

Dear users:

Thank you for buying and using the product of Zhejiang Okai Sporting Products Co.,Ltd. (hereinafter referred to as "Okai").In order to better serve you, please carefully read and properly keep this warranty card after buying our products.

## Provisions on Okai after-sales services

### Basic information

- Okai will be responsible for maintaining all faults caused by the quality of the product under normal use within the warranty period.
- If the product fails, you may contact Okai through the following methods;

• E-mail: support@okai.co

### After-sales service policy

In order to safeguard your interests and provide service support for your product, according to the relevant national laws and the relevant provisions on the three guarantees of after-sales services, the specific provisions on after-sales services are as follows:

#### Detailed clauses

- Without limitation to your legal rights, the following claims may only be made within a maximum of 1 years from the purchasing date.
- If the product you received has any quality problem, or does not match your actual purchase order, which causes return, you need to provide the corresponding certificate, and our company will bear the fee for you.

#### Exceptions to the warranty

In following cases, the sold product is beyond the scope of repair services and you need to pay for its repair.

- Based on the "Three-guarantee Standard for Vehicle Parts", the sold product is beyond the prescribed service period and scope.
- The sold product is damaged due to your failure to use, drive, maintain and adjust the vehicle correctly according to the user manual.
- The sold product is damaged due to rain, ice, snow, smoke, chemicals or chemical corrosion.
- The loss is beyond the warranty scope. And the sold product is affected by force majeure (including but not limited to earthquakes, typhoons, fire, flood, social incidents, mass incidents, violent crimes, etc.), which cause failure or damage.
- You have not normally used and maintained the battery, and stored it for more than the maximum storage safety period of three months (the whole vehicle is plugged in and stored for more than one month, and the initial power for separate storage is less than 50% for more than three months), and failure to charge the battery causes undervoltage of the battery feed, which cannot be repaired.

- You have not repaired the sold product at the officially authorized service store, but refitted, disassembled, repaired, and damaged the entire product and normal use of its parts.
- Your use of non-original accessories has damaged the parts of the product or you have changed the circuit or wiring configuration without authorization.
- Product failure and damage caused by human factors such as crashing, overloading, speeding, etc. during your driving.
- Lack of valid three-guarantee certificates, after-sales service card or product purchase invoice, or the certificate or card number does not match the product.
- You have altered or changed the three-guarantee service date of the product and its parts without authorization.

### Three-guarantee standard for parts

Items	Warranty content	Warranty date
Main engine	Frame assembly, wheel hub motor assembly, controller assembly, handle, instrument assembly, front straight rod and charging port	One years
Parts	Battery assembly, charger, brake handle and finger-operating throttle	Six months
Vulnerable parts of appearance	Handle covers, front fenders, rear fenders, plastic pedals, reflective stickers, parking bracket assembly and rubber plug	Three months

The right of final interpretation of this warranty card belongs to Zhejiang Okai Sporting Products Co.,Ltd.