Terms and conditions

Installations Wallbox

Scope & Parties

The present terms and conditions (“Terms and Conditions”) are applicable to any agreement signed between WALLBOX OY (“Wallbox”) with VAT Registration Number FI31987039 and registered address at PI 747 00101 Helsinki and the private client (“Client”) in relation to the acquisition and installation of one or more charging points for electric vehicles.

Privacy

WALLBOX OY processes your personal information in accordance with the legal and regulatory requirements in force and with all measures adopted by the authorities. Please consult our privacy policy for a more detailed description on how WALLBOX OY processes your personal data.

Pricing

The price offered by WALLBOX OY in the purchase contract is the final price of the installation, provided that the general conditions on price included in this document are valid and that the assumptions or information regarding the property or buildings of the client are accurate.

If the installation does not comply with the general considerations, the price of the installation will be modified accordingly. If necessary, the client will be informed of such changes prior to the execution of the installation.

Promotional campaigns and discounts cannot be combined or applied retroactively after the signing date of the contract.

Grants

Wallbox is not responsible for the application or approval of national or local grants nor client support plans. The price offered by Wallbox at the time of the purchase by the Client is the final price, the Client being bound to pay the same.

Installation service warranties

Once the installation is completed, the installation partners of WALLBOX OY will provide a 6-month warranty (without prejudice to other warranties granted by law for longer periods) on the work done by Wallbox installation partners during the installation of the charging point.

Any damage caused by WALLBOX OY or the installation partners of WALLBOX OY within the warranty period will be repaired and/or compensated according to the present Terms and Conditions.

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The Client is responsible for notifying WALLBOX OY of any damage as soon as possible and within a reasonable period of time, and for doing everything possible to minimise the consequences of the damage. Damages due to the Client's failure to notify WALLBOX OY within a reasonable time are not covered by the installation guarantees.

The warranty period begins at the time of delivery of the charging point installation.

Any work done by the Client or a third party that interferes with the work done by WALLBOX OY or the installation partner of WALLBOX OY during the warranty period of the installation will result in the voiding of the warranty.

Damage to Client's property

WALLBOX OY undertakes to duly respect the property and general possessions of the Client during the charger installation. WALLBOX OY undertakes to compensate for any damage caused by its negligence or that of its installation partners.

Damage to public or third party property

WALLBOX OY is not responsible for any damage caused to public property or that of third parties by the charging point, unless such damage is caused by errors or negligence of WALLBOX OY or its installation partners.

Liability

WALLBOX OY and its installation partners are not liable for any damage to the property of the Client caused by the Client's negligence or by the Client's failure to comply with these Terms and Conditions or by the improper use of the charger.

It is the Client's responsibility to know whether the electrical connection complies with current legislation.

It is the Client's responsibility to ensure that the electrical connection complies with current legislation.

WALLBOX OY and its installation partners are not responsible for injuries caused by unauthorised access by third parties to the installation location or areas where the installation is performed.

Repair of damages

Damages or flaws caused by WALLBOX OY or by installation partners and subcontractors of WALLBOX OY, for which WALLBOX OY is liable, will be repaired or replaced by WALLBOX OY at its sole discretion.

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The Client is responsible for notifying WALLBOX OY of any damage or malfunction as soon as possible. WALLBOX OY is not responsible for any repair or replacement of damages that have not been notified by the Client within a reasonable period of time since the Client knew - or should have known - about the damages.

WALLBOX OY undertakes to repair or replace defective equipment or damage caused during installation as soon as possible and within a reasonable time after notification by the Client to WALLBOX OY.

Cancellation and resolution by the Client

The Client may terminate the contract without any charge within 24 hours of the installation dates.

The Client's cancellation must be notified in writing.

If the Client terminates the contract after the agreed start date, the Client will pay for the work done and the expenses incurred.

Cancellation and resolution by WALLBOX OY

WALLBOX OY can cancel or suspend the installation at no charge to WALLBOX OY if the installation cannot be completed due to circumstances beyond the control of WALLBOX OY, such as lack of approval by local authorities or changes in national regulatory requirements.

WALLBOX OY can cancel or suspend the installation at no charge to WALLBOX OY if the installation cannot be performed within a reasonable time, due to delays caused by the Client or by third parties hired by the Client, such as if the building is not ready, there is no electricity on site, or similar circumstances.

WALLBOX OY can cancel or suspend the installation without any charge to WALLBOX OY in case of erroneous information provided by the Client to WALLBOX OY or its installation partners, in which case the Client will bear the costs of any work completed that cannot be reversed.

WALLBOX OY may cancel or suspend the installation at no charge to WALLBOX OY due to local conditions that significantly complicate the installation or that may result in a significant increase in costs.

WALLBOX OY may, at any time, delay or cancel the agreement without charge to WALLBOX OY due to supply chain restrictions.

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