

### Procedure for Claims

The product must **always** be reported to Skårebo's technical support before any troubleshooting or other actions are taken by the electrician.

#### NOTE!

**Troubleshooting, actions, and repairs performed to rectify faults will only be reimbursed where pre-agreed and approved by Skårebo's Technical Support.**

Therefore, always contact Skårebo's Technical Support in case of suspected product failure before taking any other action.

### Contact Information

Skårebo - Technical Support

Mail: [support@skarebo.se](mailto:support@skarebo.se)

Telefonnummer: (+46) 10 – 33 33 319  
(option 3 for technical support)

### Necessary Information for Claims

When making a claim, the following information (at a minimum) must be provided to Skårebo's Technical Support:

- Description of the fault in text and images, as well as car model and main and circuit breaker size (if possible), and if there is risk of more affected products.
- Serial number
- Contact details of the electrician and the end user.
- Address for any replacement delivery.

Any defective product must be returned to Skårebo Energi AB. Skårebo Energi AB will provide a shipping label for the return.

## Claim Costs:

For an approved claim from Skårebo Support, the following billing times apply. All other time must be specified with detailed time and must be approved by Skårebo Support before billing. Skårebo only covers the work of **one** electrician.

### Estimated time and maximum compensation:

- **DEFA**  
Replacement of charger (Power) 30 minutes + travel (**max 1300 SEK**)
  
- **Easee**  
Replacement of charger Replacement box (**1300 kr max**)  
Replacement chip **Max 1000 SEK**
  
- **Zaptec**  
Replacement of charger (Go/Pro) 2 hours + travel (**max 1600 SEK**)  
Replacement of Zaptec Sense 2 hours + travel (**max 1600 SEK**)
  
- **Enegic/Perific**  
Replacement of defective unit **Max 1400 SEK**
  
- **Amina**  
Replacement of charger **Max 2000 SEK**
  
- **GARO**  
Replacement of charger/load balancing **Max 1600 SEK**
  
- **GACIA**  
Replacement RCBO **Max 800 SEK**

**Tesla** – support, return and claims are not handled by Skårebo but are to be reported directly to Tesla. See separate info about reclamations for Tesla.

Travel costs are reported separately by the number of kilometers round trip but are included in the maximum amount.

## **Billing Information**

The invoice must always be marked with the serial number of the charging box and/or case number.

The invoice must include a breakdown of the work performed, e.g., time spent troubleshooting, time spent replacing components, travel time, etc.

Collective invoices are not accepted. In case of onward invoicing, the invoice documentation must be attached, otherwise, your invoice is incomplete and not an approved billing document.

Invoices lacking a case number or serial number and/or not broken down clearly enough will be disputed regardless of the time of invoice remark, but within the due date.

Invoices submitted 6 months after the claim case has been closed will be rejected.

After completing the service case, the invoice should be issued to:

**SKÅREBO ENERGI AB**  
**Industrigatan 18**  
**553 02 Jönköping**

We **only accept invoices via email** and the invoice should be sent to

**[inbox.lev.1085491@arkivplats.se](mailto:inbox.lev.1085491@arkivplats.se)**