

REFUND & WARRANTY

SUN COUNTRY HIGHWAY REFUND POLICY

At Sun Country Highway, your satisfaction is guaranteed. If, upon delivery, you are not completely satisfied with the product, it can be returned within 30 days. A 25% restocking fee will be deducted from the refund and freight is not refundable. The product must be in unused, 100% saleable condition and in the original manufacturer's packaging. Shipments must be returned duty and brokerage prepaid. All damage and shortage claims should be made within 30 days from delivery. If damaged upon arrival however, you have the right to refuse the order. Should you have any questions or concerns, please feel free to call our toll free number at 1-866-467-6920 five days a week 8 a.m. – 4 p.m. EST (excluding holidays) to report damages and obtain a return authorization number. A copy of the packing slip or the customer receipt must accompany all returns. A refund will be issued to the original form of payment within 5-7 business days of receiving the returned item at our warehouse.

Please contact info@suncountryhighway.ca for RMA# and return instructions.

SUN COUNTRY HIGHWAY EV CHARGER WARRANTY INFORMATION

NOTE: Warranty is voided if EV Charger is defaced, altered, or modified in anyway (ie add anything to outside of charger or taking anything from the chargers) without the expressed written permission from Sun Country Highway Ltd.

If you have purchased an EV Charger from the Sun Country Highway store, we require your cooperation regarding the **Commissioning and Warranty Registration** of your charging station. The person best suited to completing the mandatory attached form is often the person that did the original installation of the charger.

1. To ensure that your charging station warranty is activated. Without the attached form your charger **will not** be eligible for warranty and we may not be able to contact you in the event of a safety recall. So it is extremely important that this form be filled out and submitted at your earliest convenience.
2. To ensure that the most accurate information is made available to us, so we can plot your EV Charger on the Sun Country Highway locator map (with your consent). This will allow the charger owner to best service your EV patrons (where applicable).
3. To ensure that a charger can be repaired as quickly as possible in the event of a malfunction or vandalism.
4. To provide the best possible customer service to EV owners.

Register Now

You will be forwarded to a secure Google form.

Once completed a PDF version of your warranty form will be emailed to the address you've provided. Please contact us if you have any technical difficulties or questions.

IMPORTANT – By completing and submitting this warranty registration form, you are hereby stating that you understand and agree to the conditions of the Sun Country Highway Warranty Policy as stated below.

WARRANTY POLICY INFORMATION

Sun Country Highway chargers by ClipperCreek, Inc. warrants products to be free from defects in material, manufacture and design for a period of;

One (1) year after date of purchase for SCH40, SCH60, SCH100

Three (3) years after date of purchase for LCS15, SCH15, SCH20, SCH20P, SCH25, SCH25P, EV40, EV40P, EV60

Five (5) years after date of purchase for EV40R, EV40PR

If this product is defective in materials, manufacture or design during this warranty period, ClipperCreek, Inc. will, at its option, repair or replace the product.

Repair parts and /or replacement products may be either new or reconditioned at Sun Country Highway/ClipperCreek's discretion. This limited warranty does not include service to repair damage from improper installation, improper connections with peripherals, external electrical fault, accident, disaster, misuse, abuse or modifications to the product not approved in writing by Sun Country Highway Ltd./Clipper Creek Any service repair outside the scope of this limited warranty shall be at applicable rates and terms then in effect.

All other express and implied warranties for this product including the warranties of merchantability and fitness for a particular purpose, are hereby disclaimed.

Some provinces/states do not allow the exclusion of implied warranties or limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

If this product is not as warranted above, your sole and exclusive remedy shall be repair or replacement as provided above. In no event will Sun Country Highway Ltd/ClipperCreek, Inc., or any of its authorized sales and service representatives, or its parent company(ies) be liable to the customer or any third party for any damages in excess of the purchase price of the product. This limitation applies to damages of any kind including any direct or indirect damages, lost profits, lost saving or other special, incidental, exemplary or consequential damages whether for breach of contract, tort or otherwise or whether arising out of the use of or inability to use the product, even if Sun Country Highway Ltd/ClipperCreek, Inc. or an authorized Sun Country Highway/ClipperCreek, Inc. representative or dealer has been advised of the possibility of such damages or of any claim by any other party. Some provinces/states do not allow the exclusion or limitation of incidental damages for some products, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which may vary from province/state to province/state.

BRINGING SUSTAINABILITY TO LIFE

Empowering individuals to lead global change by adopting models of economic, social and environmental sustainability.

