

### 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:

If the complaint is approved by Skårebo Support, a new box will be sent for replacement free of charge. The defective box must be returned to Skårebo Energi AB (a return label is always included in the package with the new charging box) within 14 days. If the defective charging box is not returned, it will be invoiced.

**The cost of the installation replacement is then invoiced to the end customer.** The end customer pays the invoice and is subsequently reimbursed by Tesla support by sending them a copy of the invoice and proof of payment. Tesla support is contacted via Tesla's support phone or app. **Please note that Skårebo cannot accept invoices related to the replacement of defective Tesla products.**