



## Kandi New Zealand After-Sales Warranty Provisional Regulations

Kandi New Zealand provides the following after-sales warranty services for users who purchase our products:

### \*\*I. Terms of Warranty Period\*\*

1. Quality warranty details are as follows:

No.	Parts	Warranty	Remark
1	Lithium battery	5 years	
2	Chassis	5 years	
3	Electrical and mechanical components	3 years	Motor, controller, DC-DC converter, etc. (excluding consumable parts)
4	Other consumable parts	6 months	Horn, windshield, rubber parts, plastic parts, tires, brakes, bulbs, fuses, shock absorber, seat, charger

2. For consumable parts with quality issues within the warranty period, Kandi New Zealand will provide free recondition or maintenance, until new parts replacement.

3. Unauthorized disassembly of vehicle components is prohibited. If needed, please promptly report quality issues, and Kandi New Zealand will prioritize arranging the shipment of relevant components.

### \*\*II. Quality Warranty Conditions\*\*

If a problem occurs with a factory-delivered vehicle requiring warranty service, please promptly provide the following information to: [info@kandi.co.nz](mailto:info@kandi.co.nz)

1. Description of the fault and conditions under which it occurred (providing vehicle status and photos).
2. Vehicle model, VIN code, and delivery date.
3. Vehicle maintenance history.

### \*\*III. Disclaimer\*\*

1. The company is not responsible for product warranty if components exceed the warranty period.



2. During the warranty period, the company is not responsible for product quality issues under the following circumstances:

- (1) The product was explicitly indicated to have defects in writing in advance.
- (2) The product was modified, adjusted, or disassembled by the consumer against the user manual or explicit instructions, resulting in damage.
- (3) The consumer improperly handled a product quality issue, causing damage.
- (4) Damage was caused by the consumer's failure to use, maintain, or repair the product correctly as per the user manual or this document.
- (5) Damage was caused by force majeure.
- (6) No valid invoice or proof of purchase is provided during the warranty period.
- (7) The company is not responsible for warranty if maintenance requirements in the user manual are not followed.
- (8) If a user intentionally damages the original state of a fault after it occurs, making it impossible to identify, or engages in deceptive behavior, the company is not responsible for warranty.
- (9) For any unauthorized modifications or installations not approved by Kandi New Zealand, including changes to the original vehicle structure, electrical wiring, or the addition of non-genuine accessories, the company will not be liable for any resulting fires, accidents, injuries, or property losses.
- (10) The five-year battery warranty applies only to personal vehicles, not to commercial vehicles.
- (11) Exterior damage due to environmental exposure or normal wear, as well as damage or failure of items. Paint fading caused by prolonged sun exposure or improper storage.

**\*\*IV. Payment Matters\*\***

1. Payments shall be made according to the order contract.
2. Unauthorized deductions for quality claims are prohibited; deductions require mutual agreement.
3. Payments shall be made as per the agreement.
4. Overdue payments shall be settled promptly within the agreed timeframe.