ADDMOTOR LIMITED WARRANTY

Complete Warranty Terms — Including Authorized Retailer Purchase & Claim Procedures

This following Limited Warranty (“Warranty”) applies to all Addmotor Tech Inc. (“Addmotor Tech”, “Addmotor Electric Bikes”, “Addmotor”, etc.) ebike(s) and etrike(s) which are covered against manufacturing defects in material or workmanship for the Warranty Period after the date of receipt of payment from the customer. Pre-Orders or Custom Orders are extended by 60 days from the date of receipt of payment, i.e., the entire warranty terms are valid from the date of receipt of payment plus 60 calendar days. Additional extended warranty purchased will only apply for the specific part and model; it will only apply to the original purchasers and must be purchased prior to receiving the product. This Limited Warranty is applicable to ebike(s) and etrike(s) purchases in the United States and Canada and in compliance with the subsequent conditions:

Who is covered under the Warranty?

Only the original purchaser and owner of an Addmotor ebike or etrike, whether through online from the official Addmotor website, other selling platform with official Addmotor Brand Stores, or physical Addmotor storefronts, is covered by this Warranty. All products bought from other means, such as authorized dealers, bike shops, or second-hand/sample bikes from another public/private agency/personnel are NOT subject to the warranty policy addressed here, please check in with your purchase platform or personnel to confirm the accurate warranty policy. The Warranty Period begins on the purchase date of the ebike/etrike and shall end immediately either at end of the Warranty Period or through any sale or transfer of the ebike/etrike to another person, whichever occurs first. Under no circumstances shall the Limited Warranty be transferable and apply to any subsequent owner or other transferees. All warranty is subject to the policy during the time of purchase, any future changes to our warranty policy will not be reflected or carried over from the warranty that applies to your model at the time of purchase. Addmotor Tech Inc. reserves the right to change its warranty at any time and without notice.

Warranty Start Date for Purchases from Authorized Addmotor Retailers

For ebikes and etrikes purchased through an authorized Addmotor retailer, the Warranty Period begins on the date the original customer purchases the ebike/etrike from the authorized retailer, rather than the date the retailer originally purchased the product from Addmotor. The authorized retailer must maintain accurate sales records, including the customer’s purchase date and the vehicle’s frame serial number, and may be required to provide proof of sale when submitting a warranty claim.

No additional online product registration is required under the current warranty terms. However, the authorized retailer must keep accurate sales records, including the retail customer’s purchase date and the vehicle’s frame serial number (Frame S/N). Addmotor may request the sales record or other proof of purchase when reviewing a warranty claim.

Addmotor Electric Bikes Limited Warranty including:

The following Limited Warranty term is only limited to the replacement of a defective part that is covered (“Covered Component”) which includes:

Effective for a brand-new Addmotor ebike/etrike:

• Frame: Addmotor Electric Bikes/Trikes frames are covered by a two (2) year

warranty.

• Battery:

13.5Ah and 15Ah batteries are covered by an 18-month warranty. 20Ah batteries are covered by a two □2□ year warranty.

• Motor:

Motors are covered by a two (2) year warranty.

• Parts & Components:

Original parts and components of forks, stem, handlebar, headset, seat post, lights, bottom bracket, rims, wheel hub, derailleur, throttle, wiring harness, controller, and LCD display are covered by a one (1) year warranty.

Effective for an Addmotor sample ebike/etrike:

• Sample ebike/etrike or secondhanded ebike/etrike sold by Addmotor are covered by

a one (1) year warranty.

• The Limited Warranty is expressly limited to the replacement of a defective

lithium-ion battery (the “Battery”), frame, forks, stem, handlebar, headset, seat post, lights, bottom bracket, rims, wheel hub, derailleur, throttle, wiring harness, motor, controller, and LCD display (each a “Covered Component”).

Effective for selected accessories sold by Addmotor:

Accessories sold by Addmotor are not covered under any Warranty, with the exclusion of major parts and accessories such as batteries, motors, controllers, and displays. Only these four items will have a limited warranty, and the warranty for these accessory parts is effective from the original retail purchase date. These four accessory parts will be categorized under Cover Components with same rules and restrictions apply.

- Battery:

13.5Ah and 15Ah batteries are covered by an 18-month warranty. 20Ah batteries are covered by a two □2□ year warranty.

- Motor:

Motors purchased in the U.S. or Canada on or before February 29, 2024, are covered by a one (1) year warranty. For motors purchased in the U.S. or Canada on or after March 1, 2024, are covered by a two (2) year warranty.

- Other covered accessory parts, controller and display are covered by a one (1) year

limited warranty. The Covered Components are warranted to be free of defects in materials and craftsmanship throughout the duration of the Warranty Period. Please refer to “This Limited Warranty Does Not Cover” for limitations.

*Your Addmotor battery lasts for about 800 charging cycles. The

battery should be properly disposed of if it reaches the limit.

This Limited Warranty Does Not Cover

- Normal wear and tear of any Covered Component. Normal wear and tear can

happen for all parts even if properly maintained, it is an inevitable result of usage and/or exposure to environmental elements.

- Any ebike/etrike loss due to theft, robbery, or vandalization.
- Components subject to normal wear and tear or consumables, including but not

limited to tires, tubes, brake pads, rotors, bearings, stripped threads and bolts, cables, grips, chains, cassettes, and spokes, are not covered under warranty.

- Any damage resulting from omitting any Addmotor Terms or Manuals, or incorrect

adjustment(s) that resulted in worn components are not warranted by this Warranty.

- Damage or defects to Covered Components arising from failure to adhere to

instructions outlined in the ebike/etrike owner’s manual, improper installation/ assembly, acts of God, accidents, crashes, misuse, improper repair, neglect, abuse, commercial use, alterations, modifications, corrosion, improper maintenance, installation of parts or accessories not originally intended or compatible with the ebike/etrike as sold, operational error, water damage, extreme riding, stunt riding, and/or inadequate follow-up maintenance are not covered under warranty.

- Addmotor will not pay for any third-party service or part replacement unless agreed

upon prior to any services. Please submit a quote to us for approval. Any repairs done after notifying Addmotor will not be covered. Once reimbursement takes effect, the final reimbursement amount must be based on a valid receipt or invoice, we will not approve any reimbursement without any proof. Addmotor holds all rights to revoke and adjust the final amount.

- Addmotor will not take any liability or responsibility for any damage, failure, or loss

resulting from unauthorized servicing or the use of unauthorized parts.

- The warranty does not apply to battery damage caused by power surges, use of a

damaged/improper/unauthorized charger, insufficient maintenance, improper handling, improper storage, regular wear and tear, corrosion, neglect, accidents, exposure to unsuitable environments such as but not limited to humidity or extreme temperatures, or water damage.

- The Limited Warranty is voided if the ebike/etrike is subjected to abuse, neglect,

improper repair, improper maintenance, alteration, modification, an accident, or other abnormal, excessive, or improper use, at the sole discretion of Addmotor. ADDMOTOR RETAINS SOLE DISCRETION IN DETERMINING WHETHER DAMAGE OR DEFECTS TO AN EBIKE OR COVERED COMPONENT ARE PROTECTED UNDER THIS LIMITED WARRANTY.

Shipping Damage

It is the customer’s responsibility to preserve both the original outer box and inner packaging during the effect of the Warranty Period. In the event of a return or repair request, Addmotor will not provide shipping material for free of cost, additional shipping materials may incur charges. If there are any damage to a Covered Component during shipping, it will be excluded from this Warranty, for that this Warranty only covers manufacturer and parts defects. However, Addmotor will replace such damaged Covered Components if you: ·Notify Addmotor Customer Support team regarding any Covered Component damaged (including but not limited to: missing accessories) during the shipping process within five (5) days of receiving your ebike/etrike; ·Provide Addmotor with dated photo evidence showing the damaged Covered Component along with the affected area of the outer box or inner packaging; ·Note any immediately visible damage on the shipper’s Bill of Lading (BOL) prior to signing off on the shipment for delivery. This is the BEST way to protect your interest from logistic-related damages. ·Keep all packaging and paperwork until the inspection process is complete. Shipping damage claims are time-sensitive and deadlines vary depending on the logistic carriers. It is your responsibility to promptly inspect the ebike/etrike for any damage upon receipt. Contact Information: sales@addmotor.com/support@addmotor.com or (888)6600868 If you choose to use your own shipping method, such as a freight forwarder or any similar logistics service, Addmotor will not offer free replacements for any Covered Components that sustain damage during transit.

How to Submit a Claim:

For an ebike or etrike purchased through an authorized Addmotor retailer: the customer should contact the retailer directly for after-sales or warranty assistance. The authorized retailer should then submit the warranty request to Addmotor on the customer’s behalf, including the customer’s purchase date, the vehicle’s frame serial number (Frame S/N), proof of sale when requested, a description of the issue, and clear photo or video evidence of the affected Covered Component. Customers who purchase directly from Addmotor may contact Addmotor Customer Service using the contact information below.

ADDMOTOR WILL ONLY PROCESS A CLAIM FROM THE TERMS WITHIN THIS WARRANTY IF AND ONLY IF PHOTO OR VIDEO EVIDENCE OF THE DAMAGED COVERED COMPONENT IS RECEIVED FOR INSPECTION.

1. Contact the Addmotor Customer Service Team at sales@addmotor.com or

support@addmotor.com, you may also contact us by phone, (888)6600868. The team will assist you to address any issues with your ebike/etrike and identify potential fixes. Please describe your problem and submit in photo or video evidence, further diagnosis from our mechanics team might be required depending on the situation.

2. Once the Customer Support team determines that a Covered Component needs

replacement, they will instruct you on the steps to take to return the defective Covered Component to then receive the replacement parts.

3. Addmotor will process Warranty claims and send out the replacement parts within

1-10 business days from receiving the first request of service within our system. Common carriers we use for shipping are USPS, FedEx, and UPS, based on the size of the shipment. Addmotor will not expedite the shipping of warranty parts.

4. Upon receiving the replacement Covered Component, the Customer Service Team

will guide you through the process of replacing or installing the new parts into your ebike/etrike.

5. Replacement Covered Components covered by this Limited Warranty will only be

shipped to the original address of the original purchasers unless otherwise arranged and approved by Addmotor in writing.

Pre-Orders

When purchasing a pre-order product from Addmotor, the full purchase amount is immediately charged. Addmotor provides estimated shipping timelines for pre-orders, however, these dates are subject to adjustment without prior notifications. Pre-orders may be canceled at any time prior to shipment of the product. Refund will be available within 1-3 business days.

Chargebacks and Disputes

If a purchase becomes subject to any financial chargeback or dispute of any amount, and the possession of the product is under the consumer, the processing of the chargeback, dispute, or refund will not be processed until the product is returned back to Addmotor. Under any ruling that the consumer will retain the product, Addmotor Tech Inc. reserves the right to indefinitely suspend the warranty at our discretion. Usually, following the resolution of the chargeback matter, the warranty will resume from the original payment date outlined in the Warranty, without extending the duration for the period when the warranty was suspended.

Bike Performance Disclaimer

The range and top speeds of each product listed in the product specifications are not guaranteed and are only estimates of expected performance. Various factors including but not limited to rider weight, cargo weight, the aerodynamics of rider and cargo, terrain type, tire pressure, brake adjustment, utilization of throttle versus Pedal Assist System (PAS), pedal power, battery charge level, ambient temperature, and wind conditions will affect the actual performance of the ebike/etrike. Under certain circumstances, it is possible to achieve the listed ranges and top speeds.

Liability Disclaimer

Engaging in any form of ebikes/etrike/electric motorized vehicles inherently entails risks and dangers that may be unforeseen or unavoidable. These hazards have the potential to result in serious accidents, injuries, or even fatalities for the rider. It is the sole responsibility of the rider to attain appropriate knowledge and education to uphold safe riding practices. Upon taking possession of any electric motorized vehicles, Addmotor strongly advises and encourages all customers to seek out the services of a certified and reputable bicycle mechanic to perform a comprehensive inspection of each component on the bicycle to confirm its operational safety. Addmotor will not make any claims, assurances, or guarantees that the state of all parts of the product are secured and adjusted when receiving the product. It is greatly advised to conduct a thorough inspection of the product to ensure all components are securely fastened and appropriately adjusted before each use. Under no circumstances would Addmotor be responsible or liable for damages arising from damaged, defective, or improperly secured parts, which include but are not limited to damages to personal property, personal injuries, or fatalities. This constitutes Addmotor's complete warranty for the product, superseding any other representations made by any party. Addmotor's liability under this warranty is limited to the original purchase price, and under no circumstances shall Addmotor be liable for incidental or consequential damages, special, or punitive damages or losses whether direct or indirect, under any circumstances. Addmotor disclaims all implied warranties, including merchantability and fitness for a particular purpose, for the duration of this express limited warranty, to the extent permissible under applicable law. Some jurisdictions may not allow the exclusion or limitation of incidental or consequential damages or warranties, in which case, certain limitations or exclusions may not apply. This limited warranty grants specific legal rights to the original purchaser, which may vary from state to state. Addmotor also disclaims all implied warranties, including merchantability and fitness for a particular purpose, for the duration of this express limited warranty, to the extent permissible under applicable law.