

# Terms & Conditions for EVONIC Dealer

Comprehensive Guidelines to Ensure Successful Management and Compliance

## Introduction

These Dealership Terms and Conditions ("Terms") govern the relationship between EVONIC and its Dealers

\_\_\_\_\_, the Dealer agrees to comply with all the following terms, as well as any additional policies issued by EVONIC from time to time.

## Dealer Obligations

- **Showroom and Infrastructure:** The Dealer shall maintain a showroom for proper and separate display of EVONIC Product and service facility conforming to EVONIC'S standards regarding size, branding, layout, and location.
- **Staff and Training:** The Dealer must employ qualified staff and ensure their participation in all mandatory training is mandatory that programmes organised by EVONIC 7 days before the inauguration.
  - **Minimum 3 no. Staff Mandatory - 1 For Sales ,1 For Service and 1 For Office Boy.**
- **Marketing and Promotion:** The Dealer is responsible for local marketing and promotional activities as per EVONIC'S guidelines and support.
- **Stocking:** The Dealer must maintain minimum 20 of EVONIC Scooty, Lithium Ion Battery & Genuine Spare Parts that purchased from EVONIC to meet market demand. Without purchase Battery from EVONIC we're not providing any Warranty.
- **Dealer needs to place the next order within 35 days**, if the dealer fails to do the same the company holds the right to appoint another Dealer in the same Location or District. If the stock availability with dealer is less than 5/20 scooter they must place their order immediately.
- **Customer Service:** The Dealer shall provide after-sales service, warranty support, and address customer complaints promptly and efficiently.

## Customer Policies

- **Transparent Pricing:** Display pricing clearly and provide customers with itemised invoices.
- **After-Sales Service:** Offer reliable after-sales service, including maintenance, repairs, and warranty support.
- **Customer Feedback:** Establish a system for collecting and addressing customer feedback and grievances.
- **Privacy & Data Protection:** Safeguard customer data in accordance with applicable laws.

## Safety & Environmental Responsibility

- **Workplace Safety:** Maintain a safe and hygienic workplace, complying with local safety regulations.
- **Pollution Control:** Ensure proper disposal of waste materials and promote eco-friendly practices.
- **Vehicle Safety Standards:** Sell and service only vehicles adhering to safety norms set by the government.
- **Insurance:** Insure assets, inventory, and employees to protect against unforeseen events.

## Warranty Policy

- Customer Bill [Tax-Invoice] copy with Address proof [Aadhaar Card] upload and Fill-up on DMS QR Code for Warranty Activate. Otherwise, we cannot be able to provide proper warranty.
- We provide **5yrs** Warranty on Scooter, so customers must take **4 service in 13 months**. Otherwise, **warranty will be void.**
- For getting Proper Warranty **Service QR Code** and **Warranty QR Code** fill up is mandatory.
- Update the **Scooty and Battery** stock in your showroom by **10th** of every month and share with us.

Regards,  
**EVONIC**

Acceptance Signature

\_\_\_\_\_  
Date: \_\_\_\_\_