

Aftersales Terms and Conditions

Our aftersales policy is designed to ensure that all customers enjoy a satisfactory experience with their offroad products purchased from RJ Tech Limited. We are committed to providing exceptional service and support from the moment of purchase through the operational lifetime of your offroad vehicle.

1 Worldwide Warranty

- 1.1 **Entities:** Jiangsu YINGUAN Intelligence Technology Co., LTD gives a LIMITED WARRANTY on components of your new YINGUAN vehicle against defects in parts or workmanship when properly set up and operated in accordance with the recommendations set forth in the YINGUAN Owner's Manual.
- 1.2 **Duration:** YINGUAN gives a **TWO (2) YEARS** limited warranty for personal use of the vehicle. For commercial use, YINGUAN gives a **TWELVE (12) MONTHS** limited warranty and up to 2,000 kilometers if primarily used off-road, or up to 4,000 kilometers if primarily used on pavement. This warranty covers parts and labor charges for repair or replacement of defective parts and begins on the date of purchase by the original retail purchaser.
- 1.3 **Extension:** RJ Tech Limited offers customers the option to extend the standard warranty period of their products by purchasing additional insurance. This policy outlines the terms and conditions of the extended warranty coverage. All customers who have purchased a product from RJ Tech Limited are eligible to apply for the extended warranty with agreements. To purchase the extended warranty, customers must contact with our sales team and pay an additional insurance fee. This fee varies depending on the product and the desired extension period.
- 1.4 **Range:** This warranty covers parts and labor charges for repair or replacement of defective parts and begins on the date of purchase by the original retail purchaser.
- 1.5 **Requirement:** This warranty is transferable to another owner during the warranty period through a official dealer, but any such transfer will not extend the original term of the warranty. The duration of this warranty may vary by international region based upon local laws and regulations.
- 1.6 **Start:** This warranty starts since the date you submit the Warranty Registration Form after delivery. At the time of sale, the Warranty Registration Form must be completed by you or your dealer and submitted to YINGUAN within ten days of purchase. Upon receipt of this registration, YINGUAN will record the registration for warranty.
- 1.7 **Warranty list:** This warranty includes but not limited to the following item:
 - Batteries
 - Bearings
 - Brake components
 - Bushings
 - Throttle body components
 - Circuit breakers/fuses
 - Clutches components
 - Coolants
 - Drive belts
 - Electronic components
 - Engine components
 - Filters

- Finished/unfinished surfaces
- Hydraulic components/fluids
- Light bulbs/lamps
- Lubricants
- Sealants
- Seat components
- Spark plugs
- Steering components
- Suspension components
- Wheels and tires

1.8 **Exceptions:** The following are not warranted under any circumstances:

- Normal wear and tear.
- Routine maintenance items, tune-ups, adjustments.
- Damage caused by failure to provide proper maintenance and/or storage, as described in the Owner's Manual.
- Damage resulting from removal of parts, improper repairs, service, maintenance, or use of parts not manufactured or approved by YINGUAN or resulting from repairs done by a person that is not an authorized servicing YINGUAN dealer.
- Damage caused by abuse, abnormal use, neglect or operation of the product in a manner inconsistent with the recommended operation described in the Owner's Manual.
- Damage resulting from accident, submersion, fire, theft, vandalism or any force majeure.
- Operation with fuels, oils or lubricants which are not suitable for use with the product. (see the section "Technical parameters of vehicle" on Owner's Manual).
- Damages from rust, corrosion resulted from salty water or corrosive material.
- Damage resulting from the racing or any other competitive activity.
- Damage resulting from the vehicle has been altered or modified in such a way so as to adversely affect its operation, performance or durability, or has been altered or modified to change its intended use.

1.9 This limited warranty excludes any failures that are not caused by a defect in material or workmanship. This warranty provides no coverage for consumable components, general wear items, or any parts exposed to friction surfaces, stresses, environmental conditions and/or contamination for which they were not designed or not intended, including but not limited to the item which listed in the section 1.6.

1.10 This warranty provides no coverage for personal loss or expense, including mileage, transportation costs, hotels, meals, shipping or handling fees, product pick-up or delivery, replacement rentals, loss of product use, loss of profits, or loss of vacation or personal time.

1.11 The exclusive remedy for breach of this warranty shall be, at 'YINGUAN' option, repair or replacement of any defective materials, components, or products. The remedies set forth in this warranty are the only remedies available to any person for breach of this warranty.

1.12 YINGUAN shall have no liability to any person for incidental, consequential or special damages of any description, whether arising out of express or implied warranty or any other contract, negligence, or other tort or otherwise. This exclusion of consequential, incidental, and special damages is independent from and shall survive any finding that the exclusive remedy failed of its essential purpose.

1.13 The implied warranty of fitness for a particular purpose is excluded from this limited warranty. All

other implied warranties (including but not limited to the implied warranty of merchantability) are limited in duration to the above six months warranty period.

1.14 YINGUAN disclaims all express warranties not stated in this warranty. Some states do not permit the exclusion or limitation of incidental or consequential damages or allow limitations on the duration of implied warranties, so the above limitations may not apply to you if inconsistent with controlling region law.

2 Returns and Exchange

2.1 **Time Frame:** Customers have 30 days from the date of delivery to initiate a return or exchange.

2.2 **Condition Requirements:** The VEHICLE must be in its original condition, unused, and free from any modifications or damage. All original tags, manuals, accessories, and packaging must be intact.

2.3 **Proof of Purchase:** A valid receipt or proof of purchase is required for all returns and exchanges.

2.4 **Process** for Returns and Exchanges:

2.4.1 **Initiation:** Contact our customer service team at www.rjtech-offroad.com to initiate a return or exchange. Provide your order number, purchase details, and reason for return or exchange. Our team will evaluate the request and authorize the return or exchange if it meets our criteria.

2.4.2 **Shipping:** Upon authorization, you will receive a return shipping label via email. Package the VEHICLE securely and attach the provided shipping label. All returns must be shipped back to our designated facility. Returns must be shipped within 15 days of receiving the authorization to ensure timely processing.

2.4.3 **Inspection:** Returned VEHICLES will undergo an inspection to confirm their condition. If an VEHICLE does not meet the return conditions, it will be sent back to the customer at their expense.

2.4.4 **Refund or Exchange:** Once the return is approved after inspection, refunds will be processed within 7-10 business days to the original method of payment. For exchanges, the replacement VEHICLE will be dispatched after the returned item is received and inspected. If there is a price difference, the customer will need to settle this prior to dispatch.

2.5 **Restocking Fee:** A restocking fee of 30% is applicable to all returns that are not related to warranty claims or received in a non-salable condition (excluding shipping damages).

2.6 **Shipment Fee:** RJ Tech Limited will cover the shipment fee for returns or exchanges due to product issues. Customers are responsible for the return or exchange shipment fee for any reasons of their own.

2.7 **Non-returnable Items:** VEHICLES purchased in a used condition, as part of a clearance sale, or customized as per customer specifications are not eligible for return or exchange.

2.8 **Exceptions:**

2.8.1 In the case of defective or damaged products upon delivery, the restocking fee will be waived, and shipping costs will be covered by RJ Tech Limited.

2.8.2 Any discrepancy in the product delivery (e.g., incorrect VEHICLE model or specifications) must be reported within 48 hours of receipt to qualify for an exchange or return without penalties.

2.9 **Contact and Support:** For any questions or additional support regarding returns and exchanges, please reach out to our customer service team available from Monday to Friday.

3 Repair Services

3.1 **Eligibility for Repairs:**

3.1.1 **Warranty Coverage:** Repairs needed due to manufacturing defects within the warranty period are

covered at no additional cost to the customer.

3.1.2 Out-of-Warranty Repairs: Repairs needed outside of the warranty period or for damages not covered under warranty (such as accidental damage, misuse, or normal wear and tear) will be chargeable.

3.2 Authorized Service Centers:

3.2.1 Locations: Repairs must be carried out at RJ Tech Limited authorized service centers to ensure quality and preserve warranty status.

3.2.2 Technician Certification: All technicians at our authorized service centers are certified and trained to handle repairs specific to our VEHICLE models.

3.3 Repair Process:

3.3.1 Initiation: Contact our customer service to report the issue and discuss the symptoms of the problem. This can be done via phone, email, or through our website. Our team will provide preliminary diagnostics and advise if the repair can be handled locally or if the VEHICLE needs to be sent to a specialized service center.

3.3.2 Assessment: Upon receipt of the VEHICLE, a thorough diagnostic test will be performed to identify the problem and determine the necessary repairs. A detailed quote for the repair, including parts and labor costs, will be provided for approval before any work begins.

3.3.3 Approval: Customer approval is required for all chargeable repairs. Once approved, repairs will commence. If the repair is under warranty, it will be processed immediately upon verification of warranty status.

3.3.4 Repair Time: Repair time will vary depending on the complexity of the issue and parts availability. Typical repairs are completed within 3-14 business days. Customers will be kept informed about the progress of their repair and any changes in the estimated completion time.

3.3.5 Completion: Once repairs are completed, the VEHICLE will undergo a final quality check to ensure all issues have been addressed. Customers will be notified and can either pick up their VEHICLE or arrange for delivery.

3.4 **Charges and Payment:** All repair estimates are valid for 30 days from the date of issuance. Payment for repairs is due upon completion and can be made via accepted payment methods.

3.5 **Warranty on Repairs:** All repairs, both within and outside of warranty, come with a 90-day warranty covering parts and labor for the same issue.

3.6 **Customer Responsibilities:** Customers are responsible for transporting the VEHICLE to and from the service center unless pickup/delivery service is part of the warranty coverage.

3.7 **Exceptions:** Emergency repairs and services may be conducted on-site for critical issues that render the VEHICLE non-operational and cannot be transported. Additional fees may apply for on-site service.

4 Maintenance

4.1 Scheduled Maintenance:

4.1.1 Maintenance Intervals: We recommend following the scheduled maintenance intervals outlined in your VEHICLE owner's manual. Typically, this includes service checks at 100 kilometers (or after the first month), every 500 kilometers, or annually thereafter.

4.1.2 Services Included: Scheduled maintenance may include brake inspections and adjustments, tire pressure checks and adjustments, lubrication of all pivot points and shock absorber check.

4.2 Preventative Maintenance:

4.2.1 Checklist: Customers should perform basic preventative maintenance, including checking tire

pressure, and brake functionality before each use.

- 4.2.2 **Seasonal Maintenance:** Additional maintenance may be required for range extender for seasonal storage and preparation, such as winterizing the engine and fuel system or preparing the vehicle for summer usage.

4.3 **Steinadler Usage Environment Conditions**

- 4.3.1 **General Use:** Steinadler Pro are designed to handle a variety of terrains, including dirt paths, rocky trails, and forested areas. However, specific environmental conditions can place additional stress on the vehicle.
- 4.3.2 **Extreme Conditions:** Special consideration is needed when using VEHICLES in extreme conditions such as:
- 4.3.2.1 **Wet and Muddy Conditions:** Increase in maintenance frequency for brakes and undercarriage cleaning to prevent rust and corrosion.
- 4.3.2.2 **Dusty and Sandy Conditions:** More frequent air filter checks and changes are necessary to maintain range extender performance.
- 4.3.2.3 **Cold Weather:** More frequent checks on battery and range extender.
- 4.3.2.4 **Hot Weather:** Regular checks on range extender overheating prevention measures are critical.

4.4 **Maintenance Recommendations** for Different Environments:

- 4.4.1 **Regular Terrain:** Follow standard maintenance as per the owner's manual.
- 4.4.2 **Harsh Conditions:** After each use in harsh conditions: Clean the VEHICLE thoroughly to remove dirt, mud, sand, or saltwater.
- 4.4.3 Inspect for any physical damage or wear and tear that might not be as apparent under normal conditions.
- 4.4.4 Check all fluid levels, including oil, coolant, and brake fluid.
- 4.4.5 Lubricate moving parts frequently to prevent seizing or excessive wear.

- 4.5 **Spare Parts Preparation:** To minimize downtime and ensure continuous operation, maintain a stock of essential spare parts such as: offroad tires, tire repair kits, etc.

- 4.6 **Storage and Management:** Keep spare parts in a cool, dry place and check them periodically for any deterioration if not used for an extended period.

- 4.7 **Purchasing and Availability:** Purchase spare parts from authorized dealers to ensure compatibility and maintain warranty validity. We provide a list of recommended spare parts and their part numbers on our website and at our dealerships.

- 4.8 **Seasonal Adjustments:** Make adjustments to the VEHICLE settings according to seasons and environments, such as tire pressure adjustments due to temperature changes.

- 4.9 **Tool Kit for On-the-Go Repairs:** Carry a basic tool kit for on-the-go repairs, including wrenches, screwdrivers, and a tire inflation pump.

4.10 **Compliance and Recommendations**

- 4.10.1 **Regular Review:** Regularly review and update your spare parts based on the usage frequency and environmental conditions experienced.
- 4.10.2 **Professional Consultation:** For complex environments or specialized uses, consult with a professional to customize a maintenance and spare parts regimen that best suits the specific needs.

5 **Spare Parts**

5.1 **Availability:**

5.1.1 Authorized Dealers: Spare parts are available through our network of authorized RJ Tech Limited dealers and service centers. We maintain a comprehensive inventory to meet customer needs promptly.

5.1.2 Online Ordering: Customers can also order spare parts directly from our website. This platform provides a user-friendly interface for browsing, selecting, and purchasing the necessary parts.

5.2 **Authenticity and Quality:**

5.2.1 Genuine Parts Guarantee: We guarantee that all spare parts supplied through our authorized channels are genuine RJ Tech Limited parts. These parts meet our strict quality standards and specifications.

5.2.2 Warranty on Spare Parts: Genuine spare parts purchased from authorized sources carry a 3 months warranty covering defects in materials or workmanship.

5.3 **Transparent Pricing:** All spare parts are listed with clear and competitive pricing. Prices excluded all applicable taxes and fees.

5.4 **Ordering Process:**

5.4.1 Identification: Ensure you have the correct part number. This can be found in the user manual or our online parts catalog.

5.4.2 Order Placement: Place your order online or at an authorized dealer. Provide your VEHICLE model and serial number to verify compatibility.

5.4.3 Confirmation and Tracking: Upon placing your order, you will receive a confirmation email with order details and a tracking number for shipment.

5.5 **Delivery:**

5.5.1 Standard Delivery: Orders are typically processed and shipped within 5 business days. Delivery times may vary based on location.

5.5.2 Expedited Shipping: Expedited shipping options are available at an additional cost for urgent needs.

5.6 **Returns and Exchanges** of Spare Parts: same as product returns and exchange policies.

5.7 **Installation:**

5.7.1 Self-Installation Guidance: Installation manuals are provided with most spare parts, and instructional videos are available on our website.

5.7.2 Professional Installation Recommended: For complex parts, installation by a certified technician at an authorized service center is recommended to ensure proper function and to maintain warranty coverage.

6 **Customer Support**

6.1 **Service Availability:**

6.1.1 Operating Hours: Our customer service is available from 8:00 AM to 8:00 PM, Monday through Sunday.

6.1.2 Contact Channels: Customers can reach our service team via:

Phone: +86 19910273579

Email: sales@rjtech-offroad.com

Live Chat: Available on our website www.rjtech-offroad during business hours

Social Media: Responses typically within 48 hours on platforms such as Facebook, Twitter, and Instagram

6.2 **Response Time:**

6.2.1 Immediate Assistance: For phone and live chat, our goal is to connect you with a service

representative within 30 minutes.

- 6.2.2 Emails and Social Media: We aim to respond to emails and social media inquiries within 48 hours.
- 6.2.3 Complex Inquiries: Issues requiring further investigation will receive an initial response within 48 hours, with regular updates provided as the situation is resolved.

6.3 **Quality Assurance:**

- 6.3.1 Training: All customer service representatives undergo rigorous training on our products, policies, and conflict resolution to ensure knowledgeable and effective service.
- 6.3.2 Monitoring: Calls and interactions are occasionally monitored and reviewed for quality purposes.

6.4 **Customer Feedback:** Following a customer service interaction, we may send a short survey via email to gather feedback on the service provided.

6.5 **Multilingual Support:** Customer service is available in English, German and Chinese, catering to our diverse customer base.

7 **Feedback and Complains**

7.1 **Channels for Submission:**

- 7.1.1 Online Feedback Form: Available on our website, this form allows customers to submit feedback directly to our customer service team.
- 7.1.2 Email: Customers can send feedback or complaints to our dedicated email address sales@rjtech-offroad.com.
- 7.1.3 Phone: Feedback can be provided by calling our customer service number +86 19910273579 during business hours.
- 7.1.4 In-Person: Customers visiting our dealerships or service centers can provide feedback directly to staff, who will record and forward it to the relevant department.
- 7.1.5 Social Media: Feedback and complaints can also be submitted via our social media platforms, where our team will respond promptly.

7.2 **Processing Feedback and Complains:** All feedback and complaints received will be acknowledged within 24 hours of submission.

7.3 **Review Process:**

- 7.3.1 Initial Assessment: Each piece of feedback and complaint is initially assessed by a customer service representative to determine the nature and urgency of the issue.
- 7.3.2 Investigation: For complaints, a thorough investigation is conducted. This involves gathering all necessary information, consulting relevant departments, and understanding the root cause.
- 7.3.3 Resolution:
 - 7.3.3.1 Feedback: We aim to implement constructive feedback into our continuous improvement processes. Customers providing feedback will receive a response detailing any actions taken or planned.
 - 7.3.3.2 Complaints: We aim to resolve complaints within 7 business days. If a complaint requires more time to resolve, we will inform the customer of the reasons and expected time frame.

7.4 **Escalation Procedures:**

- 7.4.1 Levels of Escalation: If a complaint cannot be resolved at the initial contact level, it can be escalated to higher levels of management:
 - 7.4.1.1 Level 1: Customer Service Manager
 - 7.4.1.2 Level 2: Department Head
 - 7.4.1.3 Level 3: Executive Management

7.5 Review and Reporting:

- 7.5.1 Regular Reviews: Feedback and complaint handling procedures are reviewed regularly to ensure they remain effective and meet customer needs.
- 7.5.2 Reporting: We provide regular reports on feedback and complaints to our management team, highlighting trends and areas for improvement.

Acknowledgment: By purchasing and using your VEHICLE from RJ Tech Limited, you acknowledge and agree to this aftersales terms and conditions.