

LANGFEITE NORTH AMERICA

RETURN & REFUND POLICY

Consumer-Facing Policy | Direct and Authorized Sales Channels

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

This Return & Refund Policy governs eligible consumer purchases made directly through LANGFEITE North America authorized online sales channels. Purchases made through an authorized dealer are generally handled by the dealer that made the sale, subject to the dealer agreement, the dealer's disclosed policy, this Policy where applicable, and applicable law.

1. Scope and Legal Priority

Nothing in this Policy 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.

2. 14-Day Change-of-Mind Return

Except where applicable law requires otherwise, an eligible consumer may request a change-of-mind return within fourteen (14) calendar days after delivery. The request must be submitted within the 14-day period and must receive written Return Authorization before the product is shipped back.

3. Eligibility Requirements

A change-of-mind return is available only for a vehicle that is unused and substantially in the condition in which it was delivered. The vehicle must not have been ridden, test-driven, operated off-road, modified, disassembled, or subjected to use beyond reasonable visual or functional inspection.

- No material scratches, dents, mud, sand, water damage, wear, or other signs of use.
- Original packaging and protective materials should be retained where reasonably possible.
- All original batteries, chargers, manuals, tools, keys, accessories, and other components supplied with the order must be returned.
- Proof of purchase, order number, and product serial number must be provided.

4. Used, Modified, or Damaged Vehicles

Vehicles that have been ridden, used off-road, materially soiled, scratched, dented, modified, disassembled, or otherwise used beyond reasonable inspection are generally not eligible for a change-of-mind return. This restriction does not limit rights or remedies applicable to a covered defect or rights that cannot lawfully be excluded.

5. Return Shipping and Restocking Fee

For a change-of-mind return, the customer is responsible for the original outbound shipping charge, if separately stated at purchase, and the reasonable cost of return transportation. LANGFEITE may deduct a

fifteen percent (15%) inspection and restocking fee from the refundable product amount, to the extent permitted by applicable law.

The inspection/restocking fee will not be charged for an approved return caused by a confirmed manufacturing defect, an incorrect item shipped by LANGFEITE, or another error for which LANGFEITE is responsible.

6. Order Cancellation Before Shipment

A customer may request cancellation before the product is handed to the carrier. If the order has not entered a stage where special-order, customization, or other disclosed cancellation terms apply, LANGFEITE will generally refund amounts paid for the cancelled merchandise. Any mandatory refund rights under applicable law remain unaffected.

7. Shipping Delays and Internet Orders

LANGFEITE will maintain a reasonable basis for any advertised shipment representation. If LANGFEITE cannot ship within the promised time, or within the applicable federal period when no shipment time is stated, LANGFEITE will provide the delay notice, revised shipment information, cancellation option, and refund required by applicable law.

8. Wrong Item or Missing Components

If LANGFEITE ships the wrong model or materially incorrect configuration, or omits components included in the order, the customer should notify LANGFEITE as soon as reasonably practicable. LANGFEITE will provide appropriate replacement, parts, return instructions, or refund based on the circumstances and applicable law.

9. Shipping Damage

Customers should inspect the shipping package and vehicle promptly upon delivery. For visible shipping damage, customers should photograph the carton, shipping label, damage, and serial number and notify the carrier and LANGFEITE or the selling dealer as soon as reasonably practicable. Customers should not operate a vehicle where doing so could create a safety risk or worsen the damage.

10. Defective Products and Warranty

A product suspected of having a manufacturing defect should be handled through the LANGFEITE Limited Warranty process rather than as a change-of-mind return. Depending on diagnosis and applicable law, LANGFEITE may repair, replace, refund, or provide another legally required remedy.

11. Return Authorization and Inspection

Customers must not ship a vehicle, battery, or other controlled component back to LANGFEITE without written instructions and Return Authorization. It will be (After receive), LANGFEITE may inspect the vehicle, battery, serial number, accessories, packaging, and evidence of use before approving or denying a change-of-mind return.

12. Refunds

Approved refunds will generally be issued to the original payment method. Refund amounts may be reduced by permitted return shipping costs and the applicable restocking fee. Taxes and other charges will be handled in accordance with applicable law and the transaction record.

13. Refund Timing

After an approved return is received and inspected, LANGFEITE will promptly initiate the applicable refund. Where a refund is required because LANGFEITE cannot timely ship an Internet order, LANGFEITE will follow the refund timing required by applicable federal law. Financial institutions may take additional time to post the refund.

14. Special, Final-Sale, and Custom Orders

Custom, personalized, specially ordered, clearance, final-sale, or other products clearly identified before purchase as non-returnable under applicable law are not eligible for a standard change-of-mind return. Mandatory statutory rights are not affected.

15. Lithium-Ion Battery and Safety Requirements

Returns involving lithium-ion batteries must follow LANGFEITE instructions and all applicable carrier and hazardous-material transportation requirements. A damaged, swollen, leaking, modified, or otherwise safety-compromised battery must not be shipped without written handling and transportation instructions from LANGFEITE.

16. Dealer Purchases

For products purchased from an authorized LANGFEITE dealer, the customer should first contact the dealer that made the sale. Dealers may not make false, misleading, or unauthorized promises concerning LANGFEITE return obligations.

17. Contact

Return requests must be submitted through the customer-service channel identified in the order confirmation or the official LANGFEITE website. Do not send a vehicle, battery, or part to any address that has not been specifically authorized by LANGFEITE.

18. Applicable Law and Non-Waiver

This Policy is intended for sales in the United States Canada and Mexico here. Applicable federal, state, and local consumer-protection, warranty, shipping, and refund laws may impose additional requirements. Those requirements control where they cannot lawfully be limited by contract or policy.