

LIMITED WARRANTY INSTRUCTIONS

**Please follow the steps outlined on the pages below when submitting a
Warranty claim for your Voyager golf cart.**

Introduction:

We know that as a dealer, parts and labor warranty plans help keep the customer and the dealer confident and satisfied that the Voyager golf cart brand can be trusted and relied upon. In an evolving economy and supply chain, Adventure Manufacturing, LLC will do everything possible to supply warranty parts in a timely manner. We also strive to stock alternate part replacement options to minimize any potential downtime for warranty claims and to provide the best technical phone call support to the Voyager dealer network.

Adventure Manufacturing, LLC comes from the Aerospace and Manufacturing industry and has taken time and effort to follow industry standard quality control processes. Our systems for purchasing, warranty claims, shipping and product resolution brings efficiency and promptness.

Goals:

Our goal is to train each dealer to have the knowledge and ability to diagnose a Voyager golf cart within 15 minutes. If a diagnostic cannot be achieved within 15 minutes, call Voyager Technical Support for assistance.

Each claim will be taken seriously. Proper documentation of the claim is crucial to help collect the proper data to make future improvements on the golf carts.



Warranty Confirmation and Process Steps:

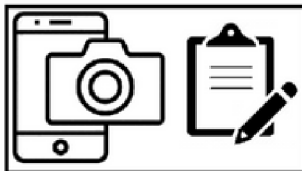
- 1.) Determine and document the customer’s failure/defect details. What, how and in what conditions the incident happened.
- 2.) Confirm vehicle warranty eligibility –
 - a. Review customer’s Warranty Registration submission date.
 - b. Confirm the miles on the golf cart are within warranty limits.
 - c. Confirm the warranty claim is not related to an accident, misuse of golf cart or standard wear and tear items (this may be subject to Adventure Manufacturing, LLC's evaluation).
- 3.) Send a Warranty Claim Form and pictures of failed/defective parts to info@Adventure-Manufacturing.com.
- 4.) Install new parts and validate the repair has corrected the failure/defect.
- 5.) Report back to Adventure Manufacturing, LLC all results.
- 6.) Labor compensation



COMMUNICATE



ELIGIBILITY



SUBMIT



REPAIR



REPORT



PAYMENT

Parts:

Warranty Claim Forms must be filled out and emailed to info@Adventure-Manufacturing.com before any parts or labor can be reimbursed. Pictures and descriptions will be required to be eligible for each claim.

Warranty parts will be shipped out each day by 3 pm and will be shipped ground FedEx or UPS with a tracking number. Overnight shipping will be available at an additional charge.

Defective parts that have been removed from each warranty cart shall be saved at the dealership for Adventure Manufacturing, LLC to pickup or a prepaid return shipping form will be provided. Some parts will not be required to be returned to Adventure Manufacturing, LLC and will be documented on the Warranty Claim Form.



Batteries:

Adventure Manufacturing, LLC will help claim battery warranties during the 2-Year Full Coverage Warranty period. These claims may take longer as the warranties will be claimed with the manufacturer of each battery.

Allied Lithium Batteries will include an 8-Year Limited Warranty (including 4 year full battery replacement coverage and 4 year prorated battery replacement coverage). Adventure Manufacturing, LLC will provide Battery Labor Coverage for two years.

Labor:

Labor hours will be paid based on the detailed Labor Codes defined in Labor Code Addendum.

Labor not covered by Adventure Manufacturing, LLC:

- Diagnostics
- Transportation / Towing to have the vehicle towed to any dealership
- Squeaking sounds caused by standard use
- Any changes a customer requests that alter the factory ride or factory program settings
- Any customer requested add-on accessories will not be covered before or after the sale
- Rentals or Golf Cart Loaners – Replacement carts are not paid for by Adventure Manufacturing, LLC. If a rental or a loaner is provided it will be at the dealership's expense.

Liabilities:

Adventure Manufacturing, LLC will not pay or be liable for any repairs performed on golf carts. Untrained technicians, processes and automotive safety standards not being followed will not be the responsibility of Adventure Manufacturing, LLC. Adventure Manufacturing, LLC also will not be responsible for any changes or alterations made to the golf cart by the dealership. This includes any accessory parts that may alter or change the way the golf cart drives, handles or weighs. Some accessories can cause excessive stress on golf cart systems. (Example - tow hitches installed by a dealer or customer will void warranty coverages on parts that make the hitch function - i.e. motor, controller, suspension and frame parts).



Dealership Liability Waiver

The following has been explained to me and I acknowledge with full understanding:

- I hereby acknowledge that I understand the inherent risks and potential liabilities on having any Voyager golf cart repair(s) or warranty claims undertaken.
- It is the Dealership's responsibility for keeping away children, pets, relatives and guests away from the work area during any repair or warranty claims in order to avoid or mitigate the risk of personal injury.
- The Dealership takes responsibility for any damage to any property within the premises, whether real or personal, particularly including but not limited to, the parking lot, landscaping, home, and/or personal injury, might occur.
- The time spent in repairs or warranty claims through this method may take longer than usual. I accept and acknowledge any unforeseen delays or expenses which may accrue for not having the golf cart repaired on time because of technician expertise, availability of parts or any other uncontrollable delays (ie holidays, weather, etc.)
- During repair, there may be unforeseen damaged parts that the mechanic might not see and might get damaged. The mechanic shall inform Adventure Manufacturing, LLC of these damaged parts and further assessment shall be made. This may incur additional costs for repair(s) or warranty work that may or may not be covered by Adventure Manufacturing, LLC.
- I hereby waive my right to sue Adventure Manufacturing, LLC or Voyager Electric Vehicles for any and all damages, injuries, or death that the Dealership might incur during and in connection with the repair(s) or warranty claims of the golf cart.

Further, I hereby defend, indemnify, release, discharge, and hold harmless, Adventure Manufacturing, LLC, its owners, affiliates, employees, agents, and representatives from any liability, injury, loss, damages whether personal or real, expenses, whether tangible or intangible, litigation costs by which they may incur in relation to the repair(s) or warranty claims of any golf cart in the dealership's premises.

Dealership Owner Printed

Date:

Dealership Signature

