



TARA ELECTRIC VEHICLES CORP

15865 Quality Wy, Chino, CA 91708

taraelectricvehicles.com

SERVICE POLICY AND REQUIREMENT

2025-V1.0

Basics of Limited Warranty

Pursuant to regulations a person may not act as a warrantor or represent to the public that the person is a warrantor unless the person files a notice with the manufacturer, on a form prescribed by the manufacturer, that contains a copy of each warranty the warrantor proposes to use in this state.

According to requirements the warranty on the electric vehicle product must meet the following requirements:

- Is written in clear, understandable language and is printed or typed in easy-to-read type, size, and style.
- Conspicuously states that the obligations of the warrantor to the warranty holder are guaranteed under a warranty reimbursement insurance policy.
- Conspicuously states that if a warranty holder must make a claim against a party other than the warranty reimbursement insurance policy issuer, the warranty holder is entitled to make a direct claim against the insurer upon the failure of the warrantor to pay any claim or meet any obligation under the terms of the warranty within 60 days after proof of loss has been filed with the warrantor.
- Conspicuously states the name and address of the issuer of the warranty reimbursement insurance policy.
- Identifies the warrantor, the seller, and the warranty holder.
- Contains the total purchase price for the warranty. However, the parties may negotiate the purchase price at the time of sale and it is not required that the purchase price be preprinted on the warranty.
- Describes the procedure for making a claim, including a telephone number.
- Conspicuously states the existence of any deductible amount.
- Specifies the payments or performance provided under the warranty, including, but not limited to, any payments for incidental costs, the manner of calculation or determination of payments or performance, and any limitations, exceptions, or exclusions.
- Describes the conditions under which substitution of parties or performance is allowed.
- Conspicuously sets forth all of the obligations and duties of the warranty holder, including, but not limited to, any duty to protect against any further damage to the vehicle, the obligation to notify the warrantor in advance of any repair, or any other similar requirements.
- Sets forth any terms, restrictions, or conditions governing any right to transfer the warranty.
- Contains a disclosure that reads substantially as follows: "This agreement is a product warranty and is not insurance."

WARRANTY TERMS AND CONDITIONS

The warranty period set out in these terms and conditions commences from the date of container shipment from factory to the dealer.

This warranty:

- a) covers the Product against faulty materials or workmanship; and
- b) covers the replacement of parts or other compensation for the remainder of the warranty period.

Below you will find all that is required for a warranty claim to be processed. All Warranty Claim Forms, corresponding photos, and documents should be sent to corresponding regional customer service personnel.

Warranty Claiming Requirements

*** MUST HAVE ALL REQUIRED DOCUMENTATION TO PROCESS***

Claims will be submitted through the Portal

- A complete claim form.
- Photo of golf cart's chassis number
- Photo of golf cart's VIN number if applicable
- Photos and/or videos demonstrating the defect / problems
- An official document showing the date of purchase and chassis number
- Submit via the Tara Dealer Portal

TARA ELECTRIC VEHICLES LIMITED WARRANTY (ONLY APPLICABLE IN USA)

TARA hereby warrants all parts of your new TARA ELECTRIC VEHICLES, which was purchased or leased from TARA or an authorized TARA dealer and which is normally operated in the USA, subject to the exclusions described below.

1. WARRANTY:

The warranty period begins on the date the TARA ELECTRIC VEHICLES is delivered to you from TARA or an authorized TARA dealer. The warranty coverage and periods are as follows:

Items	Warranty Period
Lithium Battery	8 years
Frame	Limited Lifetime
Electric Motor, Controller, Rear Axle, Suspension, Charger	5 years
Brake, Roof	4 years
Seats, Body	3 years
Other components	2 years

BASIC COVERAGE:

- The basic warranty coverage period is 24 months or 2000 miles, whichever comes first.
- This warranty covers any repairs needed to correct defects in material or workmanship of all parts and components of your new TARA ELECTRIC VEHICLES except for those excluded below (or if the part is covered by one of the separate coverage's described below, that specific coverage applies instead of the basic coverage).

FRAME COVERAGE:

- The frame warranty coverage period is lifetime.
- This warranty covers any repairs needed to correct defects in material or workmanship in the frame of your new TARA ELECTRIC VEHICLES, except for those excluded below.

ORIGINAL EQUIPMENT MANUFACTURER BATTERY COVERAGE.

- The original equipment manufacturer battery warranty coverage:

Lithium: 96-month (36-month full coverage, 60-month prorated) or 2000 cycles recorded by Battery management system, whichever comes first, with minimum 80% retention of Battery capacity over the warranty period.

Note: replacement batteries are covered under the TARA Parts & Accessories Limited Warranty

- This warranty covers any repairs needed to correct defects in material or workmanship of the original equipment battery installed in your TARA ELECTRIC VEHICLES, except for those excluded below.

During the warranty periods described above, TARA will, free of charge, repair or replace, at TARA's exclusive option, any part determined by TARA to be defective - subject to the restrictions and exclusions contained in this warranty document. If TARA elects to repair or replace a defective part, TARA may at its discretion provide a factory reconditioned part or a

WARRANTY STATEMENT

new part from an alternate supplier. All parts used in repairs under this warranty will themselves be warranted for the remainder of the applicable warranty period counting from the first delivery of the TARA ELECTRIC VEHICLES. All parts replaced under this warranty immediately become the property of TARA ELECTRIC VEHICLES CORP.

2. GENERAL EXCLUSIONS:

Excluded from this warranty shall be any failures caused by:

- (a) Modifications, alterations or changes that affect the TARA ELECTRIC VEHICLES' weight, distribution, stability, performance, condition or operation or which alter the output of the vehicle's battery charger.
- (b) Installation of any parts or accessories that are not TARA original equipment or are not approved by TARA in advance of installation.
- (c) Damages resulting from an accident or collision.
- (d) Abuse or neglect of the vehicle or any included or related component, or use that is contrary to the uses, precautions and specifications set forth in the User's Manual.
- (e) Failure to carry out routines and maintenance as set forth in the User's Manual, including but not limited to charging schedules, periodic maintaining, failure to tighten battery hold downs and terminals, proper tire inflation and checking for loose battery cables.
- (f) Damage due to improper storage or transportation.
- (g) Acts of nature, wars or terrorism, or other such events that are unrelated to the manufacturing or maintenance of the car.

Additionally, this warranty does not cover the repair of any TARA ELECTRIC VEHICLES or any part of a golf car on which the battery, odometer, motor controller/Inverter or on-board control unit has been altered, repaired or replaced, and the actual mileage or ampere hours of the battery cannot be correctly and readily determined.

3. SPECIFIC ITEM EXCLUSIONS:

In no event will this warranty cover any of the following:

- (a) Adjustments or repairs made due to normal wear and tear after the first 180 days of the warranty period.
- (b) Routine maintenance items set forth in the User's Manual.
- (c) Consumable or maintenance-related components, including but not limited to fuses, decals, lubricants, oil seal, floor mats, pads, light bulbs, brake pads, bushings, and drive buttons; cosmetic elements such as seats, windshield, roof panels, and body panels; or any components that fade, discolor, deteriorate, or fail due to environmental exposure, aging, or normal wear and tear. Cosmetic deterioration due to exposure or normal wear and tear.
- (d) Roof and body panels, except in cases of functional failure. Specifically, roof coverage is limited to failure of the integrated drainage system, and body panel coverage applies only to structural cracks originating internally. If the surfaces of the roof, body, and seats are confirmed to be free of visible defects at the time of delivery, TARA ELECTRIC VEHICLES shall not be held liable for any subsequent claims related to surface appearance, including but not limited to scratches, fading, discoloration, or other visually detectable imperfections.
- (e) Electrical components that are susceptible to fluctuations in current and voltage.
- (f) Tires.
- (g) Costs incurred by you in connection with the transportation of the vehicle to a TARA dealer or distributor.
- (h) Loss of vehicle use, lost time, inconvenience.

4. WARRANTY TERMINATION:

If TARA, in good faith and after reasonable investigation, determines that the information

WARRANTY STATEMENT

submitted in connection with a claim under this warranty is false or intentionally misleading, this warranty shall immediately terminate and all pending repairs or replacements hereunder shall be at your sole cost and expense.

5. CUSTOMER RESPONSIBILITIES:

In order to receive the benefits of this warranty, you must:

- (a) Provide proof of the date of delivery of the TARA ELECTRIC VEHICLES either by
 - (i) completing the warranty registration form at the time of the delivery or
 - (ii) providing a copy of the original sales invoice;
- (b) Provide notice of any warranty claim directly to TARA within 14 days after discovery of the defect giving rise to such claim; and
- (c) Promptly present the golf car for repair, during regular business hours, at the TARA dealer or distributor appointed by TARA.

6. TRANSFERABILITY:

To transfer any remaining warranty from the original purchaser to any subsequent purchaser, the subsequent purchaser must present the TARA golf car for inspection and warranty registration at an authorized TARA dealer or distributor appointed by TARA within 10 days after the transfer of ownership. The authorized TARA dealer or distributor may charge a reasonable administration/registration fee.

7. DISCLAIMER, LEGAL RIGHTS:

TARA makes this warranty in lieu of all other warranties, expressed or implied. All implied warranties, including those for merchantability and fitness for a particular purpose WHICH EXCEED THE DURATION OF THIS WRITTEN WARRANTY are hereby expressly disclaimed by TARA and excluded from the scope of this warranty. TARA further disclaims and excludes from this warranty all liability for incidental, consequential, REMOTE AND SPECIAL damages, including but not limited to damages for loss of use, to the maximum extent permitted by applicable law. Some countries do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from country to country.

NOTE: All specifications are subject to change without notice.