

Tevva Warranty Statement

1. Purpose

Tevva Motors Limited ("Tevva") stands behind its products. That's why we offer a market-leading warranty to be a reliable partner in strengthening your business. Our decision-making process is fast and fair, so you can have peace of mind when working with Tevva.

2. Warranty duration and scope

Subject always to the process in clause 7 being followed and to the exclusions in clause 4, Tevva vehicles are covered by:

a) **Manufacturing Warranty** - a three (3) year warranty that your Tevva vehicle is free from material manufacturing defects (which can be extended by two (2) years on payment of an agreed premium) or for a total distance of 500,000 miles (800,000 kilometres), whichever comes sooner. These warranties protect your Tevva vehicle from failures caused by material manufacturing defects, including but not limited to the following:

- i. all mechanical components;
- ii. all electrical components;
- iii. all non-mechanical or non-electrical components – (including, but not limited to) heater matrix, battery cooling system, radiator, alarm system, airbag system, immobiliser, body panels;
- iv. embedded control systems;
- v. black box items – high voltage (HV) batteries, battery management system (BMS), e-motors/transmission and power distribution unit (PDU).
- vi. hydrogen range extender (REX) and hydrogen storage tanks – model year 2023 onwards;
- vii. glider chassis;
- viii. working materials and top-up of fluids due to a warranty repair/replacement.
- ix. all panels and trims, internal and external;
- x. interior items – (including, but not limited to) seats, buttons, handles, cup holders, seat belts, steering wheel, switchgear, carpets, dashboard, and
- xi. glass items – windshield, windows and mirrors (stress fractures only).

b) **HV Battery Warranty** - a warranty that the capacity of such battery shall remain above 70% of the original capacity for 8 years or for a total of 500,000 miles (800,000 km), whichever comes sooner. Should the capacity of the HV battery drop below 70% of the original capacity during the 8 years, the battery will be deemed unfit for purpose. If the HV battery is not repairable by Tevva, a new or remanufactured battery will be installed free of charge within the warranty period;

(together, the **Warranties**).

3. Warranty Start

The Warranties will be activated on either:

- the first registration of the vehicle; or
- the delivery date if registration is not required due to the vehicle's intended operation.

4. What is not covered?

The Warranties shall not apply to:

- a) any aftermarket part that is not directly manufactured by Tevva or supplied by an authorised Tevva supplier;
- b) any repairs required to a Tevva vehicle (or any failure of any Tevva vehicle to meet the requirements of either or any of the Warranties) caused by or arising out of:
 - i. any accident, acts of misuse, neglect, abuse, mishandling, vandalism or wilful or accidental third-party damage (including any total insurance write-off);
 - ii. damage caused by a driver's negligence;
 - iii. misapplication, modification, alteration, adjustment or improper installation in any way (including but not limited to that which compromises the mechanical, electrical or structural integrity of the Tevva vehicle) performed by a party other than Tevva (or its authorised representatives);
 - iv. preventative maintenance not being undertaken per Tevva's specification.
 - v. an event of force majeure;
 - vi. fire (not caused by the Tevva vehicle);
 - vii. flood, weather conditions, any failure due to an external natural phenomenon, or excessive dust, chemicals, oils, salt water and sunlight;
 - viii. site conditions, vegetation, rodents, other animals or insects;
 - ix. vehicle impact damage;
 - x. the high voltage battery is not being maintained with between 35% to 50% of charge whilst in storage.
 - xi. any other use or modifications for any purpose not explicitly made known in writing by you to Tevva before Tevva accepts your order of the Tevva vehicle.
 - xii. any failure by you or your employees, agents, or subcontractors to follow any instructions or documentation provided by Tevva regarding the operation or maintenance of the Tevva vehicle.
 - xiii. connection to an incorrect or faulty mains supply voltage (including voltage surges outside the Tevva vehicle's specification), overloading, transport, or storage damage.
 - xiv. the ignoring of advice provided by the Tevva vehicle's information system or dashboard warning lights;
 - xv. normal 'wear and tear' on parts, including but not limited to friction and consumable items such as lubricants, filters, brake pads, wiper blades, tyres, exhaust components and shock absorbers; and
 - xvi. odometer tampering.

5. What costs are covered?

All parts and labour will be covered free of charge if the Tevva vehicle complies with each of the Warranties within their respective warranty periods.

6. Which costs are excluded from coverage?

Tevva will be excluded from liability for any loss of profits, loss of business, depletion of goodwill or similar losses or loss or corruption of data or information, or pure economic loss, or for any special, indirect, or consequential loss, costs, damages, charges, or expenses however arising under these terms, including but not limited to the following:

- i. travel or lodging expenses;
- ii. vehicle rental charges;
- iii. telephone calls;
- iv. routine servicing costs;
- v. accident damage; and
- vi. replacement of wear and tear items.

7. Warranty process

For Tevva to accept a claim by you under either of the Warranties, it is a strict requirement that:

- a) you notify any Tevva authorised repairer (as set out on Tevva.com) without delay as soon as reasonably practicable after the relevant manufacturing defect is noticed or should have been noticed);
- b) following such notification by you, you must
 - i. take the Tevva vehicle to any Tevva authorised repairer (as set out on Tevva.com);
 - ii. provide the service history; and
 - iii. describe the issue giving rise to the claim in as much detail as possible.

If reasonably possible, we will then:

- diagnose and rectify faults using original parts;
- process the claim and record your visit on our system; and
- ensure your Tevva vehicle meets the requirements of the Warranties.

8. Transfer of ownership

The Warranties will continue to apply until the end of their respective warranty periods, provided all the above conditions have been followed and are assignable (subject to Tevva's prior written consent).

9. Warranty parts

All the parts taken off the Tevva vehicle after a warranty repair automatically become the property of Tevva.

10. Change of warranty terms

Tevva reserves the right to change any terms and conditions of the Warranties without previous notice.

Except as expressly and specifically provided in this agreement, all warranties, representations, conditions, and all other terms of any kind whatsoever implied by statute or common law are, to the fullest extent permitted by applicable law, excluded from this agreement.