

CFMOTO EXTENDED WARRANTY PROGRAM BENELUX

Dear customer,

We thank you for purchasing a QUAD ATV, UTV or SSV CFMOTO and are pleased to inform you that after the expiry of the general legal warranty of 24 months, your vehicle may be provided with an additional limited warranty for an additional 36 months. To do this, please read the following information carefully.

The warranty extension provided by MOOOF NV is of a conventional nature and follows the legal guarantee at the natural expiration of the term, as required by the provisions relating to sales to consumers in the Civil Code.

In order to benefit from the warranty extension, it is essential to observe the maintenance plan indicated in the use and maintenance manual, in accordance with the time intervals (whichever occurs first). We therefore invite you to rely on your trusted CFMOTO dealer who can support you competently and professionally for both ordinary and extraordinary interventions, taking advantage of CFMOTO's technical experience that qualifies him.

The acknowledgement of the warranty extension on the purchased vehicle is provided by MOOOF NV with registered office at Rijksweg 440, 8710 Wielsbeke, Belgium, is subject to the following conditions and coverage:

Art. 1/ General Terms and Conditions, Effective Date, Duration

The payout period of the additional warranty, with a duration of 36 months, runs from the expiry date of the seller's warranty, as stipulated by the Civil Code, provided that the vehicle was originally sold by MOOOF NV and whose warranty date was activated after August 2024. The vehicle you have purchased will join the program and benefit from the additional warranty service as cumulative if the following conditions are met:

- a) Full compliance with the maintenance plan provided for in the use and maintenance manual, both in the initial warranty period of 24 months and in the following 36 months in this program. If this maintenance has not been carried out by an authorized CFMOTO dealer, it is necessary that a so-called baseline measurement is carried out at the start of the additional warranty in order to verify that these maintenance instructions have been complied with. This measurement is not necessary if you had the ATV, UTV or SSV serviced by an authorized CFMOTO dealer;

- b) Completion of all maintenance in accordance with the time intervals provided for in the use and maintenance manual without exception;
- c) Availability of the original receipts/tax invoices attesting to compliance with the maintenance plan and with the details of the work carried out and the spare parts replaced. If the maintenance is carried out at the official CFMOTO network in Benelux (<https://cfmotobenelux.eu/contact/>), all details are recorded at the official CFMOTO dealer.

This QUAD ATV, UTV or SSV CFMOTO will be able to benefit under this program from the additional warranty provided directly by MOOOF NV which covers certain defects and functional deviations that may occur after the expiration of the legal warranty period of two years. All defects mentioned in the exclusions at the end of this document are expressly excluded. The «Warranty Extension» program is provided in the Benelux. The authorized CFMOTO dealer is obligated to repair any defects in the vehicle during the additional 36-month warranty period. The term «defect» refers to the failure of the parts or components listed below, as a result of which the vehicle does not drive or at least cannot be used safely. The Authorized Distributor consulted by the owner will, after verifying and diagnosing the defect and when it considers that the general terms and conditions of the program apply, repair the ATV, UTV or SSV by repairing and/or replacing the defective parts. Repairs and/or replacements will be carried out free of charge in terms of materials and work. However, consumables and labor will be charged to the customer.

Art. 2/ How to obtain the warranty service

The warranty extension is only provided through the network of authorized dealers. In the event of a defect/malfunction, go to an authorized dealer within 24 hours of the event occurring, and bring the warranty certificate and receipts/fiscal invoices proving that you are correctly complying with the maintenance plan in accordance with the time intervals. Defects or malfunctions caused by improperly performed repair or maintenance work by unauthorized or unqualified persons or personnel will result in the void of the additional warranty.

Art. 3/ Parts Covered by the Warranty Extension Program

FOR THE PRIVATE OWNER of purchase up to 36 months or up to 10,000 km, whichever comes first: Gearbox, Front- and rear gear case assy, chassis.

FOR THE PRIVATE OWNER of purchase up to 60 months or up to 15,000 km, whichever comes first: Chassis

Art. 4/ Exclusions

THE FOLLOWING VEHICLES ARE EXCLUDED FROM COVERAGE UNDER THE ADDITIONAL WARRANTY PROGRAM:

- Vehicles that have not fully complied with the maintenance plan as required in the use and maintenance manual in the initial 24-month period and in the subsequent 36 months;
- Vehicles for professional use;
- Vehicles whose years of life have been altered or which have been impounded or otherwise completely lost due to any cause, including accident, theft, fire;
- Vehicles that have undergone a modification to the electrical system;
- Vehicles that have been used during races and/or competitions.
- Vehicles serviced at a non-authorized CFMOTO service center in the BENELUX.
- The warranty is only granted for vehicles purchased in the sales network of MOOOF NV.

THE PRESENCE OF ANY OF THE FOLLOWING CIRCUMSTANCES EXCLUDES COVERAGE FROM THE WARRANTY EXTENSION:

- Damage resulting from non-compliance with the periodic maintenance specified by the brand;
- Damage resulting from repairs or maintenance carried out without following the brand's specifications;
- Damage resulting from maintenance that does not meet the brand's specifications and standards;
- Damage resulting from improper use of the vehicle or use for any competition;
- Damage resulting from methods other than those indicated in the use and maintenance manual or use outside the limits of the specifications indicated and/or recommended by the brand (maximum permissible load, engine speed, etc.);
- Damage resulting from the use of non-original parts and accessories, or from the use of petrol, lubricants and fluids with specifications other than those indicated in the use and maintenance manual;
- Damage caused by modifications not approved by MOOOF NV (modifications to the engine, chassis, electronics, weight reduction and other modifications);
- Damage caused by time (natural fading of coloured surfaces, chrome-plated surfaces, loose stickers and other damage);
- Damage resulting from improper storage or transport;
- Damage as a result of an accident or external event;
- Damage resulting from the use of contaminated, corroded, or improper fuel;

- Damage related to mechanical, electrical, and electronic parts or components not expressly mentioned in Section 3;
- Vehicles used as taxis, rented out or used for a driving school;
- Damage caused by exposure of the product to soot and smoke, chemical agents, animal waste, seawater, salinization, salt and other external agents;
- Damage resulting from normal wear and tear from its use;
- Damage caused by cosmetics, cleaning products and high-pressure washing;
- Damage resulting from intent or negligence on the part of the owner, the driver or any other third party to whom the vehicle has been entrusted for whatever reason;
- Damage caused by component failures that, while covered by the Warranty Program, result from defects in parts not covered by this Warranty Program;
- Damage resulting from fire, short circuit, collision, theft, explosion or weather;
- Damage that is the result of an external cause, of an external object and/or cannot be traced back to an accidental defect;
- The warranty is void if the vehicle is found to have altered or damaged its identification data – VIN code, serial numbers, etc. As well as the information on the documents does not match the information on the vehicle.
- Damage due to a lack of and/or insufficient amount of coolant or loss of efficiency therefrom;
- Damage due to a lack of and/or insufficient amount of engine oil and transmission oil.

IN ADDITION, THE WARRANTY EXTENSION DOES NOT COVER THE FOLLOWING:

- Parts: Spark plugs, fuel filters, oil filters, air filters, drive chains, batteries, friction masses, transmission belts, clutch clocks, cables, wiring, brake pads, brake shoes, brake discs, clutch plates, light bulbs, LED lights, fuses, engine brushes, rubber footrests, belts, tires, inner tubes, pipes and other rubber parts, exhaust, dashboards, power steering including control unit, shock absorbers, plexiglass shield included brackets, winch, body parts and all associated parts, gaskets, seats, upholstery, padding;
- Lubricants: Oil, grease, battery acid, radiator fluid, brake fluid, clutch fluid, differential fluid and others specified by CFMOTO;
- Cleaning, inspections, adjustments and periodic maintenance;
- Accessories: even if they are original and original mounted;
- Natural engine noises and vibrations that do not affect the function, operation or service life of the machine;
- Additional costs: costs incurred for communication, transport, meals and other in the event of vehicle breakdown, compensation for loss of time, commercial losses or costs for renting vehicles to replace the vehicle during the repair period, disposal fees,

compensation for not being able to use the vehicle, consequential damage to parts excluded in this agreement.

Art. 5/ Inspection right

In the event of a warranty claim, MOOOF NV reserves the right to examine the vehicle and subject the damage to an (extra)judicial expert report.

Art. 6/ Reimbursement limit

For the entire duration of the additional warranty, the maximum reimbursement limit for each intervention is set in proportion to the total duration of the cover, should more breakdowns occur, the total repair can never exceed the current value of the vehicle.

Art. 7/ Communication on transfer of ownership

The coverage of the additional warranty can be transferred to a new private owner for the remaining warranty period. At the same time that the vehicle is transferred, the new owner must obtain the warranty certificate associated with the vehicle. The new owner must pass on his personal data, purchase document together with the owner documents to MOOOF NV via the following e-mail address: INFO@MOOOF.EU

no later than 30 days after the transfer of ownership, under penalty of forfeiture of the above-mentioned warranty conditions.