



GOEEN EXTENDED WARRANTY POLICY

1. EXTENDED WARRANTY POLICY

1.1 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.

1.2 Paid Extended Warranty (Optional)

Customers may optionally purchase a Paid Extended Warranty for:

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

1.3 Coverage under Extended Warranty (Free & Paid)

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

- Motor
- Controller
- Chassis

1.4 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.

2. 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.



Free Service Terms & Conditions **For Dealer / Distributor**

- GOEEN will provide 3 (Three) free services per scooter to all dealers who generate billing through the GOEEN Dealer **Portal**.
- An amount of **₹150 per service** will be credited to the dealer's ledger upon successful approval of each service claim.
- The claim shall be valid **only if the vehicle is used with GOEEN-approved battery and charger** supplied or authorized by the Company.
- All free service claims must be **submitted through the GOEEN official website/portal**. Claims submitted through any other mode will not be considered.
- Each service claim must be submitted **within 30 (Thirty) days from the date of service**. Any delay beyond this period will render the claim **invalid**.
- Only dealers actively using the **GOEEN Dealer Portal** for billing and service submission will be eligible for free service benefits.
- All claims are subject to **verification and approval by GOEEN**. In case of any discrepancy, GOEEN reserves the right to **reject or hold the claim**.
- Proper documentation (Service Record, Job Card, Customer Details, etc.) must be maintained and submitted as required for claim approval.