



## **TARA ELECTRIC VEHICLES**

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## **TARA FLEET GOLF CART SERVICE POLICY AND REQUIREMENT 2026-V1.2**

**Basics of Limited Warranty**

Pursuant to regulations, a person may not act as a warrantor or represent to the public that the person is a warrantor unless the person files a notice with the manufacturer, on a form prescribed by the manufacturer, that contains a copy of each warranty the warrantor proposes to use in this state.

According to requirements the warranty on the electric vehicle product must meet the following Requirements:

- Is written in clear, understandable language and is printed or typed in easy-to-read type, size, and style.
- Conspiracy states that the obligations of the warrantor to the warranty holder are guaranteed under a warranty reimbursement insurance policy.
- Conspicuously states that if a warranty holder must make a claim against a party other than the warranty reimbursement insurance policy issuer, the warranty holder is entitled to make a direct claim against the insurer upon the failure of the warrantor to pay any claim or meet any obligation under the terms of the warranty within 60 days after proof of loss has been filed with the warrantor.
- Conspicuously states the name and address of the issuer of the warranty reimbursement insurance policy.
- Identifies the warrantor, the seller, and the warranty holder.
- Contains the total purchase price for the warranty. However, the parties may negotiate the purchase price at the time of sale and it is not required that the purchase price be preprinted on the warranty.
- Describes the procedure for making a claim, including a telephone number.
- Conspicuously states the existence of any deductible amount.
- Specifies the payments or performance provided under the warranty, including, but not limited to, any payments for incidental costs, the manner of calculation or determination of payments or performance, and any limitations, exceptions, or exclusions.
- Describes the conditions under which substitution of parties or performance is allowed.
- Conspicuously sets forth all of the obligations and duties of the warranty holder, including, but not limited to, any duty to protect against any further damage to the vehicle, the obligation to notify the warrantor in advance of any repair, or any other similar requirements.
- Sets forth any terms, restrictions, or conditions governing any right to transfer the warranty.
- Contains a disclosure that reads substantially as follows: “This agreement is a product warranty and is not insurance.”

# WARRANTY TERMS AND CONDITIONS

The warranty period set out in these terms and conditions commences from the date of container shipment from factory to the dealer.

This warranty:

- a) covers the Product against faulty materials or workmanship; and
- b) covers the replacement of parts or other compensation for the remainder of the warranty period.

Below you will find all that is required for a warranty claim to be processed. All Warranty Claim Forms, corresponding photos, and documents should be sent to corresponding regional customer service personnel.

## **Warranty Claiming Requirements**

**\* MUST HAVE ALL REQUIRED DOCUMENTATION TO PROCESS\***

### *Claims will be submitted through the Portal*

- A complete claim form.
- Photo of golf cart's chassis number
- Photo of golf cart's VIN number if applicable
- Photos and/or videos demonstrating the defect / problems
- An official document showing the date of purchase and chassis number
- Submit via the Portal

# WARRANTY STATEMENT

## TARA ELECTRIC VEHICLES LIMITED WARRANTY

TARA hereby warrants all parts of your new TARA ELECTRIC VEHICLES, subject to the exclusions described below.

### 1. WARRANTY:

The warranty coverage and periods are as follows:

Part or Component	Warranty Period
Lithium battery	8 years prorated coverage
Frame	Limited 10 years to original owner
SUSPENSION –Steering column, shocks and leaf springs	4 years
MAJOR ELECTRONICS – Controller, Battery charger	4 years
ELECTRIC POWERTRAIN - Electric Motor and Drive axle (Provide the parts only not including the express fee, or ship parts with container)	4 years
PEDAL GROUP - Pedal group mechanical assembly	4 years
CANOPY SYSTEM - Canopy and canopy front and rear struts	4 years
BODY GROUP – Front and rear cowls, side bumper plates, instrument panel	3 years
SEATS - Seat bottom, seat back and hip restraints	3 years
OTHER ELECTRICAL COMPONENTS – Solenoid, key switch, DC/DC converter, D/N/R switch, charger cord and charger receptacle, wiring harness	2 years
ALL REMAINING COMPONENTS - All options and accessories supplied by TARA at time of delivery, and all components not specified elsewhere	2 years
INITIAL ADJUSTMENTS – Initial alignment, adjustments, fastener tightening	90 days

### BASIC COVERAGE:

- The basic warranty coverage period is 24 months starting from the date an end user purchases the vehicle from an authorized dealer, provided that the vehicle is sold to the end user within 6 months from the date the dealer purchased it from TARA ELECTRIC VEHICLES. For vehicles that are not sold within 6 months from the dealer’s purchase date, the warranty will start on the last day of the third month after the container shipment from the factory to the dealer. The dealer must register the vehicles in order to receive full warranty coverage after the vehicles are sold. Failure to register the vehicle within two weeks from date of sale will void the warranty.

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- This warranty covers any repairs needed to correct defects in material or workmanship for all parts and components of your new TARA ELECTRIC VEHICLES except for those excluded below (or if the part is covered by one of the separate coverage's described below, that specific coverage applies instead of the basic coverage).

## **FRAME COVERAGE:**

- The frame warranty coverage period is Limited 10 years to original owner.
- This warranty covers any repairs needed to correct defects in material or workmanship in the frame of your new TARA ELECTRIC VEHICLES, except for those excluded below.

## **ORIGINAL EQUIPMENT BATTERY COVERAGE.**

- The original equipment battery warranty coverage:  
Lithium battery: 8 years (96 months: consisting of 60 months full coverage and 36 months prorated coverage ) or 2,500 cycles recorded by Battery management system(BMS), whichever comes first, with a minimum 70% State of Health recorded by BMS guaranteed over the warranty period. The specific prorated warranty policy is detailed in the **appendix 1**.

Note: replacement batteries are covered under the TARA Parts & Accessories Limited Warranty.

During the warranty periods described above, TARA will, free of charge, repair or replace, at TARA's exclusive option, any part determined by TARA to be defective - subject to the restrictions and exclusions contained in this warranty document. If TARA elects to repair or replace a defective part, TARA may at its discretion provide a factory reconditioned part or a new part from an alternate supplier. All parts used in repairs under this warranty will themselves be warranted for the remainder of the applicable warranty period counting from the first delivery of the TARA ELECTRIC VEHICLES. All parts replaced under this warranty immediately become the property of TARA ELECTRIC VEHICLES CORP.

This Limited Warranty does not cover a battery that has reached its normal end of life due to usage which may occur prior to the expiration of the Warranty Period. A battery can deliver only a fixed amount of Energy over its lifecycle which will occur over different periods of time depending on the application. The Manufacturer reserves the right to deny a warranty claim if the Product is determined, upon inspection, to be at its normal end of lifecycle even if within the Warranty Period.

- This warranty covers repairs required to correct defects in material or workmanship of the original equipment battery installed in your TARA ELECTRIC VEHICLES, except for those excluded below (including but not limited to):

- shows indications that it has been altered or modified in any way from Company specifications, including but not limited to alterations to the lithium-ion battery pack, battery management system and the system electric circuit.
- shows indications that the failure is caused by installer error such as reverse polarity or misuse of system wide equipment or inaccurate programming of all ancillary equipment attached to lithium battery pack.
- shows indications that the battery charger has been modified to charge lithium battery not approved for the charger.
- shows indications that the battery pack was disassembled, opened, or tampered in any way without a company formal approval.
- shows indications that attempts may have been made to intentionally reduce the battery pack life; contains lithium battery packs that are not paired with the battery management system as supplied by the company.
- Extended storage without recharging or repairs done by an unauthorized person or modification.
- Damages resulting from an accident or collision, or from the neglect, abuse battery pack system.
- Environmental damage; inappropriate storage conditions as defined by the Manufacturer; exposure to extreme hot or cold temperatures, fire or freezing, or water damage.
- Damage due to improper installation; loose terminal connections, under-sized cabling, incorrect

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connections( series and parallel) for desired voltage and AH requirements, reverse polarity connections.

- Battery that was used for applications other than which it was designed and intended for including drawing more amps than the battery is rated to continually discharge in the specifications.
- Battery that was used on an over-sized inverter/charger (any inverter/charger that is rated to 10K Watts or greater) without the use of a Manufacturer-approved current surge limiting device.
- Battery that was under-sized for the application, including an Air Conditioner or similar device having a locked rotor startup up current that is not used in conjunction with a Manufacturer approved surge-limiting device.
- Battery that has not been charged for over 1 year (batteries need to be charged regularly to maintain optimal lifespan).
- Battery not stored in adherence to the Manufacturer's storage guidelines, including storage of the Battery at low state-of-charge (charge your battery to full before storing!)

## 2. GENERAL EXCLUSIONS:

Excluded from this warranty shall be any failures caused by:

- (a) Modifications, alterations or changes that affect the TARA ELECTRIC VEHICLES' weight, distribution, stability, performance, condition or operation or which alter the output of the vehicle's battery charger.
- (b) Installation of any parts or accessories that are not TARA original equipment or are not approved by TARA in advance of installation.
- (c) Damages resulting from an accident or collision.
- (d) Abuse or neglect of the vehicle or any included or related component, or use that is contrary to the uses, precautions and specifications set forth in the User's Manual.
- (e) Failure to carry out routines and maintenance as set forth in the User's Manual, including but not limited to charging schedules, periodic maintaining, failure to tighten battery hold downs and terminals, proper tire inflation and checking for loose battery cables.
- (f) Damage due to improper storage or transportation.
- (g) Acts of nature, wars or terrorism, or other such events that are unrelated to the manufacturing or maintenance of the vehicle.
- (h) Labor and travel costs: This warranty covers only the replacement part itself. It explicitly does not cover any associated costs for labor to install or repair the part, or any travel expenses (including but not limited to transportation, accommodation, and meals) for service personnel.
- (i) Upon receipt of the container shipment, the dealer shall store all unassembled or unsold vehicles in a clean, dry, and indoor environment, protected from rain, direct sunlight, extreme temperatures, and any other adverse weather conditions. Vehicles must not be exposed to moisture, standing water, or prolonged UV radiation. Failure to adhere to these storage requirements, resulting in damage to the vehicles or any of their components, shall void the warranty with respect to such damage. Any repair or replacement necessitated by improper storage shall be at the dealer's sole cost and expense.

Additionally, this warranty does not cover the repair of any TARA ELECTRIC VEHICLES or any part of a vehicle on which the battery, odometer, motor controller/Inverter or on-board control unit has been altered, repaired or replaced, and the actual mileage or ampere hours of the battery cannot be correctly and readily determined.

## 3. SPECIFIC ITEM EXCLUSIONS:

In no event will this warranty cover any of the following:

- (a) Adjustments or repairs made due to normal wear and tear after the first 180 days of the

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warranty period.

- (b) Routine maintenance items set forth in the User's Manual.
- (c) Cosmetic deterioration due to exposure or normal wear and tear.
- (d) Electrical components that are susceptible to fluctuations in current and voltage.
- (e) Costs incurred by you in connection with the transportation of the vehicle to a TARA dealer or distributor.
- (f) Loss of vehicle use, lost time, inconvenience.
- (g) Any damage to vehicles or parts caused by improper, careless, or negligent unloading methods—including but not limited to the use of incorrect equipment, excessive force, mishandling, or failure to follow standard unloading procedures
- (h) The replacement of parts deemed consumable or subject to normal wear and tear under typical use conditions, including but not limited to: tires, windshield, brake shoes, light bulbs, bushings, lubricants and cosmetic deterioration, and items that deteriorate, fade or fail due to exposure or ordinary wear and tear.

#### **4. WARRANTY TERMINATION:**

**If TARA, in good faith and after reasonable investigation, determines that the information submitted in connection with a claim under this warranty is false or intentionally misleading, this warranty shall immediately terminate and all pending repairs or replacements hereunder shall be at your sole cost and expense.**

#### **5. CUSTOMER RESPONSIBILITIES:**

In order to receive the benefits of this warranty, you must:

- (a) Provide proof of the date of shipping of the TARA ELECTRIC VEHICLES either by
  - (i) providing a copy of the original shipping invoice/bill of loading;
- (b) Provide notice of any warranty claim directly to TARA within 14 days after discovery of the defect giving rise to such claim; and
- (c) Promptly present the golf car for repair, during regular business hours, at the TARA dealer or distributor appointed by TARA.

#### **6. NON-TRANSFERABLE:**

This warranty is to original owner only and is not transferable

#### **7. DISCLAIMER, LEGAL RIGHTS:**

TARA makes this warranty in lieu of all other warranties, expressed or implied. All implied warranties, including those for merchantability and fitness for a particular purpose WHICH EXCEED THE DURATION OF THIS WRITTEN WARRANTY are

hereby expressly disclaimed by TARA and excluded from the scope of this warranty. TARA further disclaims and excludes from this warranty all liability for incidental, consequential, REMOTE AND SPECIAL damages, including but not limited to damages for loss of use, to the maximum extent permitted by applicable law. Some countries do not allow the exclusion or limitation of incidental or consequential damages or

limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from country to country.

NOTE: All specifications are subject to change without notice.

# Appendix 1

## Lithium Battery Prorated Warranty Policy

### 1. Warranty Structure

Period	Coverage Type	Description
Months 1-60	Full Coverage	Free replacement or repair if battery is determined defective in material or workmanship
Months 61-96	Prorated Coverage	Customer pays portion of replacement cost based on usage time

**Warranty Expiration** – The warranty coverage expires upon the first occurrence of any of the following:

- 96 months from the original vehicle purchase date
- 2,500 charge/discharge cycles as recorded by the Battery Management System (BMS)

**Performance Guarantee** – Throughout the warranty period, the battery is guaranteed to maintain a minimum State of Health (SOH) of 70% by data recorded by the Battery Management System (BMS). If the SOH falls below 70% due to material or workmanship defects during the warranty period, this shall be considered a warrantable condition

### 2. Prorated Calculation Formula

When a battery fails during months 61-96 and requires replacement, the warranty shall be prorated using the following formula:

**Customer Payment for repair or replacement = Current Battery Selling Price × (months since original purchase / 96)**

Where:

- Current Battery Selling Price: The price of the replacement battery as set forth in the TARA parts price list in effect at the time of replacement
- Months Used: The number of months from the original vehicle purchase date to the date of failure

### 3. Calculation Examples

Assuming original t battery selling price of \$1,000:

Original battery selling price	Months Since Original Purchase	Customer Pays %	Customer Responsibility for Repair or Replacement
\$1,000	Month <60	0	0
\$1,000	Month 61	$61 / 96 \times 100\% = 63.5\%$	\$635
\$1,000	Month 70	$70 / 96 \times 100\% = 72.9\%$	\$729
\$1,000	Month 80	$80 / 96 \times 100\% = 83.3\%$	\$833
\$1,000	Month 96	$96 / 96 \times 100\% = 100\%$	\$1,000

### 4. Exclusions

The following situations are NOT covered under this warranty and shall be at customer's sole expense:

- Battery reaching normal end of life due to usage (capacity degradation within normal range, but above 70%)
- Damage caused by accident, collision, or external impact
- Abuse, neglect, or improper handling
- Unauthorized modification, disassembly, or tampering
- Use of incorrect or incompatible charger
- Extended storage without proper charging
- Environmental damage (fire, flood, extreme temperatures, corrosion)
- Failure to perform routine maintenance as outlined in User's Manual
- Damage caused by improper installation or reverse polarity

### 5. Important Notes

- This policy applies to lithium batteries only
- All warranty determinations are based on BMS recorded data and professional diagnostic test results.
- TARA reserves the right to make the final determination regarding the cause of battery failure.
- This policy is subject to change without notice; the effective warranty document shall prevail.
- For batteries replaced under prorated coverage, the new battery carries only the remainder of the original warranty period.