting in accordance with the relevant Installation Guide (available at <https://pod-point.com/technical/installation>).

pod-point.com/technical/installation) and with local codes and relevant regulations and any applicable legal requirements and industry standards;

- 5.2.3 normal ageing and wear-and-tear (e.g. discoloration, normal corrosion/oxidation) or faults arising from abnormal usage or environmental conditions (such as extreme adverse weather, fire, wind or water damage or other natural disasters) or accidental damage to the Product not caused by us;
- 5.2.4 use of the Product in a manner that is not in accordance with relevant Product User Guide (available at <https://pod-point.com/technical/customer-documents>) or with any connected equipment (such as a charging cable) that conflicts with any requirements of such Product User Guide and/or is otherwise reasonably incompatible with the relevant Product;
- 5.2.5 connecting the Products to an incorrectly rated electricity supply or the Products failing to be connected to and communicating with our servers over either Wi-Fi or a 3G, 4G or 5G mobile network (if the Product is 3G/4G/5G enabled);
- 5.2.6 faults caused by parts of your existing installation or electricity system, including, but not limited to, consumer units, breakers or cables or an existing solar PV system; and/or
- 5.2.7 accidental or malicious damage, theft or vandalism or circumstances outside of our reasonable control which include (but are not limited to) floods, storms, earthquakes and fires, electrical outages power surges, foreign material, contamination (smoke, salt, chemicals or other impurities) or other environmental influence.

6. How do I claim against this Warranty cover?

- 6.1. If your Product develops a fault during the Warranty Period, please visit our Help Centre at <https://help.pod-point.com/s/> for guides to solving most problems with your Products. If this does not solve the fault, you must report this to the Pod support team either by calling completing the contact support team form at <https://help.pod-point.com/s/contactsupport> or by calling us on +44 (0)20 7247 4144 ensuring that (where possible) the relevant Products are connected to the internet (to allow us to run remote diagnostic tests to confirm the nature of the fault). From the time that you have notified us, Pod shall have sole responsibility for handling a claim.
- 6.2. If we are unable to remedy the fault remotely, we will, at our sole discretion, appoint a Pod engineer or our Sub-Contractors to repair your existing Product, or replace it with another Pod Product with the same or equivalent functionality. For any Products which are hired under a Pod Drive subscription, such engineer repair visit will be offered to you to take place no later than 48 hours from the time the repair visit is offered. For other Products, such visit will take place as soon as reasonably practicable.
- 6.3. The appointed party will be sent your contact details to arrange a suitable time to come to your location and fix the fault and by claiming under this Warranty you agree to your contact details being shared in this way. To find out more about how we use your contact details, please see our privacy policy at: [Privacy Notice | Pod Point](#).

7. Is my Warranty transferable?

- 7.1. If you own your Product (and it is not subject to a hire arrangement) the Warranty is transferrable to a new homeowner of your property should you sell or vacate your property and choose to leave your Product behind. Please contact our customer service team to arrange this, using the details above.
- 7.2. If you move to a new property and you take your Product to preserve your Warranty and after contacting our customer service team under section 7.1 above, the remaining Warranty Period on your Product will be valid, provided that:

7.2.1 After agreeing the terms of the Product move with us, the Product is removed, installed and commissioned by us or by our Sub-Contractors; and

7.2.2 your new property remains in the country from which it is purchased and for which it is intended.

7.3. The relevant Warranty will not transfer to any Product which is sold or given to another person/company, or which has been acquired from (whether through a sale or otherwise) a private reseller or an online resale platform except as described in section 7.2 above.

7.4. If this Warranty is transferred the Warranty Period continues and does not begin again. The transferred Warranty and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the relevant sale/hire terms and the laws of England. The English courts shall have exclusive jurisdiction, subject to any mandatory application of jurisdiction of your country. In respect of the Warranty for any Products, the terms of this Warranty Statement shall take priority over any other terms and conditions.

7.5. If you have any questions about what this Warranty covers, please contact our support team at:
<https://help.pod-point.com/s/contactsupport>

8. Liability

8.1. Our sole liability in respect of any failure of Products or the Software shall be as set out under this Warranty Statement, however nothing in this Warranty Statement will affect your statutory rights and if you are a consumer, the Warranty provides benefits that are additional to your statutory rights.

8.2. Except for any liability for death or personal injury caused by any breach of duty or negligence or where it would be unlawful for Pod to exclude or limit liability:

8.2.1 Pod accepts no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity, revenue, contracts, data, goodwill or any indirect, special or consequential losses.

8.2.2 The maximum liability of Pod under this Warranty is limited to the purchase price of the Product covered by this Warranty and is strictly limited to losses that were reasonably foreseeable. We will not be liable for any delay in performing, failure to perform or deliver, or defective performance or delivery of any Product/s if such delay or failure is caused by circumstances beyond our reasonable control.

8.2.3 We are not responsible for any injury, loss or damage that was not caused by any breach of duty or negligence by us. This includes us not being responsible for any loss or damage caused by something beyond our reasonable control, or by any failure by any third party to follow the relevant Installation Guide (available at <https://pod-point.com/technical/installation>) or Product User Guide (available at <https://pod-point.com/technical/customer-documents>) and/or to comply with the relevant local codes and regulations and/or any applicable legal requirements and/or industry standards. It also includes any injury, loss or damage caused by any moving, modifying or tampering with any Products or by any works, services, products or equipment provided or performed by you or a third party (and not by us or a Sub-Contractor).