EVONIC™

WARRANTY, SERVICE & EXTENDED WARRANTY POLICY

A Unit of Chatterjee Motors | Policy issue date: 04 November 2026

This policy describes the approved warranty periods, service requirements and optional extended warranty plans for eligible EVONIC electric scooters. The vehicle-specific warranty record and applicable terms determine eligibility.

01 Standard Limited Warranty

Covered item	Warranty coverage	Conditions / scope
NMC Battery	3 years (2 + 1) or 30,000 km, whichever is earlier	First 2 years: warranty coverage; final 1 year: service warranty.
LFP Battery	4 years (3 + 1) or 40,000 km, whichever is earlier	First 3 years: warranty coverage; final 1 year: service warranty.
Motor, Controller, Wiring, Throttle, Converter	5 years or 40,000 km, whichever is earlier	Limited warranty, subject to verification of covered manufacturing defects and applicable conditions.
Charger	1 year	Manufacturing defects, subject to applicable charger warranty conditions.

Battery warranty claims are assessed after battery inspection, verification of odometer reading, warranty validity and applicable conditions. Any approved remedy is determined by inspection findings and applicable warranty terms.

02 Scheduled Service Requirements

Requirement	Approved policy
Service due	Every 3 months OR every 2,000 km, whichever occurs first.
Grace period	15 days after the scheduled time-based service due date. No additional kilometre grace allowance is specified.
Service count	4 scheduled services per year; 20 over 5 years, subject to the earlier 2,000 km trigger.
Charges	1st and 2nd scheduled services: free service labour; 3rd through 20th: paid service.
Non-compliance	Failure to complete required services on time may result in warranty being treated as void under the company policy, subject to applicable law and claim assessment.

The 15-day grace period does not extend the 2,000 km service threshold. Owners should contact an authorized EVONIC dealer for service scheduling and maintain the service record.

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EXTENDED WARRANTY — PLANS & PRICING

03 Optional Extended Warranty

Extended Warranty applies to the EVONIC scooter identified by VIN/chassis number and covers Motor and Controller only. Coverage starts on the day after five (5) years are completed from the original vehicle purchase date, subject to prior inspection, approval and payment.

Plan	Extra duration	Extra distance	Year 1 price
Basic 1 Year	1 year	10,000 km	₹2,500
Basic 2 Years	2 years	20,000 km	₹4,000
Premium 3 Years	3 years	32,000 km	₹7,500

Extra distance is measured from the odometer reading recorded at the five-year anniversary of the original purchase date. Coverage ends when the plan's additional time or kilometre limit is reached, whichever occurs first.

04 Approved Progressive Pricing

The applicable price is determined by the scooter purchase year at the time payment is completed after approval. A request alone does not lock the price.

Purchase period	Basic 1Y	Basic 2Y	Premium 3Y
Year 1 (months 1–12)	₹2,500	₹4,000	₹7,500
Year 2 (months 13–24)	₹3,000	₹4,800	₹9,000
Year 3 (months 25–36)	₹3,500	₹5,600	₹10,500
Year 4 (months 37–48)	₹4,000	₹6,400	₹12,000
Year 5 (months 49–60)	₹4,500	₹7,200	₹13,500

All Extended Warranty plan prices shown are exclusive of GST. Applicable GST and the final payable amount will be communicated at the time of purchase, before payment. Submitting a request does not require payment.

05 Eligibility, Inspection & Payment

• Customer submits an Extended Warranty request through EVONIC Care / an authorized EVONIC dealer.

• Authorized dealer verifies VIN, odometer, service history and Motor/Controller condition; the company reviews eligibility.

• If an eligible part has an existing defect, the defect must be repaired first, followed by reinspection and approval. Pre-existing defects are not covered by the new plan.

• Following approval, payment must be completed within 7 days. An expired approval requires renewed confirmation/reinspection as applicable.

• Once payment is confirmed, the plan is recorded against the scooter VIN and a certificate/confirmation should show the selected plan, payment, future start date and mileage basis.

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CLAIMS, TRANSFER & IMPORTANT TERMS

06 Warranty Claim Process

• Warranty claims are processed through an authorized EVONIC dealer. The dealer coordinates inspection and verification.

• EVONIC does not charge a warranty claim processing fee for an eligible claim. This does not automatically make unrelated maintenance, damage or non-covered repairs free.

• Claims may require purchase proof, VIN, battery/part identifiers, odometer record and service history.

• Service and spare-parts assistance is available through authorized EVONIC dealer outlets and the company office. Roadside assistance is not offered.

07 Ownership Transfer of Extended Warranty

• Extended Warranty is vehicle-linked, not restricted to the original purchaser.

• On sale of the scooter, an active Extended Warranty may be transferred to the new owner after ownership verification and updating EVONIC records.

• Ownership transfer fee: ₹500. Remaining duration and remaining additional kilometre coverage do not reset upon transfer.

• Transfer does not waive inspection, service-history or other valid warranty conditions.

08 General Terms & Important Clarifications

• Only the covered parts stated for each warranty are included; other parts are not added by an Extended Warranty plan.

• Warranty coverage is subject to inspection, claim verification and applicable law. Normal maintenance, consumables, misuse, tampering and damage unrelated to covered manufacturing defects are not represented as automatically covered.

• Extended Warranty purchase does not replace or shorten the original company warranty.

? If the Original Limited Warranty expires before five years because the scooter reaches 40,000 km, Extended Warranty will STILL start only after five years from the original purchase date. No warranty coverage is provided for the intervening gap. The additional kilometre allowance starts from the odometer reading recorded at the five-year anniversary.

• For clarity, the service grace period relates to the time-based due date; servicing is required at 2,000 km if reached first.

• Policy terms should be reviewed for compliance with applicable Indian consumer protection requirements before public issue.

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