



POLICIES & WARRANTY

The Good Car Company exists to decarbonise transport by making electric vehicles affordable. We are also a good business that is striving to make obtaining an EV easier and de-risking the purchase process. This document details our policies from vehicle handover and throughout the vehicle warranty period.

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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

Dealer Sales: A dealer sale is identified if you are issued with a vehicle “Pre Sale Disclosure Document” and are issued an invoice saying “Dealer Sale”

Import Agent: Goodcar.co acted as an import agent if you signed an “import agreement”. Under this model you are the owner of the vehicle from its purchase overseas. Bulk-buy participants are usually in this category.

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 “Bulk Buy Disclosure document” and any contracts entered into by Goodcar.co and the Customer.

For Import Agent/Bulk-Buy customers there is a contracted 10 day term to notify Goodcar.co of any defect or shortfall. Any defect or shortfall will be remedied via the import contract prior to exercising the 30 day return policy.

For Dealer Sales 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: DEALER SALES

In order to reduce overheads and the ultimate cost of our vehicles to customers, we ask the customer to do some leg work. We ask all of our clients to help register their car, its pretty straightforward and the details are laid out below.

- The vehicle will be supplied with a local roadworthy certificate and in good working order, at the agreed handover location

- Vehicle **is not** supplied with registration. The customer will be responsible for registering the vehicle at their own cost.
- GoodCar.co will supply all necessary paperwork in hard or soft copy to complete the transaction and registration
- Full payment will be received prior to delivery of the vehicle
- The licence details of the new operator will be provided prior to delivery
- Ownership transfers at handover when the customer takes possession of the vehicle

COLLECTION NOTES: BULK-BUY / IMPORT AGENT

In order to reduce overheads and the ultimate cost of our vehicles to customers, we ask the customer to do some leg work. We ask all of our clients to help register their car, its pretty straightforward and the details are laid out below.

- Vehicle **is not** supplied with registration. The customer will be responsible for registering the vehicle at their own cost.
- The vehicle will be supplied with a local roadworthy certificate and in good working order, at the agreed handover location.
- GoodCar.co will supply all necessary paperwork in hard or soft copy to complete the transaction and registration
- Full payment will be received prior to delivery of the vehicle
- The licence details of the new operator will be provided prior to delivery
- Ownership transfers at handover when the customer takes possession of the vehicle
- The customer will be requested to register the vehicle as per their local state government requirements

Contractual details take precedence over this document.

CONSUMER GUARANTEE FOR DEALER SALES

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 30 (calendar day) return policy. The "no-fault" policy means Goodcar.co will return:

For dealer sales: The purchase price

For Import Agent contracts: The final invoiced amount of the vehicle

In return the customer will return the car to Goodcar.co, the following conditions apply:

- The 30-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.
- The vehicle must be returned to Melbourne, Victoria or Hobart, Tasmania at the customer's expense
- 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
- 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 30 day returns policy applies to both Dealer and Import Agent customers.

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 Nissan vehicle originally sold by Goodcar.co or where Goodcar.co has acted as an Agent for the import of the vehicle. 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.

THE WARRANTY BEGINS

The warranty period begins at the time the vehicle is delivered to the first retail buyer or/ to the client who signed the import agreement/sales contract

FOR HOW LONG AND WHAT IS COVERED

The basic coverage period is 6 months/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.

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 Nissan, 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

In addition to the lithium-ion Battery Coverage for defects in materials or workmanship, the lithium ion battery is also warranted against capacity loss from the delivery date as specified in the table titled “Lithium-Ion Battery Warranty Period” (below). The battery capacity will be as measured by the LeafSpy Pro Application as recorded in the Battery State of Health readout (SOH).

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.

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

Table: Lithium-Ion Battery Warranty Period

Vehicle Model	Battery Capacity	Year	Warranty Duration	Maximum Annual Degradation	Maximum Warrantied degradation
Nissan Leaf AZEO	24kWh	2013-2017	6 Months or 7000km whichever occurs first	10%	5%
Nissan Leaf AZEO	30kWh	2016-2017	2 Years or 24,000 km whichever occurs first	9%	18%
Nissan Leaf ZE1	40kWh	2017-2019	3 Years or 36,000km	7.5%	22.5%

			whichever occurs first		
Nissan Leaf ZE1	62 kWh	2018+	3 Years or 36,000km whichever occurs first	7.5%	22.5%
Nissan eNV200	24kWh	2015-2017	6 Months or 7000km whichever occurs first	10%	5%
Nissan eNV200	40kWh	2020+	3 Years or 36,000km whichever occurs first	7.5%	22.5%

Example to aid interpretation: If you purchased a Nissan Leaf AZEO 30kWh with 90% battery “SOH”. If after 2 years it has degraded by 18% to below 72% SOH, The Good Car company will arrange for the battery to be repaired/refitted to one which has greater than 72% capacity.

Please note: For Western Australian located vehicles the vehicle needs to be returned to Melbourne Australia at the customers cost to receive EV battery replacement or repair.

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 to tow, 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.
- Racing and competitive driving.
- Use of the vehicle as a taxi or rideshare service.
- Damage caused by car washes and pressure washers.
- 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

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-Nissan approved accessories or components.
- Improper installation of any Nissan 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 NISSAN LEAF SERVICE & MAINTENANCE GUIDE.
- Use of improper or dirty fluids or lubricants.
- Use of parts not equivalent in quality or design to parts supplied by Nissan.

MAINTENANCE SERVICE EXPENSE

This warranty does not cover normal maintenance services as specified in your NISSAN LEAF 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 TIRES

Seat belts and tires 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 Nissan LEAF or Goodcar.co certified 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 NISSAN LEAF 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 (LeafSpy), that can be performed with online guidance from the Good Car Company or any qualified repair shop. 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 do so is likely to 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.