



### Annex 3: After-sale Service

#### Dear customer,

Thank you for purchasing INMOTION SCV. To ensure that you will get high quality services from us, INMOTION Technologies Co., Ltd. (hereinafter referred to as INMOTION) makes the following service commitments to you:

#### 1. Warranty contents and period

(1) Customers can enjoy the warranty service by presenting the original warranty card. The SN attached on the warranty card must be identical to the SN on the INMOTION SCV body. The warranty period starts from an earlier date between the purchasing date and activation date of the INMOTION SCV if the activation is mandatory and applicable. If the customer cannot provide an original sales invoice with a clear purchasing date or does not have other proof with the purchasing date on, the warranty starting date will be set as the manufacture date.

(2) If verified performance issues arise within seven (7) days after purchase, and there is no man-made damages, exchange for a same type new product, free reparation and refund are applicable. When customers claim an exchange or refund, the product needs to be returned as a complete commodity which shall include all paper materials and an integrate carton box. The product that requires warranty service has to be tested by INMOTION, and if the product functions well it will be directly returned to the customer. If any malfunction is confirmed, exchange for a new product of the same type will be available to the customer. INMOTION takes possession of the removed or exchanged defective parts. We do not accept that customers return their products without detecting any performance issue which is not in accordance with the statements in the User Manual.

(3) If verified performance issues arise within fifteen (15) days after purchase, exchange for a same type new product and free reparation are applicable.

(5) After exchange, the warranty starting date counts from the date of exchange.

(6) The warranty period for INMOTION SCV is set as one (1) year and certain parts are subject to a different warranty period shown in below table.

Parts	Warranty	Note
INMOTION SCV	1 year	Exclude certain parts mentioned below.
Handlebar, Turning Shaft, SmartKey, Front/Back/Upper Case, Footboard Mat, Tire Assembly, Quick Release Lock, Pivot Assembly and Battery Pack.	6 months	Include front/tail light panel, speaker and USB port.

(7) The warranty is applied to the product itself. Packaging and various technical materials are beyond the scope of warranty.

(8) If the faulty product is within the exception clauses or overdue for the warranty periods, INMOTION will provide paid lifetime maintenance for your product. The maintenance cost depends on material cost, labor cost and transportation cost.

#### 2. Maintenance processes

(1) Customers can acquire customer service from INMOTION by contacting your dealer/distributor or our authorized customer-service centers. Customers can find complete information about service on INMOTION official website



[www.imscv.com](http://www.imscv.com).

- (2) If the customer has to return the product to his or her dealer, he or she has to choose a designated transportation service provider, or else if any unpredicted damages happen during the transportation, the dealer or INMOTION is not obligated to compensate any loss of the customer.
- (3) Within three (3) working days after receiving the faulty product, the customer will get an official notification or report about the inspection result, solution, possible service cost and estimated date for delivery.
- (4) If the customer agrees on what stated in the notification or report, the after sales service will be completed within seven (7) working days.

### 3. Warranty scope

Please note that the following situations are beyond the warranty scope. INMOTION will provide paid services:

- (1) The damage has been caused by installation or utilization beyond the accordance with operation manual;
- (2) The warranty for the product is expired;
- (3) The bar code or serial number of the product has been altered or removed;
- (4) The product bar code or product type on the warranty card is at odds with the product itself;
- (5) The product has been dismantled or fixed by an unauthorized third party;
- (6) The damage has been caused by accidents or man-made mal operations, such as mechanical disruption, break caused by drop, severe oxidation of the product;
- (7) The damage has been caused by overload, surmounting obstacles (including but not limited to fast running down steps and falling) and so on;
- (8) The damage of product has been caused by irresponsible transportation.
- (9) The damage has been caused by irresistible external forces or abnormal storage conditions, such as fire, flood, freeze, earthquake, and so on.
- (10) The damage or fault has been caused by other issues (excluding the issues caused by product design, technique, manufacture, quality, and so on).

### 4. Limitation for warranty

The obligations and responsibilities of warranty by INMOTION for the products and spare parts, are restricted to free maintenance within the warranty period or exchange of defective parts. INMOTION assumes no responsibility (also does not authorize any third party to assume the responsibility). It is including but not limited to lost labors, property losses, and other losses caused in the maintenance process. This limited warranty term is the only applicable guarantee clause for the maintenance towards the INMOTION SCV and its parts. INMOTION does not endorse any other guarantee or implied guarantee beyond this limited warranty term. INMOTION will not be liable for a third party's commitments which are not authorized by INMOTION. This regulation comes into force from the day of its promulgation.

INMOTION Technologies Co., Ltd. reserves the right of final explanation, reproduction, and revision for the contents in this warranty card.

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