

# POLICIES & WARRANTY

The Good Car Company exists to decarbonise transport by making electric vehicles affordable. We are a social enterprise, striving to reduce the barriers to electric vehicle uptake. This document details our policies from vehicle handover and throughout the vehicle warranty period.

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BE SAFE

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# DEFINITIONS

**GoodCar.Co:** Is Electric Vehicle Imports Pty Ltd, trading as the Good Car Company, referred to as GoodCar.Co

**Customer:** The person or entity that has purchased the vehicle

**Operator:** The person who will be registering the vehicle on Australian roads

**Australian Second Hand Car:** A car that was originally sold in Australia by the vehicles Original Equipment Manufacturer (OEM). (Note the Good Car Guarantee applies differently to these vehicles)

**Handover/final Delivery:** The time the customer takes physical possession of the vehicle.

# VEHICLE HANDOVER

## VEHICLE SUPPLIED IN 'AS IS' CONDITION

The vehicle is supplied in an “as is” condition. This will be according to the condition defined in the relevant “Pre Sale Disclosure” or equivalent, and any contracts entered into by GoodCar.Co and the Customer.

Please inspect the vehicle before taking possession. Any significant defects should be brought to the attention of GoodCar.Co immediately and we will make suitable arrangements.

## COLLECTION NOTES

In order to reduce overheads and the ultimate cost of our vehicles to customers, we ask that our customers do some leg-work. We ask all of our clients to help register their car, it's pretty straightforward and the details are laid out below, and in communication from us close to when the customer will be receiving their car.

- The vehicle will be supplied with a local roadworthy certificate and in good working order, at the agreed handover location
- As standard the vehicle **is not** supplied with registration. The customer

will be responsible for registering the vehicle at their own cost.

- Some vehicles are supplied with registration. This is declared at purchase. If registration is not declared it is assumed the vehicle is sold without registration
- GoodCar.Co will supply all necessary paperwork in either hard or electronic form, to enable completion of the transaction and registration
- Full payment will be received prior to delivery of the vehicle
- Any relevant forms or information required as applicable in the new operator's jurisdiction will be completed or provided prior to delivery
- Ownership of the vehicle transfers to the customer when the customer has paid in full for the vehicle
- The customer will be requested to register the vehicle as per their local state government requirements. In some cases, vehicles will be supplied by GoodCar.Co with registration and if so the customer will be made aware of such prior to handover.

**Contractual details take precedence over this document.**

# CONSUMER GUARANTEE

If there is a manufacturing related fault with your car, in addition to your rights under GoodCar.Co's Warranty and any Extended Warranty policy that you may have purchased, you are also entitled to a remedy in accordance with your Consumer Guarantee rights under the Australian Consumer Law. Consumer Guarantees are automatic guarantees that apply to goods and services you purchase, including guarantees that goods will work and do what is expected of them.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.

GoodCar.Co wants you to be happy with your vehicle. If you have a problem, please get in touch.

# RETURNS POLICY

GoodCar.Co has a 7 (calendar day) return policy, the following conditions apply:

- The 7-day policy starts on the day of handover
- The vehicle is returned in original condition, defined as the condition at the time of handover to the customer
- This return policy does not cover incidental or consequential damages such as loss of the use of the vehicle, inconvenience or commercial loss.
- If the return is due to a major problem as defined by the [ACCC](#) then the cost of the return of the vehicle will be born by GoodCar.Co
- Any costs incurred by the customer post-handover will not be returned, including stamp duty

If you are unsatisfied with the vehicle and it meets the return conditions outlined in this policy, you may return it, and we will refund the purchase price, excluding any additional costs.

- The customer will pay back to GoodCar.Co any trucking charge paid by GoodCar.Co to move the vehicle including but not limited to moving the vehicle either from our facility to the customer (if relevant), and from the customer back to our facility in Melbourne, Sydney or Hobart, whichever is closest to the vehicle location.
- A restocking fee of \$2000 will be charged.
- The trucking and restocking fee will be deducted from your return of funds.
- GoodCar.Co will pay the customer their money as soon as it is available to the company, without unnecessary delay. The customer accepts that money may not be immediately available, but that they are recognised as a creditor to be paid as soon as possible.

**The 7 day returns policy applies to all second-hand cars**

# WARRANTY

## LIMITATION OF WARRANTIES AND OTHER WARRANTY TERMS

This warranty does not cover incidental or consequential damages such as loss of the use of the vehicle, inconvenience or commercial loss.

This warranty is provided to the original owner(s) of a vehicle originally sold by GoodCar.Co. The vehicle must be registered in Australia and normally operated in Australia.

Any implied warranty of merchantability and fitness for a particular purpose shall be limited to the duration of this written agreement.

Where an existing Manufacturers Warranty applies to the vehicle, your vehicle is not warranted by The Good Car Company, except for any statutory warranty obligation that the Good Car Company may be responsible for.

## THE WARRANTY BEGINS

The warranty period begins at the time the vehicle is delivered to the Good Car Companies first retail buyer.

## FOR HOW LONG AND WHAT IS COVERED

The basic coverage period is 6 months or 7000 kilometers, whichever comes first. This warranty covers any repairs needed to correct defects in materials or workmanship of all parts and components of each vehicle supplied by GoodCar.Co subject to the exclusions listed under the heading "WHAT IS NOT COVERED" or, if the part is covered by one of the separate coverages described in the following sections of this warranty, that specific coverage applies instead of the basic coverage.

If you have selected an extended warranty, this extends the warranty by 12 months and an additional 12,000 kilometers, whichever comes first.

## POWERTRAIN COVERAGE

The powertrain coverage period is 6 months or 7000 kilometers, whichever comes first.

This warranty covers any repairs needed to correct defects in materials or workmanship.

Powertrain coverage applies to components listed below, under the headings Drivetrain, Restraint System, and Electric Vehicle System as supplied by the original equipment manufacturer (OEM) (eg Nissan, Peugeot), subject to the exclusions listed under the heading “WHAT IS NOT COVERED”.

## **DRIVETRAIN**

Drive shafts, final drive housing and all internal parts, universal joints, bearings, seals and gaskets.

## **RESTRAINT SYSTEM**

Air bags and related electronic control systems.

## **ELECTRIC VEHICLE SYSTEM**

Motor, Inverter unit, VCM, Reduction gear, DC/DC converter, Onboard charger, Onboard charger connector, and trickle-charge cable.

## **LITHIUM-ION BATTERY COVERAGE**

The lithium-ion battery coverage period is as specified in the table titled “Lithium-Ion Battery Warranty Period” (below). This warranty covers any repairs needed to correct defects in materials or workmanship subject to the exclusions listed under the heading WHAT IS NOT COVERED.

## **LITHIUM-ION BATTERY CAPACITY COVERAGE**

**Aim:** Our Lithium Ion Battery capacity Warranty is to protect the customer from serious or catastrophic loss of battery capacity. Goodcar undertakes a series of battery checks to ensure vehicles supplied meet our quality standards. In the event of a vehicle still degrades excessively the warranty applies (see below)

In addition to the lithium-ion Battery Coverage for defects in materials or workmanship, the lithium ion battery is also warranted against catastrophic battery failure, measured as capacity loss from the delivery date. The battery capacity on Nissan Leafs will be as measured by the LeafSpy Pro Application or other software nominated by the Good car Company as recorded in the Battery State of Health readout (SOH) and on other vehicles from the relevant battery diagnostic tool. For the battery capacity warranty, the battery SOH for the beginning of the warranty period, will be the measurement taken most recently prior to hand-over of the vehicle.

This warranty covers any repairs needed to return battery capacity of no less than the battery SOH at the time of sale minus the maximum capacity loss. If possible, the lithium-ion battery components will be repaired and installed or replaced and installed at the sole discretion of GoodCar.Co. In the event of replacement, the original battery will remain the property of GoodCar.Co

and the replaced or refurbished battery will become the property of the vehicle owner.

Applicable warranty duration is 6 months or 7000km (whichever occurs first). We warrant the battery won't degrade more than 4.5% in that period. If you have selected an extended warranty, this extends the warranty duration to a total of 12 months or 14,000 kms from the time of handover, whichever comes first. We warrant that the battery will not degrade more than 7.5% in that period.

Example 1: If you purchased a Nissan Leaf ZE1 40kWh with 90% battery "SOH", if after 6 months the battery SOH has dropped below 85.5% the battery warranty comes into effect. Goodcar will ensure the battery is brought back up to a capacity greater than 85.5%.

The repair workshop selected will be at the sole discretion of GoodCar.Co. The customer is responsible for expenses required to deliver the vehicle to the repair workshop selected by GoodCar.Co.

This Lithium-Ion Battery Capacity Coverage is subject to the exclusions listed under the heading "WHAT IS NOT COVERED"

## WHAT IS NOT COVERED

This warranty does not cover damage, failures or corrosion resulting from or caused by:

- Failure to operate the vehicle in accordance with the OWNER'S MANUAL.
- Misuse, such as overloading, using the vehicle for purposes for which it was not designed by the OEM, driving over curbs, or using the vehicle as a power source using equipment not authorized by GoodCar.Co for this purpose.
- Failure of a component not covered by warranty.
- The 12V battery or key fob batteries.
- Racing and competitive driving.
- Use of the vehicle as a taxi or rideshare service.
- Damage caused by car washing.
- Theft, vandalism, fire, flooding, or immersion of battery in water or fluids.
- Accident, collision, or being towed (Flat bed recommended).
- Repairs performed by anyone other than contractors approved by GoodCar.Co.
- Glass breakage, unless resulting from defects in material or workmanship.
- Corrosion including perforation from corrosion.
- Normal wear and tear, including dings, dents, chips, or scratches.
- Any failure or incomplete usage of aftermarket accessories such as dashcams, specialty

lighting that may be installed on the car prior to handover to the customer

From time to time Goodcar may offer “extended battery warranties”. The terms of these extended battery warranties are separate to this document titled “Policies and Warranties”.

Note: Complaints related to failure to comply with proper use of the vehicle as described in the applicable OWNER’S MANUAL (including the lack of availability or use of proper fluid), or the vehicle’s lack of compliance with local regulations or environmental requirements of any country (other than Australia) are NOT covered by this warranty.

## **DAMAGE OR FAILURES DUE TO ALTERATION OR MODIFICATION**

This warranty does not cover damage, failures or corrosion resulting from or caused by:

- Alteration, tampering, or improper repair.
- Installation of non-OEM approved accessories or components.
- Improper installation of any OEM approved aftermarket accessory or component.
- A vehicle that has had odometer mileage altered, repaired or replaced or one for which the actual vehicle mileage cannot be correctly and readily determined.

## **DAMAGE, FAILURES OR CORROSION FROM ENVIRONMENTAL CONDITIONS**

This warranty does not cover damage, failures or corrosion resulting from or caused by: Stone chipping, chemical fallout (acid rain), tree sap, salt, hail, wind-storm, lightning, flood or other environmental conditions.

## **DAMAGE, FAILURES OR CORROSION DUE TO LACK OF OR IMPROPER MAINTENANCE**

This warranty does not cover damage, failures or corrosion resulting from or caused by:

- Lack of performance of proper maintenance services as outlined in your OEM SERVICE & MAINTENANCE GUIDE.
- Use of improper or dirty fluids or lubricants.
- Use of parts not equivalent in quality or design to parts supplied by the OEM.

## **MAINTENANCE SERVICE EXPENSE**

This warranty does not cover normal maintenance services as specified in your OEM SERVICE & MAINTENANCE GUIDE such as cleaning and polishing, wheel alignment, headlight aiming,





replacement of filters, replacement of windshield wiper inserts, lubricants, coolant, worn brake pads, drums and rotors.

## **SEAT BELTS AND TYRES**

Seat belts and tyres are not covered by this warranty.

## **LITHIUM-ION BATTERY**

This warranty does not cover damage or failures resulting from or caused by:

- Exposing a vehicle to ambient temperatures above 49°C for over 24 hours continuously.
- Storing a vehicle in temperatures below -25°C for over seven days.
- Leaving your vehicle for over 14 days where the lithium-ion battery reaches a zero or near zero state of charge.
- Physically damaging the lithium-ion battery or intentionally attempting to reduce the life of the lithium-ion battery.
- Exposing the lithium-ion battery to contact with a direct flame.
- Immersing any portion of the lithium-ion battery in water or fluids.
- Opening the lithium-ion battery enclosure or having it serviced by someone other than a certified or suitably-qualified and competent technician.
- Neglecting to follow correct charging procedures.
- Use of incompatible charging devices.
- Consequential damage caused by the failure to repair an existing problem.

## **GRADUAL CAPACITY LOSS**

The lithium-ion battery (EV battery), like all lithium-ion batteries, will experience gradual capacity loss with time and use. Loss of battery capacity due to or resulting from gradual capacity loss is NOT covered under this warranty beyond the terms and limits specified in the LITHIUM-ION BATTERY CAPACITY COVERAGE above. See your OWNER'S MANUAL and GoodCar.Co for important tips on how to maximize the life and capacity of the "Lithium-ion battery."

## **SALVAGE TITLE**

This limited warranty does not apply to any vehicle, and is rendered void if the vehicle is (or ever has been) issued a "salvage" or similar title under any state's law; or has ever been determined to be a "total loss" or equivalent by any insurance company, such as by payment of a cash payment of claim in lieu of repairs because of a determination that the cost of repairs exceeded the actual cash value of the vehicle.

## MAINTENANCE, DATA ACCESS, AND RECORDS

As a condition of this warranty, you are responsible for properly using, maintaining and caring for your vehicle as outlined in your OWNER'S MANUAL and your OEM SERVICE & MAINTENANCE GUIDE, and maintaining copies of all maintenance records & receipts for review by the Good Car Company in the event of a claim against this warranty. In the event of a claim, we will require a service history including an EV Battery Usage Report, using the Good car Companies preferable software battery reporting products. Any damage or failure resulting from a failure to have routine services performed, or that could have been avoided had these services been performed, is not covered under warranty. Evidence of the performance of the required maintenance should be kept and presented as proof of such maintenance in connection with related warranty repairs. In the event of a claim against this warranty, we require access to relevant data stored on vehicle systems for the purpose of vehicle diagnosis and repair. Failure to provide access to the relevant data may result in denial of warranty coverage.

## BE SAFE

### \*ELECTRICS ONLY\*

- The EV system uses high voltage up to 403V. The system can be hot during and after operation. Be careful of both the high voltage and the high temperature. Obey the caution labels that are attached to the vehicle.
- Never touch, disassemble, remove or replace high voltage parts and cables as well as their connectors.
- High-voltage cables are orange. Touching, disassembling, removing or replacing those parts or cables can cause severe burns or electric shock that may result in serious injury or death.
- To avoid personal injury, do not touch high-voltage wiring, connectors or high-voltage parts inverter unit, lithium-ion battery etc.).
- If exposed electrical wires are visible inside or outside of your vehicle, an electric shock may occur. Never touch the electric wires.
- If the vehicle receives a strong impact to the floor while driving, stop the vehicle in a safe location and check the floor.
- If you discover a leak or damage to the lithium-ion battery, contact your mechanic immediately.
- Never touch fluid leaks inside or outside the vehicle. The leak may be lithium manganate from the lithium-ion battery. If it contacts your skin or eyes, wash it off immediately with a large amount of water or if possible, boric acid solution. Get immediate medical attention to help avoid serious injury.
- If a fire occurs in the vehicle, leave it as soon as possible. Never use a fire extinguisher that is not meant for use on electrical fires. Using even a small amount of water may make the

fire worse.

- If your vehicle needs to be towed, do it with the front wheels raised. If the front wheels are on the ground when towing, the motor may generate electricity. This may damage the components of the EV system and cause a fire.