

# Dongguan Lvtong Golf&Sightseeing Car Co.,Ltd

Hexi industry district,Meisha,Hongmei,Dongguan,China

Tel:+86-769-2277 3916, Fax: +86-769-8843 5828

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## Warranty and Claim Settlement

This warranty is to standardize the after-sale service for export vehicle, settle the claims efficiently and improve our after-sale service. Please read the following carefully:

### **1. Appearance quality problem found out at the time when the vehicle is unloaded:**

The customer should inspect the appearance of all vehicles without delay during unloading the vehicle. If any damage is found and that damage is not caused by the customer itself, then the customer should take enough photos without moving the cargos (here cargo means any products Lvtong ships to the customer), call the insurance company and apply for survey immediately. Don't move the cargos without insurance company's permission.

The insurance company should issue a written report after survey. If survey report shows the appearance quality problem is Lvtong's responsibility, please show Lvtong the written report within 5 days after getting the cargos released by local customs. At the same time, the customer should send Lvtong relevant photos to show the appearance quality problem. Otherwise, Lvtong considers there is no appearance quality problem to the cargos or the appearance quality problem is not under Lvtong's responsibility.

### **NOTE: Special requirements on photos to be provided by the customer to Lvtong for claim:**

Any photo for claim on appearance quality problem should be taken in the spot of vehicle unloading. It can reflect the actual situation of the claimed problem found during the vehicle unloading.

- a. For electric vehicle loaded in complete assembly, the photo for any appearance problem should be taken with the electric vehicle inside the container before moving the vehicle.
- b. For electric vehicle loaded in SKD (semi-knock-down), the photo for any appearance problem should be taken before re-assembly.
- c. For any appearance problem found on the cargos inside the package/carton/steel crate, please take photos with the cargos inside the package/carton/steel crate.

### **2. Quality problem found within one year after ship date**

Lvtong provides one year incomplete warranty to its products since the date customer buy our product

- I If there is any problem with transaxle, we will change it freely in six month period and will be responsible to repair it freely in one year.

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- I If there is any problem with charger or controller in one year, we are responsible to change it freely. If there is any problem with electric system, we are responsible to repair it freely in one year.
- I If the capacity of battery is lower than 60 % of stated capacity of battery in six months, we are responsible to change it freely.
- I The other parts, we offer one-year period free of charge repair.
- I Universal parts, like tire, rubber-foot surface, seat, seat back, retainer of wind screen and ignition key are not included in the range of free of change list or free of repair list. The detail list of universal parts are in service manual.
- I After one year, we will charge for our after sale service.

### **3. Shortage or wrong shipment:**

If any shortage or wrong shipment is found, the customer is required to inform Lvtong within 10days after getting the cargos released by local customs. All claims after that will be regarded void. This type of claim is also required to be supported by relative photos, if any.

### **4. Following problems are excluded from the warranty by Lvtong:**

- I Damage caused by improper unloading
- I Damage caused by improper assembly
- I Damage caused by improper operation
- I Damage caused by improper and unauthorized maintenance
- I Damage caused by natural disaster and/or accidents, or any other uncontrolled reasons.
- I Damage caused by the components not ordered directly from Lvtong
- I Beyond the warranty period

### **5. Compensation:**

- I For the appearance quality problem found out during the container unloading:

For the appearance quality problem found during the container unloading or after the container loading, if the problem proves to be covered by the insurance company, the customer should get the compensation from the insurance company directly; if the problem is proved to be Lvtong's responsibility, Lvtong will cover the cost to repair the problem. However the repair cost shouldn't exceed the cost of the replacement part and the freight to send the replacement part to customer.

- I For shortage and wrong shipment:

Lvtong should resend or replace relevant cargos and afford freight and labor cost if any.

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## **SPECIAL REMARKS:**

In any case, once Lvtong agrees that the repair or replacement can be handled by the customer locally, Lvtong will refund the customer all repair or replacement costs based on ATTACHMETN A and ATTACHMETN B.

## **6. The customer's responsibility and obligation**

- I Under FOB price terms, the customer should apply all-risk insurance to the cargo under warehouse to warehouse terms. Otherwise, for any damage or loss, if there is no enough evidence to approve that it's Lvtong's responsibility, Lvtong will not cover that.
- I The customer should inspect the quality, quantity, function, performance, etc. in the valid claim period after receiving the cargos. If any problem found, please advise Lvtong in time.
- I The customer should operate and maintain the vehicle based on user's manual.
- I The customer should apply customs clearance in time to avoid demurrage.
- I When sending any claims to Lvtong, the customer should provide enough supporting materials such as model number, chassis No., photos, problem description, etc.

## **7. Lvtong's right**

- I Under FOB price, Lvtong should advise the buyer of the shipping information, so the customer can arrange the insurance in time.
- I Lvtong reserves its right to arrange its staff or any other third party to investigate any failure claimed by the customer. If Lvtong's investigation proves that the failure is under customer's responsibility and it is false, the customer should refund Lvtong all the expense which Lvtong has spent to do the investigation.
- I Lvtong should settle the claim within 7 working days from the date when customer provides sufficient information.

Issue Date: Jun.7th, 2010

Dongguan Lvtong Reserve the Explanation Right to this warranty.

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## ATTACHMENT A

### Labor Cost Standard Of Various Regions

Item	Region	Paint Repair Charge Standard(USD/H)	Other Repair Work Charge Standard(USD/H)
1	West Coast of USA	US\$71.00	US\$43.00
2	East Coast of USA	US\$68.00	US\$41.00
3	Russia	US\$60.00	US\$36.00
4	West Europe	US\$70.00	US\$42.00
5	East Europe	US\$60.00	US\$36.00
6	Middle East	US\$40.00	US\$24.00
7	Asia	US\$40.00	US\$24.00
8	Australia	US\$70.00	US\$42.00
9	Africa	US\$40.00	US\$24.00

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## ATTACHMENT B

### Time Consuming Table of Paint Repair and Components Change

Items		Time(Minute)
Body's Paint Repair		
1.Small area(less than 0.4 m <sup>2</sup> )		
	a. Metallic paint	45
	b. Normal paint	45
2.Whole body		
1) Metallic paint		
	Golf car's front body	60
	Golf car's rear body	80
	Golf car's canopy	
	2P canopy	60
	4P canopy	90
	6P canopy	100
Motor change	Mount motor directly on the transaxle	30
Battery change		15/p
Main retarder change		100
Ignition key change		20
Battery power meter change		20
Laminated windshield change		150
Seat leather change		60
Tyre change		30
Wheel change		30
Controller change		30
Solenoid change		30
DC/DC change		30

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Items	Time(minute)
Switch change	20
Horn/Buzzer change	20
Fuse change	20
Wire harness change	30
Relay change	30
Light system change	30
Steering column change	30
Front axle change	45
Rear axle change	60
Wheel hub change	30/p
Spindle change	30/p
Front axle's bearing change	30/p
Rear axle's bearing change	30/p
Brake shoe change	30
Brake cable change	30
Front body change	45
Rear body change	60
Canopy change	20
For big area paint damage of sight-seeing car(including bubble car),please discuss case by case	