

Overseas Warranty Policy - Version A

In order to better serve customers and ensure that orders are carried out normally, Jinpeng has established after-sales service rules related to export products according to the Product Quality Law of South Africa, the Protection of Consumer Rights and Interests and its related laws and regulations and the relevant provisions of the NRCS on after-sales service warranty, and combined with the characteristics of the products sold by Jinpeng Electric Vehicles (Pty) Ltd.

Regular after-sales service rules

Spare parts	Quality Judgment Standard	Warranty period (months)	Service Content
Motor	The motor casing is not damaged, the outlet part is not broken, the wire is complete, and there is no self-disassembly phenomenon. The performance failure will be guaranteed; Wire-cutting, non-marking and failure caused by unauthorized modification will not be guaranteed	6	Provided for free
Controller	The controller shell and wires are in good condition, with no self-disassembly phenomenon, short circuits, open circuits and other quality problems affecting the use will be guaranteed. Wire-cutting, non-marking and failure caused by unauthorized modification will not be guaranteed	6	Provided for free
Rear axle	If the product is deformed by external force or damaged abnormally, the warranty will not be given, brake pads are consumables that are easily damaged and are not guaranteed.	6	Provided for free
Differential, Axle, Brake drum	The quality warranty shall be provided for the case of cracking of differential, failure of gear caused by material, abnormal sound and other quality questions; Quality guarantee for shaft body fracture, spline fracture and other quality problems of half shaft; If the brake drum breaks or bursts, we will guarantee it	9	Provided for free
Front fork shock	The front fork shock absorber will provide a warranty for aluminium barrel breakage, structural deformation, weld bead cracking, severe corrosion of the coating, oil leakage, etc.; Warranty will not be given if it is deformed by external force or damaged abnormally.	9	Provided for free

Steering device, upper connecting plate, lower connecting plate	The steering gear and the upper and lower connecting plates will provide a warranty for broken, deformed, and severely rusted on the surface; a Warranty will not be given if it is deformed by external force or damaged abnormally.	9	Provided for free
Cargo box, seat box	Warranty provided for iron parts with cracked weld beads, severe surface corrosion or structural deformation	10	Provided for free
charger	The charger shell and outlet are in good condition, there is no self-disassembly phenomenon, and the warranty is given for abnormal charging.	9	Provided for free
brake hub	The brake hub has cracks, trachoma, adde-soldering, and the brake fails due to indirect or direct reasons. We will guarantee it	3	Provided for free
Disc brakes, brake pumps	Warranty for quality problems such as disc brake welding, spring breakage, brake pump breakage, oil leakage, stagnation, etc.	5	Provided for free
brake handle	The appearance of the brake handle is not damaged, the outlet part is not broken, and the quality problems such as loss of power-off function are guaranteed.	9	Provided for free
Rim	The iron wheel rim has quality problems such as peeling, cracking, welding seam cracking, deformation and swaying, and it is guaranteed; the aluminium wheel has quality problems such as bursting, deformation and swaying, and it is guaranteed.	9	Provided for free
tyre/tube	Quality problems such as bulging and cracking of tyres are guaranteed, foreign object cuts, punctures or man-made damage are not guaranteed	2	Provided for free
Leaf springs, damping springs	The quality problems such as fracture, deformation and serious surface corrosion of the leaf spring and shock-absorbing spring will be guaranteed.	6	Provided for free
Shift handle	Warranty is given when the shift handle fails due to quality problems such as structural deformation and weld bead cracking	6	Provided for free
Turning handle	The appearance and outlet of the turning handle are in good condition, and a quality guarantee is given if the normal speed regulation function is lost.	6	Provided for free
main harness	Quality problems such as lead short circuits and poor contact in the main wiring harness will be guaranteed; wire cutting or artificial modification will not be guaranteed.	6	Provided for free

accelerator	The appearance and outlet of the accelerator are in good condition, and a warranty is given if the normal speed regulation function or mode function is lost.	6	Provided for free
Multi-function switch, handle	Warranty will be provided on the appearance and outlet of the switch are in good condition, but one or more functions (horn, headlight, steering, etc.) fail	6	Provided for free
meter	The instrument shell is not damaged, the wiring harness is not damaged, and the instrument indication function fails and cannot be used, and the warranty is given	6	Provided for free
Converters, Flashers, Air Switches	Warranty is given for functional failures in normal use; no warranty for wire-cutting, unauthorized disassembly or man-made damage	6	Provided for free
Lamps (headlights, taillights, turn signals)	The shell and outlet of the lamp are in good condition, and there is no self-disassembly phenomenon, and the lamp beads are not bright, and the warranty is given.	6	Provided for free
Reverse image	The housing and outlet of the reversing camera are in good condition, and there is no self-disassembly phenomenon. If the function fails, the warranty will be given.	3	Provided for free
Heater, player, 12V DC fan, wiper motor, horn, alarm	The shell and outlet are in good condition, and there is no self-disassembly phenomenon. If the function fails, the warranty will be given; the quality problems caused by wire cutting and unauthorized modification will not be guaranteed.	6	Provided for free
Wiper (without blade)	The wiper will be guaranteed for quality problems such as breakage and structural deformation.	3	Provided for free
Steering machine	The steering machine has quality problems such as shell fracture, structural deformation, rack fracture, weld bead cracking, etc. The warranty is given	6	Provided for free

Door handles, door locks, sets of locks	If the locks and handles fail to open and close, and the electric lock has poor contact, the warranty will be given. (The set of locks requires a key)	6	Provided for free
glass lifter	The glass lifter is guaranteed to fail due to structural deformation, welding bead cracking, and motor damage.	6	Provided for free
Baskets, bumpers, mud tiles, pneumatic struts	Car baskets, bumpers, and mud tiles with anti-corrosion coating peeling off, severe surface corrosion, and cracking of the weld bead will be guaranteed; the pneumatic strut will fail due to air leakage.	6	Provided for free
seat cushion	Warranty for broken support plates and collapsed fillers in the seat cushion	3	Provided for free
seat	Warranty for cracked weld bead, failure of slideway and failure of adjuster in the seat	6	Provided for free

Note: All the above after-sales service-free replacements are shipped with the next batch of orders container. Special circumstances can be resolved through coordination between the two sides.

Details of unconventional after-sales service

2 It has been confirmed by both parties that the proportion of the same failure phenomenon in the same batch is greater than 20%, which is a batch problem, and the warranty ratio is not limited by conventional warranty. following plan executed according to the actual situation

2.1 Our company provides the parts that need to be replaced or repairable parts of the parts, and the customer will complete the replacement or repair locally.

2.2 For free maintenance guidance (including documents and videos), evaluate its necessity and customer requirements. Under non-force majeure conditions, if it is necessary to solve the problem on-site, the customer should assist in providing travel and local service convenience.

International logistics and delivery of after-sale service items, negotiated solutions for special circumstances.

Details of the provision of free accessories

- 2 When the total transaction value of each batch of orders is less than 500,000 RMB, our company will provide free after-sales parts at 0.5% of the total transaction value.
- 3 When the total transaction value of each batch of orders is between 500,000 and 1,000,000 RMB, our company will provide free after-sales parts at 1% of the total transaction value.
- 3.1 When the total transaction value of each batch of orders is greater than RMB 1 million, our company will provide free after-sales parts at 1.5% of the total transaction value.
- 4 The first batch of orders can be provided by our company with a list of after-sales parts. For subsequent orders, the customer can refer to the after-sales parts list and list the list according to the actual situation. The part exceeding the free provision ratio of each batch must be purchased by the customer.

5 Relevant instructions and requirements

5.1 Description of the warranty period

5.2 In accordance with the CFR/CIF terms, from the date of arrival at the port of destination.

5.3 In accordance with the FOB terms, from the date of departure from the port of shipment.

5.4 In accordance with the DDP terms, from the date of arrival at the destination.

5.5 According to the EXW terms, from the date of loading of the goods.

5.6 Unfinished terms shall be agreed upon separately.

5.7 Timeliness requirements

- 5.8 The customer should raise the issue of quantity difference of this batch of goods within 15 days after the goods arrive at the port of destination and raise the issue of quality difference within 30 days after the goods arrive at the port of destination. will be seen as an endorsement.
- 5.9 If the content of clause 4.2.1 cannot be fulfilled due to force majeure after arriving at the destination port, relevant evidence shall be provided, and both parties shall negotiate and resolve the matter.
- 5.10 If the vehicle cannot be properly assembled or sold for more than 30 days and is still stored in a container with a high temperature and high humidity fully enclosed environment, the product will not be guaranteed.
- 5.11 Requirements for providing information

Quality issues

- 5.13 If it is found that the vehicle or parts are damaged due to non-human reasons when the container is unloaded, relevant videos shall be taken immediately on the spot to prove the damage and the number of damages.
- 5.14 If the customer finds that the parts are damaged during the inventory of the goods, pictures and videos shall be provided. (Parts damage caused by brutal unloading is not covered by warranty).
- 5.16 When the customer feedback the quality problems during the use of the vehicle, the following information should be provided in detail: current batch, product name, arrival time, video of the vehicle usage scene, description of the fault phenomenon, part identification picture, number of faulty parts, fault Parts pictures or videos.
- 5.17 Non-quality issues

5.18 When the customer finds that the quantity does not match the pro forma invoice (PI) after the goods arrive at the destination port, they should provide the following information in detail: pictures or videos of the batch, product name, arrival time, pictures when the goods are counted, and the specific quantity counted.

- 6 If the two parties can reach an agreement on the above, the standard rules and procedures will be implemented. If no agreement is reached, a third-party agency recognized by both parties can be used to issue an investigation report with the consent of both parties, and the costs shall be borne by both parties. (outside of the clauses that the non-insurance company should bear)

Disclaimers

- 7 When the following cases occur, the warranty service is not covered.
- 8 The product is based on the normal warranty service. Any service beyond the specified period and scope will not be guaranteed.
- 9 Any damage caused by rain, ice and snow soaking, smoke, drugs, chemicals corrosion, etc. will not be guaranteed.
- 10.1 Any damages caused by the user's own modification, disassembly and repair, as well as their own decomposition and other damage to the product as a whole and the normal state of use of parts will not be guaranteed.
- 10 Any damage to vehicle parts caused by the use of non-original parts or damage caused by unauthorized changes to circuits and wiring configurations is not warranted.
- 11 No warranty for product failure or damage caused by severe overload, external force or human factors.

- 12 Failure or damage caused by force majeure effects (including but not limited to earthquake, typhoon, fire, flood, social events, mass incidents, violent crimes, etc.) on sold products.
- 13 Any damages of free parts, wearing parts, or consumable parts (e.g. bulbs, brake lines, mirrors, bearings, inner tubes, rubber covers, plastic parts, etc.) are not guaranteed.
- 14 The life of the battery is shortened during daily use and the battery is damaged due to improper application or maintenance.
- 15 No valid purchase voucher or voucher number does not match the product
- 16.1 Damage to components caused by cleaning with a high-pressure water jet.
- 16.2 The first owner actually transferred the product to a third party.
- 16.3 Not specified in the parts list will not be guaranteed.
- 16.4 Jinpeng is not responsible for other overhead costs caused by quality problems.

17 Others

- 17.1 For faults outside the scope of the warranty and for parts which expire warranty period, Jinpeng will provide spare parts and repair guidance services at a charge.
- 17.2 We reserve the right to accept quality complaints, replacements and compensation at our discretion.
- 17.3 This version will remain in force until a new version is available.
- 17.4 The final interpretation of this policy is the property of Jinpeng Electric Vehicles (Pty) Ltd.