

LANGFEITE NORTH AMERICA

LIMITED WARRANTY POLICY

Consumer-Facing Written Warranty | NA

Effective Date: September 1, 2026 | North America | www.langfeiteNA.com

IMPORTANT: This document is a Limited Warranty. It is intended to describe the written warranty provided by LANGFEITE North America for eligible consumer products sold in the United States. This Limited Warranty supplements, and does not reduce, consumer rights that cannot lawfully be excluded.

1. Warranty Commitment

LANGFEITE North America warrants that an eligible product will be free from defects in materials and workmanship during the applicable warranty period when used under normal, intended conditions. For a covered defect, LANGFEITE will provide the remedy applicable under this Limited Warranty and applicable law.

2. Warranty Period

Unless a model-specific warranty certificate, order document, or applicable law provides otherwise, the standard warranty periods are:

Covered Item	Warranty Period
vehicle frame /body	12 months from delivery to the original purchaser
Drive motors	24 months from delivery to the original purchaser
Battery	12 months from delivery to the original purchaser

The warranty period begins on the date the product is delivered to the original purchaser, unless applicable law or a model-specific written warranty provides otherwise.

3. Who Is Covered

This Limited Warranty applies to the original purchaser identified in the sales record, unless a model-specific written warranty or applicable law provides otherwise. Products used primarily for commercial, rental, fleet, paid demonstration, or similar purposes may be subject to separate written commercial warranty terms.

4. What Is Covered

During the applicable warranty period, LANGFEITE will evaluate reported defects occurring under normal intended use. When a defect is confirmed to be covered, LANGFEITE may repair the affected component, replace the component or product, provide a refund, or provide another remedy required or permitted by applicable law.

5. Covered Components

- Frame and structural components, subject to exclusions.
- Drive motors.

- Controllers and electronic control systems.
- Factory-installed wiring harnesses and electrical components.
- Factory-supplied charging equipment.
- Battery, subject to the battery-specific provisions below.
- Other original components expressly covered by a model-specific warranty.

6. Battery Warranty and Capacity

The battery is warranted against defects in materials and workmanship during the applicable battery warranty period. Normal battery capacity degradation resulting from age, charging cycles, storage conditions, temperature, or ordinary use is not, by itself, a warrantable defect.

Battery coverage may be excluded to the extent damage is reasonably determined to have resulted from physical damage, improper storage, unauthorized opening or modification, immersion, improper charging, or use of an incompatible, defective, or improperly rated charging device, to the extent permitted by applicable law.

7. Exclusions

This Limited Warranty does not ordinarily cover normal wear and maintenance items or damage caused by circumstances outside normal intended use, including:

- Normal wear of tires, brake pads, suspension wear items, finishes, and other consumables.
- Accident, collision, crash, abuse, neglect, misuse, or operation inconsistent with the owner's manual.
- Racing, competitive use, stunt riding, jumping, intentional abuse, or similar activities.
- Improper assembly, maintenance, storage, charging, or service.
- Water intrusion or immersion beyond the product's stated operating limitations.
- Unauthorized modification or installation of accessories, but only to the extent the modification or accessory caused or contributed to the claimed damage or defect.
- Incompatible or defective third-party parts, chargers, batteries, or equipment, but only to the extent they caused or contributed to the claimed damage or defect.
- Continued operation after a known or reasonably apparent condition that should have required the vehicle to be stopped and inspected, where continued operation caused the damage.

8. Third-Party Parts, Chargers, and Repairs

LANGFEITE does not condition warranty coverage on the use of a particular branded part, charger, repair provider, or service provider where such a requirement is prohibited by applicable law. LANGFEITE may, however, exclude coverage to the extent it reasonably determines that an incompatible, defective, improperly installed, or unauthorized part, charger, repair, modification, or service caused or contributed to the claimed defect or damage.

9. Maintenance and Customer Responsibilities

The owner is responsible for routine inspection, cleaning, charging, storage, and maintenance described in the owner's manual. Routine maintenance is not a warranty repair unless expressly stated otherwise. Customers should promptly stop operating the vehicle where continued operation presents a safety risk or could worsen a condition.

10. How to File a Warranty Claim

A warranty claim should include, where available, proof of purchase, order number, product serial number, delivery date, customer contact information, a description of the issue, and requested photos or video. LANGFEITE or an authorized service provider may request additional diagnostic information reasonably necessary to evaluate the claim.

11. Diagnosis and Approval

LANGFEITE or an authorized service provider may conduct reasonable troubleshooting, inspection, testing, and photographic or video review before approving a warranty remedy. A customer should not ship a vehicle, battery, or component to LANGFEITE without written instructions.

12. Warranty Remedies

For a covered defect, LANGFEITE may, as appropriate and as permitted by applicable law, repair the product, replace the affected component, replace the product, provide a refund, or provide another legally required remedy. Replacement components may be new, refurbished, or functionally equivalent where permitted by applicable law and appropriate to the remedy.

13. Transportation and Service Costs

For an approved warranty claim, LANGFEITE will provide the applicable shipping and service instructions. LANGFEITE will pay or reimburse transportation costs where required by applicable law or expressly authorized by LANGFEITE. Otherwise, transportation to or from a service provider is not automatically included solely because a product is under warranty.

14. Unauthorized Repairs and Right to Repair

Customers are not required to use a particular repair provider or branded replacement part to preserve warranty coverage where such a requirement would violate applicable law. LANGFEITE may exclude coverage only to the extent it can reasonably establish that a particular unauthorized repair, modification, part, service, or installation caused or contributed to the claimed damage or defect.

15. Transfer of Warranty

Unless a model-specific warranty or applicable law provides otherwise, this Limited Warranty is not automatically transferable to a subsequent owner. Any warranty rights that must legally transfer remain unaffected.

16. Disclaimer and Limitation of Remedies

To the maximum extent permitted by applicable law, this Limited Warranty states LANGFEITE's voluntary written warranty commitments. Any disclaimer or limitation of implied warranties or incidental, special, or consequential damages applies only to the extent legally permitted. Nothing in this Limited Warranty is intended to eliminate or restrict a remedy that cannot lawfully be excluded.

17. State-Specific Rights

Some states provide consumers with additional warranty rights, repair or replacement remedies, or restrictions on disclaimers and limitations. Those rights apply where legally required and supersede any conflicting limitation in this Limited Warranty.

18. Pre-Sale Availability

This Limited Warranty will be made available to prospective purchasers before purchase through the LANGFEITE website and applicable sales channels. LANGFEITE will also provide the applicable warranty information through the means required by federal law for warranted consumer products.

19. Contact and Warranty Claim Procedure

Warranty claims must be submitted through the customer-service channel identified in the purchase documentation or the official LANGFEITE website. Administrative procedures and service routing may be updated from time to time, but such updates do not reduce substantive warranty rights that apply to an eligible purchase.

20. Entire Written Warranty Statement

Except for rights and remedies that cannot lawfully be excluded or modified, this Limited Warranty constitutes LANGFEITE North America's written warranty statement for the products covered by this document and supersedes inconsistent informal warranty representations made by unauthorized persons.

21. Legal Savings Clause

Nothing in this Limited Warranty is intended to limit, waive, or exclude any consumer right or remedy that cannot lawfully be limited, waived, or excluded under applicable federal, state, or local law. Where applicable law provides a greater or different right or remedy, that law controls to the extent of the conflict.