



GOEEN COMPREHENSIVE WARRANTY POLICY

Issued by: Gowith Green E-Vehicles Private Limited ("GOEEN")

Registered Office: Baidyabati, Hooghly, West Bengal – 712222, India

1. PREAMBLE

This Warranty Policy ("Policy") is issued by **Gowith Green E-Vehicles Private Limited (GOEEN)** in accordance with applicable Indian laws including, but not limited to, the **Companies Act, 2013, Consumer Protection Act, 2019, Central Motor Vehicles Act, 1988**, and rules applicable to electric vehicles in India.

This Policy defines the terms, scope, limitations, exclusions, and conditions under which warranty and extended warranty services are provided for GOEEN electric two-wheelers ("Vehicle"). By purchasing and using the Vehicle, the customer ("Customer" / "Owner") unconditionally agrees to be bound by this Policy.

2. STANDARD MANUFACTURER WARRANTY COVERAGE

The warranty covers manufacturing defects in materials and workmanship for the specified components of the EV scooter. The warranty period for each component is as follows:

- Motor : 1 (One) Year
- Controller : 1 (One) Year
- Lithium Battery : 3 (Three) Years or 36000 KM (whichever occurs earlier)
(Includes 2 years of standard warranty and an additional 1 year of service warranty)
- Lead Acid Battery: 1 (One) Year
- Charger : 1 (One) Year
- Chassis : 1 (One) Year
- Tyre : 1 (One) Year

*Grace Period Limits

The warranty period shall commence from the date of retail purchase of the Vehicle by the Customer from an authorized GOEEN dealer, or from the GOEEN invoice date in accordance with the applicable maximum grace period specified below, **whichever occurs earlier.**

- **Lithium Battery:** Maximum **45 (Forty-Five) days** from the GOEEN invoice date.
- **Motor, Controller, Chassis & Other Parts:** Maximum **90 (Ninety) days** from the GOEEN invoice date.
- **Lead Acid Battery & Charger:** Maximum **30 (Thirty) days** from the GOEEN invoice date.

*Important Note – Lead Acid Battery Bulging Warranty

Lead Acid Battery bulging/swelling is covered **only up to 6 months from GOEEN invoice date**. Bulging after 6 months is **not covered under warranty**.

* Third-Party Product Warranty (Battery / Charger / Tyre)

All such products are covered only under the respective manufacturer's warranty. GOEEN acts solely as a facilitator between dealer and manufacturer and shall not be liable for any warranty claims, especially in cases of non-compliance with manufacturer norms.

- No warranty claims shall be entertained beyond the applicable grace period under any circumstances.

3. EXTENDED WARRANTY POLICY

3.1 Free Extended Warranty

GOEEN provides a **Free Extended Warranty for up to ONE (1) additional year** (variable, as determined by the Company), subject to:

- All scheduled services must be completed on time as per the prescribed service schedule.
- There must be no breach or violation of any warranty terms.
- Mandatory registration of the Free Extended Warranty on the official GOEEN website.
- Such registration must be completed within 90 days from the date of vehicle purchase. Failure to register within this period will render the Free Extended Warranty invalid.

3.2 Paid Extended Warranty (Optional)

Customers may optionally purchase a Paid Extended Warranty for:

- Additional 1 Year OR 2 Years beyond Standard + Free Extended Warranty

3.3 Coverage under Extended Warranty (Free & Paid)

Extended Warranty strictly covers **ONLY** the following components:

- Motor
- Controller
- Chassis

3.4 Cost Allocation under Extended Warranty

- Repair / replacement cost: Fully borne by **GOEEN**.
- Transportation, logistics, courier, and handling costs: Fully borne by the **Customer**.

No other parts, consumables, accessories, batteries, or electrical components are covered under Extended Warranty.

4. Warranty Conditions:

- The warranty is valid only for the original purchaser of the EV scooter.
- The warranty is valid only if the product is purchased from an authorized company dealership.
- The EV scooter must be used for personal use and not for commercial purposes, competitions, stunts, or abusive riding.
- The scooter must not be modified, altered, or fitted with accessories from non-approved sources.
- The scooter must not be repaired or have spare parts replaced by non-authorized sources.
- Any tampering, misuse, or negligence that results in damage or defects will void the warranty.

4.1 Additional Condition for Extended Warranty Eligibility

- The Extended Warranty (Free or Paid) shall be valid **only if the vehicle is used with GOEEN-approved battery and charger** supplied or authorized by the Company.
- Use of any **non-GOEEN, third-party, or unauthorized battery and/or charger** will immediately **disqualify the vehicle from any Extended Warranty claim**.
- In such cases, the customer shall be entitled **only to the Standard One (1) Year Warranty**, strictly as per applicable terms and conditions.



5. FIRE, ACCIDENT & SAFETY DISCLAIMER (IMPORTANT)

5.1 Fire Incident Exclusion

Any fire incident, thermal event, short circuit, explosion, or burning of the Vehicle or its components **arising from external, abnormal, or uncontrollable causes** shall **not be covered** under the standard or extended warranty.

Accordingly, GOEEN shall not be liable for:

- Injury, death, property damage, or any indirect or consequential loss
- Insurance claims or third-party liabilities
- Replacement or compensation of the Vehicle or its parts due to such fire incidents

This exclusion applies where the fire incident is **not attributable to a proven manufacturing defect** covered under the warranty.

5.2 Non-Liability Clause

Fire incidents may occur due to multiple external and uncontrollable factors, including but not limited to faulty house wiring or charging points, improper earthing, water ingress or exposure to moisture, unauthorized modification or tampering, external short circuits, use of non-approved chargers or batteries, and environmental factors or human negligence.

GOEEN shall not be liable for fire-related incidents **solely or primarily** arising from the above causes.

Any liability of GOEEN, if established, shall be strictly limited to obligations expressly stated under the applicable warranty terms and shall not extend to any indirect, incidental, or consequential damages, subject to applicable provisions of law, including the Indian Contract Act, 1872 and applicable consumer protection laws.

6. WARRANTY EXCLUSIONS (NOT COVERED)

The warranty does **NOT** cover:

- Normal wear and tear
- Consumables (brake shoes, bulbs, cables, rubber & plastic parts).
- Bearings, suspension parts.
- Cosmetic defects.
- Damage due to accident, flood, fire, earthquake, lightning, or natural calamities.
- Commercial use, rental use, or fleet operation.



7. OWNER'S RESPONSIBILITY

As the owner of a **GOEEN** scooter, you bear certain responsibilities to ensure the optimal performance, safety, and longevity of your vehicle. Please adhere to the following guidelines:

- ✓ **Regular Maintenance:** Conduct regular maintenance checks as outlined in the Owner's Manual. This includes but is not limited to tire pressure, battery health, and overall vehicle condition.
- ✓ **Authorized Service Centres:** Utilize authorized **GOEEN** service centres for any repairs, servicing, or warranty-related issues. Non-authorized service may void warranty coverage.
- ✓ **Operational Guidelines:** Operate the scooter within the specified guidelines provided in the Owner's Manual. Avoid exceeding load limits, performing stunts, or using the scooter for purposes other than personal transportation.
- ✓ **Modifications:** Refrain from making unauthorized modifications or alterations to the scooter, as this may impact its performance, safety, and warranty coverage.
- ✓ **Proper Charging:** Use only the company-authorized charger for charging the scooter's battery. Follow the recommended charging practices to ensure battery longevity and performance.
- ✓ **Reporting Issues:** Promptly report any issues, defects, or concerns to authorized **GOEEN** service centres. Timely attention to problems can prevent further damage and ensure swift resolution.
- ✓ **Safe Riding Practices:** Adhere to safe riding practices and traffic regulations. Avoid reckless or abusive riding that may lead to accidents or damage to the scooter.
- ✓ **Owner's Manual Preservation:** Keep the Owner's Manual in a safe and accessible place. Refer to it regularly for guidance on maintenance, troubleshooting, and other relevant information.
- ✓ **Warranty Compliance:** Ensure that any warranty claims or service requests are in compliance with the terms and conditions outlined in the **GOEEN** Warranty Policy.

8. WARRANTY VOID CONDITIONS (GENERAL)

8.1 Product warranty will be void if:

- ✓ Used for carrying more than permissible load (150 kg).
- ✓ Used for stunts or competitions or gaming or other type of abusive riding.
- ✓ Repaired or spare parts replaced from a non-authorized source.
- ✓ Defect/damage is due to any sort of tampering / damage or misuse.
- ✓ Any electrical components found tampered or seal found broken.
- ✓ Fitted with accessories from local market other than approved by company.
- ✓ Modified/alterd for any specific use other than personal use.
- ✓ Damaged due to natural or man-made calamities such as flooding, fire, falling objects, accidents etc.
- ✓ Non-functional due to natural wear and tear, ageing, misuse or negligence.
- ✓ Fitted with batteries other than those supplied by company.
- ✓ If Non-recommended MCB and Non-Genuine parts used, then complete vehicle warranty will be void.
- ✓ Vehicle resale to some other customer (ownership transferred).
- ✓ Warranty will void if product is not purchased from authorized company dealership.

9. COMPONENT-SPECIFIC WARRANTY VOID TERMS

9.1 Motor warranty will be void if:

- ✓ If water gets inside the motor due to misuse.
- ✓ If deliberately cutting the motor wire.
- ✓ If dropping the motor from above and as a result of this causes external or internal damage.
- ✓ If the motor winding is burnt or short-circuited due to overload or misuses.
- ✓ Continues long run of motor can increase motor temperature which may cause wire shorting.

9.2 Controller warranty will be void if:

- ✓ Using wrong pole connection with battery.
- ✓ Using controller without MCB.
- ✓ Liquid intrusion in controller.
- ✓ Prolonged Vibration can cause component failure in controller.
- ✓ Abuse or Improper usage of controller.
- ✓ Using controller more than prescribed load.
- ✓ If the controller is somehow get water damaged.
- ✓ Using improper battery or motor other than company given.
- ✓ Dismantling controller.
- ✓ Continuous use of electric vehicle without giving it rest.

9.3 Lithium Battery warranty will be void if:

- ✓ If not use Company authorized charger for charging.
- ✓ If battery get in state of deep discharge.
- ✓ If doing wrong wire connection or short circuiting of battery.
- ✓ If the battery is somehow get water damaged.
- ✓ Dropping battery can cause external or internal damage which will void warranty.
- ✓ Using incorrect voltage battery.
- ✓ Any fire, thermal runaway, or burn incident, irrespective of cause.

9.4 Charger warranty will be void if:

- ✓ Using charger without proper earthing connection.
- ✓ Using charger with Improper voltage input.
- ✓ Dismantling charger.
- ✓ Using charger in non-ventilated area.
- ✓ Using charger in dusty and humid area.
- ✓ Not using proper charger with proper battery.
- ✓ Over stressing charger.
- ✓ Dropping charger.
- ✓ If charger repaired from unauthorized service centre.
- ✓ If the charger seal is opened.
- ✓ If somehow water enters the charger.
- ✓ Covering charger while charging.

9.5 Lead acid battery warranty will be void if:

- ✓ Battery remains unused or uncharged for more than 2 months.
- ✓ Overcharging or use of high-voltage / non-approved charger.
- ✓ Damage due to accident, fire, faulty wiring, improper handling or connection.
- ✓ Service or repair by unauthorized dealer/technician.
- ✓ Wrong terminal connection causing heat, short circuit, or fire.
- ✓ Physical damage or damage to battery casing/terminals.
- ✓ Use of other brand batteries with GOEEN battery.
- ✓ Charging with non-company or high-wattage charger.
- ✓ Battery bulging/swelling after 6 months from purchase date.



10. WARRANTY PRODUCT TRANSPORTATION POLICY

10.1 Standard Warranty Period:

- **First 6 Months:**
 - a. 100% of transportation costs will be borne by **GOEEN**.
- **Second 6 Months:**
 - b. 50% of transportation costs will be borne by **GOEEN**.
 - c. 50% of transportation costs will be borne by the Customer.

10.2 Extended Warranty Period

- 100% transportation cost borne by Customer.

Note:

Within the warranty period, all product repair costs will be covered 100% by **GOEEN**.
(Terms & Conditions Applied)

11. SERVICE COMPLAINT PROCEDURE

- ✓ **End Customer Reports Complaint to Dealer:** The initial step involves the end customer reporting the complaint to the respective dealer.
- ✓ **Dealer Verification:** The concerned dealer is responsible for verifying the reported complaint. Only verified complaints will be processed further.
- ✓ **Complaint Locking by GOEEN:** Once the dealer has confirmed the validity of the complaint, **GOEEN** will take the necessary action by locking the complaint for further resolution.

***Reminder:**

- ✓ **GOEEN** will not directly entertain complaints from end customers; all complaints must be reported through and verified by the authorized dealer.
- ✓ **Be patient:** The duration of the claim or repair process can vary based on the complexity of the issue and the policies of the manufacturer. It's important to remain patient throughout this period. If needed, feel free to follow up with our service team for updates on the progress of your claim. Your patience and cooperation are appreciated as we work to resolve the issue efficiently.



12. LIMITATION OF LIABILITY

GOEEN's maximum liability shall be limited strictly to repair or replacement of covered parts only. Under no circumstances shall GOEEN be liable for:

- Loss of use
- Loss of income
- Mental agony
- Indirect, incidental, or consequential damages

13. GOVERNING LAW & JURISDICTION

This Policy shall be governed by and construed in accordance with the laws of India. Courts at **Hooghly, West Bengal** shall have exclusive jurisdiction.

14. DISCLAIMER

- ✓ The warranty policy is subject to change by the manufacturer without prior notice.
- ✓ The warranty does not cover any consequential or incidental damages.
- ✓ **GOWITH GREEN E-VEHICLES PVT. LTD.** will not take any responsibility if any product is damaged in transit by sending through any third party logistics partners.
- ✓ If any warranty product is dismantled without the company's permission, the product will be considered void of warranty.
- ✓ For any kind of warranty claim, possession and submission of a valid and duly stamped Service Book or Warranty Certificate by the Customer is mandatory. In the absence of any of these documents, Gowith Green E-Vehicles Private Limited shall not be obligated to provide any warranty support or approve any claim.

15. FINAL DECLARATION

GOEEN reserves the right to amend, modify, or discontinue this Policy at any time without prior notice. The latest version issued by GOEEN shall be applicable.

By using the vehicle, the customer confirms having read, understood, and accepted all terms of this Policy.

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