



e-ride Industries Limited Warranty Policy

e-ride will repair or replace, at its option, all genuine e-ride parts found faulty in material and/or workmanship, under normal use and under the circumstance that the vehicle has had the appropriate maintenance and service, with genuine new or rebuilt parts, at e-rides option, for parts and labor, at any authorized e-ride retailer during the warranty coverage period.

e-rides' warranty starts from the date of delivery to the first purchaser or lease owner, including any e-ride dealers that use the vehicle as demonstrator vehicle, whichever comes first, on any new or unused e-ride vehicle. e-ride classifies a new or unused vehicle to have less than and no greater than 50 miles on the speedometer at time of first original sale of vehicle. e-ride warranties the vehicle from any defective material or workmanship for the period of one (1) year for private or commercial use owners and 90 days for any rental use owners.

How to obtain warranty:

Customers must give e-ride notice of any claim within 30 days of incident.

- From a local e-ride authorized dealer which may have been a dealer you purchased your vehicle from.
- Fleet and other vehicle owners can elect to have their own vehicles maintained and repaired by their team of service mechanics.
- Contact e-ride customer service to help you find a local authorized service center.

By Mail at: e-ride Industries
Customer Assistance Center
3171 92nd Avenue
Princeton, MN 55371

By Phone: 1-800-950-4351

By e-mail: customer.assistance@e-ride.com

Customer Assistance Center hours: Monday through Friday CST, 8am to 5pm

Warranty coverage will not in any event cover:

- Normal wear and tear such as charger plugs and receptacles, seats, windshield wiper blades, trim pieces, fuses, brake shoes, brake pads, light bulbs, floor mats, tires, cosmetic deterioration, body panel scratches, cracks, fading and any other similar items.
- Parts and labor required for normal maintenance items including brake adjustment, wheel alignment, tire rotation, tightening of nuts, bolts and fittings and general adjustments which may need to be performed from time to time.
- Damage caused by failure to provide proper service, maintenance and/or storage, as described in the e-ride owner's manual.

Warranty coverage will not in any event cover:

- Damage resulting from improper repairs, modifications or use of non approved parts or repairs.
- Damage caused from loading the vehicle above the 3,000lb GVWR.
- Damage resulting from continued use of vehicle after defect is or should have been discovered.
- Damage resulting from accident, fire, theft, vandalism or any acts of war or God.
- Any damages to the batteries from the lack of charging, freezing or overheating conditions, infrequent use, charging with a charger not supplied by e-ride Industries.
- Damage or loss caused by tire puncture or failure to maintain correct tire pressure.
- Batteries are warranted by the battery manufacture. Under no circumstance does an extended warranty lengthen the warranty of the batteries.
- Any damage done to the vehicle while being towed.
- Any water leaking into the vehicle or damage to personal property because of this.
- e-ride will only pay up to 20 miles in transportation expenses for any vehicle needing repair under warranty.
- Limited warranty may differ for vehicles exported outside the United States.
- Any damage to personal property

Voiding of warranty

This and any other e-ride warranty will be voided if there is any evidence that the vehicle was abused or used in any unintended manner or shows indication that it has been altered in any way such as the use of non genuine e-ride parts, modification of the top vehicle speed, braking system or regen, steering, transaxle, motor, controller, charging system, electrical system parts or any other operating system of the vehicle that can cause it to perform different than e-rides specifications. The vehicle is not maintained as outlined in the vehicles owners' manual or misuse of the vehicle including overloading, racing, used as a tow vehicle, driving over curbs or driving through water deep enough to cause electrical system damage or towing the vehicle in any manner. e-ride Industries is not responsible for any injury to person or property if any such above modifications and alterations are made.

Transfer of limited warranty

Warranty is transferable in the event that the vehicle is sold to a new owner. In the event that this would happen the new owner must register for a continuation of the original warranty on e-ride Industries web site under warranty registration at www.e-ride.com or by contacting e-ride at 1-800-950-4351. In the event that this form is not filled out e-ride will void the warranty. This form also helps e-ride to be able to contact the owner in the event that a safety or service recall is issued.

Extended limited warranties

e-ride industries has available an extended (1) year and (2) year limited warranty that starts at the date of the original expired warranty. All Extended limited warranties purchased through e-ride industries will follow the same stipulations of the original warranty except that each warranty claim will have a \$100.00 deductible that will be required to be paid by the owner of the vehicle prior to any repairs performed. A warranty claim is one component repair per one vehicle and is at the sole discretion of e-ride Industries. Extended warranties are not available for rental use owners or vehicles located outside the United States and Canada. Extended warranties can only be purchased within 30 days of the original vehicle invoice date.

Warranty of parts after cancellation of warranty

e-ride replacement parts that are replaced under warranty are only warranted the same length as the warranty it was replaced under.

Parts purchased from e-ride Industries

All parts purchased from e-ride are given a 6 month warranty.

Servicing of vehicle

In the event that a vehicle would need service work under the warranty period the vehicle would be serviced by a local e-ride dealer. In the case that there is no local e-ride dealer e-ride Industries will contact a local golf car, fork lift or automotive repair shop to service the vehicle. In the case where the owner of the vehicle knows of a repair center they wish to use the vehicle can be serviced by that repair center in the case that e-ride approves the repair center.

Payment of service work

All vehicle parts which are found to be defective under normal use and maintenance, within the limited warranty time, will be repaired or replaced without charge to the owner for parts or labor. To all certified e-ride service centers, dealers and persons that wish to repair their vehicle with their maintenance crew will be reimbursed for labor according to e-ride Industries allowed time and labor hourly charge. In any case where e-ride Industries rejects any warranty work or replacement of parts, e-ride has the choice to bill the owner of the vehicle. All payments must be paid within 30 days from the service. Anytime a dealer sells the vehicle to the customer including a warranty beyond e-rides warranty as stated in this limited warranty, the dealer will be billed for the total cost of the repair and must be paid within 30 days. Any and all service needed requires a warranty claim number from e-ride Industries before the service is performed to receive payment. e-ride will only pay up to 20 miles in any transportation expenses for any vehicle needing repair under warranty or any transportation associated with the service call such as repair persons transportation to and from the vehicle to repair the vehicle.

Shipment of parts under warranty

In the event that a vehicle requires a part for a warranty repair, e-ride will ship parts free of charge (domestic US shipments only). Parts that e-ride has on hand will be shipped second day air if the vehicle is unable to drive according to the sole discretion of e-ride and the parts do not exceed 20 lbs. All other parts on hand will be shipped regular ground. In the event that you need your parts sooner the owner of the vehicle will be billed the difference in shipping costs from what e-ride pays. If the parts are being shipped to restock a service dealer, the parts will be shipped ground to that dealer at no cost.

Disclaimer

This limited warranty is exclusive, e-ride Industries makes no other warranty of any kind, expressed or implied. Any implied warranties of merchantability or fitness for a particular purpose which exceed the obligations or time limits stated in the warranty are hereby disclaimed by e-ride and excluded from the warranty. The purchaser and e-ride expressly agree that the remedy or repair replacement of the defective vehicle or component thereof is the exclusive and sole remedy of the purchaser. e-ride Industries makes no other representation or warranty of any kind, and no representative or employee of e-ride Industries has the authority to make or imply any representation, promise, or agreement which in any way varies the terms of this warranty. e-ride Industries reserves the right to modify this warranty at any time, being understood that such modification will not alter warranty conditions applicable to the vehicle sold while this warranty is in effect. Battery and tire warranty voids on transfer of warranty from original purchaser.

Sole remedy

e-ride industries is only liable under this limited warranty, or in any action whether based upon warranty, contract, negligence, strict product liability or otherwise, is limited to the repair or replacement, at e-ride Industries option, of a vehicle component thereof that e-ride Industries deems to be defective. Replacement shall mean furnishing, during the applicable limited warranty period, a new vehicle or victory reconditioned vehicle or component thereof which is identical or reasonably equivalent to the warranted product or component at no cost to the purchaser. Repair shall mean remedying a defect in the vehicle or component thereof at no cost to the purchaser during the applicable limited warranty period. All parts and components replaced under warranty shall become the property of e-ride Industries.

No consequential damages

In no event should e-ride Industries be liable for any incidental or consequential damages including, but not limited to, loss related to property other than the vehicle, loss of use, loss of time, inconvenience, or any other economic loss, coming about from defects.

Some states have legislation that does not apply limitations on the term of a warranty or the exclusions or limitation of consequential damages, so the following limitations may not apply in your case. This warranty does give you specific legal rights and, depending on the state, you may have additional or other rights, which may vary.