

## CUSTOMER ASSISTANCE AND ADVISORY SUPPORT

Customer support and advisory support is the department responsible for the telematic management (mainly by telephone and email) in the support of persons purchasing or using **Master Battery** products or services.

Support will provide an evaluation of the assistance assessment and determine whether a repair is required because of the product under warranty, for which **Master Battery** is responsible for the charges, or whether a repair is required because of external factors such as product misuse or installation failure, in which case the charge will be borne by the customer. This preliminary assessment of the assistance is **free of charge in any case**.

When the assistance is due to failure or error of the product under warranty, this support will be **free** of charge, even if it requires several sessions of assistance or advice.

When assistance is required for a malfunction caused by factors external to the product, **Master Battery** offers a consultancy service (start-up and remote installation of the equipment). For this, an appointment will be arranged with the technical advisor. This service has a **cost of 100 € + VAT** to be made by bank transfer to the account **ES68 2085 8219 1903 3015 7030** in concept of "Name Surname Model of the equipment". For this assistance service to be carried out, the above fee must have been deposited at least **24 hours before** the appointment. Otherwise, the appointment will be automatically cancelled.

In exceptional cases, depending on the requirements and ultimate decision of **Master Battery** management, **physical visits** to the installation may be considered. If the visit is due to a repair due to the product under warranty, **Master Battery** is responsible for the costs of the repair. If the visit is due to a cause unrelated to the product, the costs will be borne by the customer, being this rate of **60 €/hour + 0.24 €/km** due to the displacement. If the journey exceeds 200 km, accommodation and subsistence costs will be added. Prior to the visit, it may be considered to send the equipment for revision, passing to the TAS procedure.