



WARRANTY TERMS AND CONDITIONS

Raptee Energy Private Limited (the Company), a company incorporated under the Companies Act, 2013, having office at 2/850, Gowri Nagar, Lalithambal Nagar, Mugalivakkam, Chennai, Tamil Nadu 600125 (hereinafter referred to as 'Raptee.HV, We, US or The Company) issues this Warranty policy to its Customers enshrining the Warranty provided to all its Customers who purchase the Raptee Motorcycle manufactured by the Company in its plant and sold through authorized channel.

1. Our electric motorcycles are engineered with precision, tested rigorously, and designed for superior performance, safety, and reliability and our motorcycle is manufactured and will be free from any defect in material and workmanship. However, operating in harsh environmental conditions may affect your Motorcycle's appearance and performance. For guidance on maintenance and care, PLEASE READ THE OWNER'S MANUAL THOROUGHLY.
2. Notwithstanding anything else contained to the contrary under this Agreement or any other materials, statement, catalogue, brochure or any other advertisement materials provided by the Company regarding the warranty, the terms and conditions mentioned herein will prevail.

3. Scope of Warranty

Warranty Coverage: Subject to the other terms and conditions of this Policy and the exclusions stipulated herein, under Normal Use, the Raptee.HV warrants that:

- 3.1 All new Raptee.HV Motorcycles along with the charger are covered under warranty for 3 years (36 months) from the date of sale or a mileage of 30,000 kilometers, whichever occurs earlier.
- 3.2 The warranty on battery unit comprising of the Battery and the Battery management System shall be for a period of 8-year from the date of sale or a mileage of 80,000 kms, whichever occurs earlier.

This warranty is valid from the date of purchase and is transferable to subsequent owners provided that details of such transfer is communicated to Raptee.HV within 30 days of such change. All obligations and terms shall be binding upon the transferee.

4. Warranty Conditions

To qualify for warranty service, the following conditions must be met Normal/Proper use: For avoidance of any doubt, Normal use for purpose of this Policy shall mean:

- 4.1 (i) The use of the Motorcycle in the manner in which it is intended to be used by the rider and a passenger with proper safety equipment(s) in accordance with the applicable local regulations.
(ii) Undertaking proper care and maintenance of the Motorcycle in accordance with the procedure prescribed in the user manual.
(iii) Charging the Vehicle only using the charger provided by the Company or approved AC car chargers and in the CCS2 AC/DC outlets approved by the ARAI.
(iv) Not using the Motorcycle for any commercial purposes.

- 4.2 In the event that any part of the Raptee.HV are replaced under this warranty, Raptee.HV reserves the right to determine, at its sole discretion, the selection of replacement parts. All parts that are removed and/or replaced during the warranty period shall become the exclusive property of Raptee.HV and may be retained or disposed of by Raptee. HV as it deems appropriate. The battery and parts repaired or replaced under this warranty shall be covered only for the remainder of the original warranty period.
- 4.3 Authorized Service Centers: To remain eligible for warranty benefits, the customer must obtain all free and paid service I from Raptee HV's authorized workshop as per the recommended service schedule.
- a. 1st Free Service: 1,000km or 1 month (whichever is earlier)
 - b. 2nd Free Service: 5,000km or 6 months (whichever is earlier)
 - c. 3rd Free Service: 10,000km or 1year (which is earlier)
 - d. Each paid service thereafter must be completed at intervals of 5,000km or 6 months, which occurs earlier from the date of sale, and not based on the previous service date or kilometers covered.
- 4.4 The warranty provided by Raptee.HV constitutes the sole and exclusive warranty available and shall not be extended or modified by any dealer or agent. Raptee.HV reserves all its rights to make changes/improvements to the design or features of its motorcycles without any obligation to update previously sold models. Warranty service must be provided by Raptee.HV or an authorized service center to ensure the validity of the warranty

5. Warranty Exclusions

- 5.1 The warranty provided to the Raptee.HV shall not cover the following components of the Raptee.HV Motorcycle:
- 5.1.1. Normal Wear and Tear components: All components excluding the battery which are subject to normal wear and tear and ageing, including but not limited to: brake shoes/lining, brake pads, fasteners, communication and navigation systems, suspension, washers, Belt drive, seals, cables, rubber and consumables such as brake fluid, Gear box and grease etc.
 - 5.1.2 The Tyres (front and rear) and the Auxiliary battery will be covered by the respective OEM supplier warranty
 - 5.1.3 Rubber and plastic parts.
 - 5.1.4. Electrical components such as bulbs, fuses, electrical wiring cut/damaged due to external factors.
 - 5.1.5. Damage caused by improper use/maintenance or failure to follow maintenance according to the operating manual.

6. Limitation of Warranty

Notwithstanding any other provision in this policy or any other related document, the Warranty provided by the Raptee.HV shall be deemed void and will not apply under the following circumstances:

- 6.1 Any damage, repair, malfunction, or defect in the Raptee.HV Motorcycle caused due to:
- 6.1.1. Raptee.HV Motorcycle being involved in any accidents, crashes, falls, collisions which may or may not be attributable to the negligence of the rider.
 - 6.1.2 Any illegal alterations or modifications being made to Raptee.HV Motorcycle

- 6.1.3 Use of the Raptee.HV motorcycle for any commercial purposes.
- 6.1.4 Damages resulting from theft and/or attempted theft or vandalism.
- 6.1.5 Installation of any additional accessories/part by any other party other than the entities duly authorized by Raptee.HV
- 6.1.6 The warranty will be void if the battery sustains damages or is tampered with, including but not limited to: intentionally attempting either by physical means, programming or any other methods leading to physical damage or exposing the battery to direct flame or flooding/submerging the battery in water.
- 6.1.7 Improper use the warranty will be void if the Raptee.HV Motorcycle is used for any purpose other than the Normal use, including but not limited to:
 - (i) Commercial activities
 - (ii) Racing or competitive events
 - (iii) Off-road riding
 - (iv) Stunt riding or other forms of misuse which may cause undue stress on the motorcycle's components and are not covered under the warranty.
- 6.1.8 Improper storage or the Raptee.HV Motorcycle – the warranty shall not cover damage resulting from improper storage of the Raptee Motorcycle, including but not limited to:
 - (i) Exposure to extreme temperatures
 - (ii) High humidity or moisture
 - (iii) Direct sunlight for prolonged periods
 - (iv) Storage in areas prone to flooding or water ingress
 - (v) Contact with corrosive substances or any other improper storage conditions which lead corrosion, battery degradation, and other issues not covered under warranty
- 6.1.9 The warranty shall be void if the Raptee.HV is used or installed with any parts or equipment which are not sold/supplied by the Raptee.HV or its authorized partners, including but not limited to, the use of third-party charging equipment, third party cables, or any non-approved accessories. The usage of unauthorized parts or equipment can compromise the safety, performance and integrity of the motorcycle and may lead to damage not covered under warranty.
- 6.1.10 The warranty shall be void if any maintenance or repairs is performed outside of a Raptee.HV's authorized service center or authorized personnel.
- 6.1.11 The warranty shall be void if the customer is not availing the free services and paid services as per the recommended schedule at Raptee.HV's authorized workshop.
- 6.1.12 The warranty shall be void if the operation of the Raptee.HV Motorcycle is done against the rules specified in the owner's manual.

- 6.1.13 The warranty shall be void if the Raptee.HV's Motorcycle's Vehicle Identification Number or registration number is being tampered, altered, modified or removed.
- 6.1.14 The damages on vehicle's painted surface caused due to industrial pollution or other external factors including storage of Raptee.HV's Motorcycle under direct sunlight for prolonged time.
- 6.1.15 The usage of any consumables oil, grease, gasket, rings, etc. belts which are not sold or approved by Raptee.HV.
- 6.1.16 The Failure to report any defect to Raptee.HV or its Authorized Partner within a period of 5 (five) days resulting in additional costs or additional damage to the Vehicle.
- 6.1.17 Any defect(s) or trim deterioration developing on account of external factors such as environmental factors; including but not limited to fading/peeling/ rusting/lustre-loss of paint and/or stripes and/or plated parts, glass parts, rubber parts, seat leather tearing & cracking, aluminum parts oxidation and cracking & discoloring of control switches etc. or any damage resulting from soot and smoke, use of chemical, bird droppings or damage by sea water, sea breeze or salt.
- 6.1.18 Damage to the charger resulting from external factors, including but not limited to physical cuts, impact, water ingress, or tampering, shall not be covered under this warranty. Upon inspection and assessment by Raptee.HV's authorized service personnel, if it is determined that the damage is purely due to natural causes or unintentional use and not a result of misuse, negligence, or unauthorized modifications, Raptee.HV may, at its sole discretion, provide a refurbished charger, a new replacement unit, or carry out necessary repairs. The final course of action such as repair, replacement, or denial of warranty will be determined solely by Raptee.HV based on the nature and extent of the damage.
- 6.1.19 Damages arising due to power fluctuations, voltage surges, improper grounding, or usage with faulty, non-compliant, or unauthorized electrical wiring and connections shall not be covered under this warranty.

7. Battery Warranty

The Battery Warranty guarantees a minimum of 70% State of Health (SOH) (usable energy) from the warranty start date. If the State of Health of the Battery drops below 70% within the warranty terms, then the battery becomes eligible for replacement using approved replacement parts.

For warranty claims specific to Battery capacity, Raptee.HV will provide a replacement Battery which shall be appropriate to the age and mileage of the vehicle. The replacement battery shall be sufficient to achieve or exceed the minimum Battery capacity for the remainder of the original battery's warranty period. Please note that the vehicle's range estimates are an imperfect measure of Battery capacity, as they are affected by additional factors beyond Battery capacity. The measurement method used to determine Battery capacity, and the decision of whether to repair, replace, or provide reconditioned or remanufactured parts, and the condition of any such replaced, reconditioned, or remanufactured parts, are at the sole discretion of Raptee.HV.

- 7.1 The warranty shall not cover damage caused to the battery due to failures or damage resulting from deep discharge of the battery—defined as allowing the battery to remain at critically low charge levels for extended periods are not covered under this warranty.
- 7.2 Over-Discharge & delayed Charging- If the Vehicle stops due to over-discharge of the battery and is not plugged in for charging within 24 hours from the time of stoppage.

- 7.3 Disabling or Switching off the vehicle's basic connectivity, preventing Raptee.HV from accessing Vehicle data during the warranty period.
- 7.4 This limited warranty is the only express warranty made in connection with the sale of the vehicle and battery by Raptee.HV. Any implied warranty, including any warranty of merchantability or warranty of fitness for a particular purpose is limited in duration to the stated period of this written warranty.
- 7.5 Raptee.HV shall not be liable for (a) any incidental, indirect or consequential damages of any kind whatsoever, and (b) any delay in servicing beyond its control or the control of its authorised dealerships/ workshops.
- 7.6 Any Battery replaced in warranty period despite it not being under warranty due to any of the above-mentioned conditions or any Exclusion to Warranty as above, will be on chargeable basis.

8. Force Majeure

An act of God or environmental factors, including, but not limited to, earthquake, war, terrorist attack, exposure to sunlight, airborne chemicals, lockouts, strike, riots, frost, tree sap, animal or insect droppings, road debris (including stone chips), industrial fallout, rail dust, salt, hail, floods, wind storms, acid rain, fire, water damage, contamination, lightning, animal or rodent related damages, and other environmental conditions.

9. Warranty Claim Process

To initiate a warranty claim:

- 9.1 The customer has to reach out to the nearest authorised service center of Raptee.HV and Submit the product details, proof of purchase and any other document required by the Raptee authorised service center.
- 9.2 The Raptee.HV authorised service center shall carry on the assessment and upon inspection and assessment by Raptee.HV's authorized service personnel, if it is determined that the damage is purely due to natural causes or unintentional use and not a result of misuse, negligence, or unauthorized modifications, Raptee.HV may, at its sole discretion proceed with the claim in accordance with the terms of this warranty.
- 9.3 Resolution: If the claim is valid, Raptee.HV will repair or replace the defective part at no cost. The final course of action such as repair, replacement, or denial of warranty will be determined solely by Raptee based on the nature and extent of the damage.

10. Product Liability

- 10.1 The Raptee.HV's shall be under obligation under this warranty to repair or replace, free of cost, those parts of the vehicle which upon examination by the Raptee.HV may prove to the satisfaction of the Raptee.HV to have a manufacturing defect, a defective design or deviates from manufacturing specifications and are not due to improper use.
- 10.2 The parts damaged proximately, directly and solely due to the identified malfunctioning will also be considered for free of labour charges and charges of parts, provided it is acknowledged by Raptee.HV that the same is not caused due to misuse / improper handling. Raptee.HV's decision to repair or replace any part during the warranty period will be final.
- 10.3 The Raptee.HV's obligations under this warranty are limited solely to the express terms stated herein.

11. Transfer of Ownership

- 11.1 If the customer sells the Raptee.HV Motorcycle during the Warranty period to any third party, the same shall be duly intimated to Raptee.HV within a period of 7 days from the date of sale and the Raptee Motorcycle must be transferred to the name of the subsequent buyer.
 - 11.2 Subject to the customer adhering to the clause 11.1 above, the remaining Warranty period at the time of the sale will be available to the buyer, provided that the transfer complies with the terms and conditions of this Policy.
 - 11.3 Notwithstanding any other provision mentioned herein, if the Raptee.HV Motorcycle is sold or transferred to any person who is intending to use the Raptee.HV Motorcycle for commercial purpose, the warranty provided under this policy shall be deemed void from the date of such sale or transfer
12. Except for the warranties provide herein, Raptee.HV does not offer any other warranties or promises, whether express or implied and this warranty constitutes the sole guarantee for the motorcycle, superseding all other warranties.

13. Modifications

Raptee.HV reserves the right to modify this Warranty Policy. Raptee.HV will post updates on its website. It is the responsibility of the Customer to review the latest version regularly.

14. Dispute Resolution

In case of the dispute not resolved through the warranty process this Warranty Policy shall be governed by the laws of India. The consumer may approach the Consumer Dispute Redressal Forum as per the provisions of Consumer Protection Act, 2019 and the Courts in Chennai have exclusive jurisdiction to adjudicate any dispute regarding the warranty claims.