

# **CENNTRO**

## **LOGISTAR**

**LOGISTAR 100**

**LOGISTAR 200**

**LOGISTAR 260**

**LOGISTAR 300**

**LOGISTAR 400**

**NEW VEHICLE LIMITED WARRANTY POLICY # 001  
FOR THE ABOVE STATED LOGISTAR SERIES  
COMMERCIAL EV MODELS ONLY  
(VERSION 1.0)**

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## General Warranty Provisions

This is the internal policy by Cenntro Electric Group Ltd (“Cenntro”), or the relevant entities listed below is the Warrantor to outline the New Vehicle Limited Warranty to BOTH the Logistar and the Logimax series of new commercial electric vehicles on the front page of this policy (“new vehicles”) to be sold and delivered directly from Cenntro and/or it’s affiliates during the applicable warranty periods for the Warranty Regions specified below in accordance with the terms, conditions and limitations defined in this New Vehicle Limited Warranty.

The customer’s rights and Cenntro's obligations under this New Vehicle Limited Warranty applies only within the Warranty Region where this New Vehicle Limited Warranty was first provided with new vehicles sold by and delivered directly from Cenntro and/or its authorized dealers and resellers. The terms of this New Vehicle Limited Warranty will not apply if the Customer bring the vehicle to a different Warranty Region, unless otherwise required by local law. The Warranty Regions are listed below.

### The Warrantor

Warranty Region	Warrantor Contact Information
<b>United States of America</b>	<p><b>Cenntro Automotive Corporation</b>            Attention: New Vehicle Limited Warranty            501 Okerson Road            Freehold, NJ 07728            United States of America            Email: Service_USA@cenntroauto.com</p> <p><b>EV Center (Florida)</b>            Cenntro Automotive Corporation            Address: 2240 Lane Ave N. Jacksonville, FL 32254            Tel: (904) 528-0576            Email: Service_Florida@cenntroauto.com</p> <p><b>EV Center (New Jersey)</b>            Cenntro Automotive Corporation            Address: 323A Fairfield Road, Freehold, NJ. 07728.            Tel: (732) 939-9577            Email: Service_New jersey@cenntroauto.com</p>

<b>Caribbean Islands</b>	<b>CENNTRO ELECTRIC CICS</b> Address: Avenida Romulo Betanourt Esquina Avenida Luperon , Urbanización La Rosa Santo Domingo, República Dominicana Tel: +1 (829) 342-0051 Email:Service_Caribbean@cenntroauto.com
<b>Germany</b>	<b>CENNTRO ELECTRIC GROUPE (EUROPE) GMBH</b> Address: Lierenfelder Str.51, 40231 Düsseldorf  Email:Service_Germany@cenntroauto.com
<b>Spain</b>	<b>CENNTRO ELCCAUTOMOTIV, S.L.</b> Address: carrer de l' Energia,59,08915,Badalona,Barcelona Tel:+34 936276437 Email: Service_Spain@cenntroauto.com
<b>Morocco</b>	<b>ELECTRICOVE MAROC.</b> Address : RUE GOULMIMA RESIDENCE LE LOUVRE N° 653 4EME ETG APPARTEMENT 11 C/O LAMINE CONSEIL CASABLANCA,MOROCCO Tel:0656657848 Email:Service_Morroco@cenntroauto.com
<b>Hungary</b>	<b>CENNTRO ENGINEERING EAST EUROPE KFT.</b> Address: 1102 Budapest Kőrösi Csoma sétány 8 1/1. Tel:+36302662066 Email:Service_Hungary@cenntroauto.com
<b>Poland</b>	<b>CENNTRO ELECTRICS P.ZO.O.</b> Address: Łopuszańska 24c 02-220 Warszawa Poland Tel: +48 534 705 316 Email: Service_Poland@cenntrocars.pl

The applicable Warranty Regions, listed above, are based on where the New Vehicle is first sold by and delivered directly from Cenntro and/or its authorized dealer and reseller with the respective regional New Vehicle Limited Warranty. The Customer must return to the Customer's specific Warranty Region to receive warranty service. Any subsequent private retail purchasers or transferees must return to The Customer's specific Warranty Region in order to obtain warranty service regardless of the country in which such purchaser or transferee may have purchased the vehicle.

## **What Vehicles are Covered?**

This New Vehicle Limited Warranty applies to logistar vehicles sold by Cenntro and/or its authorized dealers and resellers in the Customer's specific Warranty Region. For purposes of this New Vehicle Limited Warranty, the Customer's specific Warranty Region is defined as the region that the Customer's vehicle is first registered in. Any subsequent purchasers or transferees must return to the Customer's specific Warranty Region to obtain warranty service regardless of the country in which such purchaser or transferee may have purchased the vehicle.

## **Multiple Warranty Conditions**

This New Vehicle Limited Warranty contains warranty terms and conditions that may vary depending on the part or system covered. A warranty for specific parts or systems is governed by the coverage set forth in that warranty section as well as other provisions in this New Vehicle Limited Warranty.

## **Limitations and Disclaimers; Local Laws**

THIS NEW VEHICLE LIMITED WARRANTY IS THE ONLY EXPRESS WARRANTY MADE IN CONNECTION WITH THE PURCHASE OF NEW VEHICLE/S FROM CENNTRO. All other implied or express warranties, including any statutory warranty rights following from local laws, or other conditions are disclaimed to the fullest extent allowed by the law in the Customer's Warranty Region, including, but not limited to, implied warranties and conditions of merchantability, fitness for a particular purpose, durability, or those arising out of a course of dealing or usage of trade. Some Warranty Regions do not allow limitations on implied warranties or conditions and/or how long an implied warranty or condition lasts, so the above limitations may not apply to the Customer.

The performance of necessary repairs and parts replacement by Cenntro and/or its affiliates is the exclusive remedy under this New Vehicle Limited Warranty or any implied warranties. Cenntro does not authorize any person or entity to create for it any other obligations or liability in connection with this New Vehicle Limited Warranty. The decision of whether to repair or replace a part or to use a new, reconditioned, or remanufactured part will be made by Cenntro, in its sole discretion.

## **Ownership Transfer**

The New Vehicle Limited Warranty is transferable at no cost to any person(s) who subsequently and lawfully assume(s) ownership of the vehicle after the first retail purchaser within the described limitations of this New Vehicle Limited Warranty ("subsequent purchaser").

### **Who Can Enforce this New Vehicle Limited Warranty?**

The first retail purchaser, or subsequent purchaser, of a new vehicle sold in The Customer's specific Warranty Region, titled or registered in the name of the first retail purchaser, or subsequent purchaser, according to the laws in The Customer's specific Warranty [Region/State], can enforce this New Vehicle Limited Warranty subject to the terms of this New Vehicle Limited Warranty.

### **When Does the Warranty Period Begin and End?**

This New Vehicle Limited Warranty begins on the first day a new vehicle is delivered by Cenntro and/or its affiliates to the first retail or corporate purchaser(s) or lessor(s), or the day it is first put into service (for example used as a demonstrator or company vehicle), whichever comes first, and provides coverage for the period based on the specified warranty as described in the Warranty Coverage section of this New Vehicle Limited Warranty. Parts repaired or replaced, including replacement of the vehicle, under this New Vehicle Limited Warranty are covered only until the applicable warranty period of this New Vehicle Limited Warranty ends, or as otherwise provided by applicable law.

This New Vehicle Limited Warranty includes the Basic Vehicle Limited Warranty, the Supplemental Restraint System ("SRS") Limited Warranty, the Battery and Drive Unit Limited Warranty, and the Corrosion (Body) Warranty as described below.

Without prejudice to the Customer's rights as described in Limitations and Disclaimers; Local Laws and Dispute Resolution and Country-Specific Consumer Disclosures on [page 13] wherever is applicable, the exclusive remedy available to The Customer under this New Vehicle Limited Warranty is the repair or replacement of new, reconditioned, or re-manufactured parts by Cenntro for the covered defects. Subject to the exclusions and limitations described in this New Vehicle Limited Warranty, such repair or parts replacement will be performed without cost to The Customer by Cenntro and/or its authorized dealers and resellers when Cenntro is notified of the covered defect within the applicable warranty period. Repairs will be performed using new, reconditioned, or re-manufactured parts at the sole discretion of Cenntro. All replaced parts or other components are the exclusive property of Cenntro unless otherwise provided under applicable law.

## **Basic Warranty Coverage**

### **Basic Vehicle Limited Warranty**

Subject to separate coverage for certain parts and the exclusions and limitations described in this New Vehicle Limited Warranty, the Basic Vehicle Limited Warranty covers the repair or replacement necessary to correct defects in the materials or workmanship of any parts manufactured or supplied by Cenntro under normal use for a period of 4 years or 100,000 km, whichever comes first. This basic vehicle limited warranty will not cover parts nor labors for components of the vehicle which are subject to normal wear and tear.

### **Supplemental Restraint System (SRS) Limited Warranty**

Subject to the exclusions and limitations described in this New Vehicle Limited Warranty, the seat belts, or air bag system manufactured or supplied by Cenntro are covered under normal use for a period of 5 years or 60,000 miles (100,000 km), whichever comes first.

### **Corrosion (Body Rust Limited Warranty)**

Subject to the exclusions and limitations described in this New Vehicle Limited Warranty, this Body Rust Limited Warranty covers rust perforation (hole through the body panel from the inside outwards) resulting from a defect in material or workmanship for a period of 2 years or 50,000 miles (80,000 km), whichever comes first, excluding the followings:

- Vehicles treated against rust, i.e., procedures commonly referred to as rustproofing or undercoating.
- Corrosion from defects in non-Cenntro manufactured or supplied materials or workmanship causing perforation in body panels or the chassis from the inside out.
- Surface or cosmetic corrosion causing perforation in body panels or the chassis from the outside in, such as stone chips or scratches.
- Corrosion caused by, due to, or resulting from accidents, abuse, neglect, improper maintenance or operation of the vehicle, installation of an accessory, exposure to chemical substances, or damages resulting from an act of God or nature, fire, or improper storage.

For more information on other paint, rust or corrosion concerns that are excluded from this New Vehicle Limited Warranty, see Additional Limitations and Exclusions on [page 8].

## Battery and Drive Unit Limited Warranty

The followings are the Battery Types of our current models:

Models	Battery Types
Logistar 100	LFP
Logistar 200 (Van or Cargo or Pickup)	LFP
Logistar 260	LFP
Logistar 300	LFP
Logistar 400	LFP

The Cenntro lithium-ion battery (the "Battery") and Drive Unit as listed above are covered by this Battery and Drive Unit Limited Warranty, which covers the repair or replacement of any malfunctioning or defective Battery or Drive Unit for a period of 8 years or 128,000 km, whichever comes first, with a minimum 70% retention of Battery capacity over the warranty period, subject to the limitations described below.

If the Customer's Battery or Drive Unit requires warranty repair, Cenntro will repair the unit, or replace it with a new, reconditioned, or re-manufactured part at the sole discretion of Cenntro. The warranty replacement may not restore the vehicle to a "like new" condition, but when replacing a Battery, Cenntro will ensure that the energy capacity of the replacement Battery is at least equal to that of the original Battery before the failure occurred while taking into consideration other factors, including the age and mileage of the vehicle.

To provide the Customer with even more assurance, this Battery and Drive Unit Limited Warranty will also cover damage to the Customer's vehicle from a Battery fire if it is NOT the result of the driver's error or due to accident. (Coverage will not extend to damage that had already been sustained before a Battery fire occurred, or to any damage if the Battery fire occurred after the Customer's vehicle had already been totaled.)

For warranty claims specific to Battery capacity, the replacement Battery will be in a condition appropriate to the age and mileage of the vehicle sufficient to achieve or exceed the minimum Battery capacity for the remainder of the warranty period of the original Battery. Note that the vehicle's range estimates are an imperfect measure of Battery capacity because they are affected by additional factors separate from Battery capacity. The measurement method used to determine Battery capacity, and the decision of whether to repair, replace, or provide reconditioned or re-manufactured parts, and the condition of any such replaced, reconditioned or re-manufactured parts, are at the sole discretion of Cenntro.



## **Exclusions and Limitations**

Despite the breadth of this warranty, damage resulting from intentional actions (including intentionally abusing or destroying the Customer's vehicle or ignoring active vehicle warnings or service notifications), a collision or accident (excluding from Battery fires as specified above), or the servicing or opening of the Battery or Drive Unit by non-Cenntro or non-certified personnel, is not covered under this Battery and Drive Unit Limited Warranty.

In addition, the Drive Unit is subject to the exclusions and limitations described in this New Vehicle Limited Warranty. Damage to the Battery resulting from the following activities is not covered under this Battery and Drive Unit Limited Warranty:

- Damaging the Battery, or intentionally attempting, either by physical means, programming, or other methods, to extend (other than as specified in the Customer's owner manual and any documentation provided by Cenntro) or reduce the life of the Battery.
- Exposing the Battery to direct flame (excluding from Battery fires as specified above); or Flooding the Battery.

All lithium-ion batteries will experience gradual energy or power loss with time and use. Loss of Battery energy or power over time or due to or resulting from Battery usage is NOT covered under this Battery and Drive Unit Limited Warranty, except to the extent specified in this Battery and Drive Unit Limited Warranty. See The Customer's owner documentation for important information on how to maximize the life and capacity of the Battery, failure to follow this recommended battery maintenance and charging procedures shall void this Battery and Drive Unit Limited Warranty.

## **Warranty Limitations**

This New Vehicle Limited Warranty does not cover any vehicle damage or malfunction directly or indirectly caused by, due to or resulting from normal wear or deterioration, abuse, misuse, negligence, accident, improper maintenance, operation, storage, or transport, including, but not limited to, any of the following:

- Failure to take the vehicle to, or make repairs or service recommended by, a Cenntro Service Center or Cenntro authorized repair facility upon discovery of defect covered by this New Vehicle Limited Warranty.
- Accidents, collisions, or objects striking the vehicle.
- Any repair, alteration or modification of the vehicle that was made inappropriately, or the installation or use of fluids, parts, or accessories,

made by a person or facility not authorized or certified to do so.

- Improper repair or maintenance, including, but not limited to, the use of fluids, parts, or accessories other than those specified in the Customer's owner documentation.
- Normal wear or tear including but not limited to, seat, trim and upholstery discoloration, punctures, tears, depressions, wrinkling abrasions or other deformations, paint and glass stone chips, and similar items.
- Any damage to the Customer's vehicle hardware or software, or any loss or harm to any personal information/data uploaded to the Customer's vehicle resulting from any modifications or unauthorized access to vehicle data or software from any source, including, but not limited to, non-Cenntro parts or accessories, modifications, third party applications, viruses, bugs, malware, or any other form of interference or cyber-attack.
- Towing the vehicle; Improper winch procedures; Theft, vandalism, or riot.
- Fire, explosion, earthquake, windstorm, lightning, hail, flood, or deep water.
- Driving off-road (except for TeeMak).
- Driving over uneven, rough, damaged, or hazardous surfaces, including but not limited to, curbs, potholes, unfinished roads, debris, or other obstacles, or in competition, racing or autocross or for any other purposes for which the vehicle is not designed.
- Overloading the vehicle.
- Using the vehicle as a stationary power source; and
- The environment or an act of God, including, but not limited to, exposure to sunlight, airborne chemicals, tree sap, animal or insect droppings, road debris (including stone chips), industry fallout, rail dust, salt, hail, floods, wind and (thunder)storms, acid rain, fire, water, contamination, lightning, and other environmental conditions.

### **Additional Limitations and Exclusions**

In addition to the above exclusions and limitations, this New Vehicle Limited Warranty does NOT cover the followings:

- Any corrosion or paint defects including, but not limited to, the following:
  - Corrosion from defects in non-Cenntro manufactured or supplied materials or workmanship causing perforation (holes) in body panels or the chassis from the inside out.
  - Surface or cosmetic corrosion causing perforation in body panels or the chassis from the outside in, such as stone chips or scratches.
  - Corrosion and paint defects caused by, due to, or resulting from accidents, paint matching, abuse, neglect, improper maintenance or operation of the vehicle, installation of an accessory, exposure to chemical substances, or damages resulting from an act of God or nature, fire, or improper storage.
- Non-genuine Cenntro parts or accessories or their installation, or any damage directly or indirectly caused by, due to, or resulting from, the installation or use of non-genuine Cenntro parts or accessories.

- Parts, accessories and charging equipment that were not included in the purchase of the vehicle; these items have their own warranties and are subject to their own terms and conditions, which will be provided to The Customer as applicable.
- Any additional Cenntro parts or labor required to repair or service a vehicle, whether under warranty or otherwise, due to any of the exclusions specified in this New Vehicle Limited Warranty, including but not limited to, hardware or software modifications or non-genuine Cenntro parts or accessories.
- Tires, which have their own warranties and are subject to their own terms and conditions, which will be provided to The Customer as applicable.
- Key fob batteries.
- External flash or other storage or memory devices.
- Windshield or window glass that is broken, chipped, scratched, or cracked, other than as a result of a defect in material or workmanship of a Cenntro manufactured or supplied windshield or window glass.
- General appearance or normal noises and vibrations, including, but not limited to, brake squeal, general knocks, creaks, rattles, and wind and road vibration for which there are no malfunctioning parts requiring replacement.
- Maintenance services, including, but not limited to, the following:
  - Wheel alignment or balancing.
  - Appearance care (such as cleaning and polishing).
  - Expendable maintenance items (such as wiper blades/inserts, brake pads/linings, filters, etc.); and
  - Minor adjustments, including addition of sealant, insulation, or replacing and/or re- torquing of nuts and bolts (or the like).

### **Voided Warranty**

The Customer is responsible for the proper operation of the vehicle and for receiving and maintaining detailed and accurate records of the Customer's vehicle maintenance, including the Vehicle Identification Number ("VIN"), servicing center name and address, mileage, date of service or maintenance and description of service or maintenance items, which should be provided to each subsequent purchaser or transferee. The Customer may void this New Vehicle Limited Warranty if the Customer does not follow the specific instructions and recommendations regarding the use and operation of the vehicle provided in The Customer's owner documentation, including, but not limited to:

- Installing the vehicle's software updates after notification that there is an update available.
- Complying with any recall advisories.
- Carrying passengers and cargo within specified load limits; and
- Making all repairs.

Although Cenntro does not require the Customer to perform all services or repairs at a Cenntro Service Center or Cenntro authorized repair facility, this New Vehicle

Limited Warranty may be voided, or coverage may be excluded due to improper maintenance, service, or repairs. Cenntro Service Centers and Cenntro authorized repair facilities have special training, expertise, tools and supplies with respect to the Customer's vehicles. In certain cases, Cenntro may employ the only persons or be the only facilities authorized or certified to work on certain parts of the Customer's vehicle. Cenntro strongly recommends that all maintenance, services and repairs be done at a Cenntro Service Center or Cenntro authorized repair facility in order to avoid voiding, or having coverage excluded under, this New Vehicle Limited Warranty.

The following will also void this New Vehicle Limited Warranty:

- Vehicles that have had the VIN defaced or altered or the odometer or other related system disconnected, altered, or rendered inoperative so that it is difficult to determine the VIN number or actual mileage.
- Vehicles that do not have clean title or have been sold, designated, labeled, or branded as dismantled, fire-damaged, flood- damaged, junk, rebuilt, salvage, reconstructed, irreparable or a total loss.
- Vehicles that have been determined to be a total loss by an insurance company.

## **Damages**

Cenntro hereby disclaims any and all indirect, incidental, special and consequential damages arising out of or relating to the Customer's vehicle, including, but not limited to, transportation to and from a Cenntro Service Center, loss of vehicle value, loss of time, loss of income, loss of use, loss of personal or commercial property, inconvenience or aggravation, emotional distress or harm, commercial loss (including but not limited to lost profits or earnings), towing charges, bus fares, vehicle rental, service call charges, gasoline expenses, lodging expenses, damage to tow vehicle, and incidental charges such as telephone calls, facsimile transmissions, and mailing expenses.

**Cenntro shall not be liable for any direct damages in an amount that exceeds the fair market value of the vehicle at the time of the claim.**

The above limitations and exclusions shall apply whether the Customer's claim is in contract, tort (including negligence and gross negligence), breach of warranty or condition, misrepresentation (whether negligent or otherwise) or otherwise at law or in equity, even if Cenntro is advised of the possibility of such damages or such damages are reasonably foreseeable. In jurisdictions that do not allow the exclusion or limitation of indirect, direct, special, incidental, or consequential damages, the above limitations or exclusions may not apply to the Customer.

## **How to obtain warranty service**

To obtain warranty service, The Customer must notify Cenntro within the applicable warranty period, and deliver the vehicle, at the Customer's expense (except where Cenntro is obligated to undertake towing), during regular business hours to a Cenntro Service Center in the Customer's Warranty Region. The location of the nearest Cenntro Service Center may be obtained by visiting Cenntro's web site for the Customer's region. The location of Cenntro Service Centers is subject to change at any time. The updated list of service centers is and will remain published on Cenntro's web site.

When The Customer contact Cenntro, please be prepared to provide the Vehicle Identification Number (VIN), current mileage, and a description of the defect. The VIN, located on the upper dashboard on the driver's side of the vehicle, is visible through the windshield. It is also available on the vehicle registration and title documentation. In the event of a change of the Customer's address, please contact Cenntro at the address or phone number specified in "Who is the Warrantor" on page 2 of this New Vehicle Limited Warranty.

### **Payment of Tax for Repairs**

Some jurisdictions and/or local state governments may require that tax be collected on warranty repairs. Where applicable law allows, The Customer are responsible for payment of these taxes.

### **Reasonable Time for Repairs**

The Customer must allow Cenntro a reasonable time for completion of repairs and/or service. Upon notification by Cenntro of the completion of the vehicle repairs and/or service, The Customer are responsible for immediately picking up the vehicle, at the Customer's own expense, or reasonable daily storage fees will be assessed.

### **Modifications and Waivers**

No person or entity, including, but not limited to, a Cenntro employee or authorized representative, can modify or waive any part of this New Vehicle Limited Warranty. Cenntro may occasionally offer to pay a portion or all the cost of certain repairs that are no longer covered by the New Vehicle Limited Warranty for specific vehicle models (i.e., "adjustment programs"). In such circumstances, Cenntro will notify all known registered owners of affected vehicles. The Customer may also inquire to Cenntro directly regarding the applicability of such programs, if any, to the Customer's vehicle.

Cenntro may also occasionally offer to pay a portion or all the cost of certain vehicle

repairs that are no longer covered by this New Vehicle Limited Warranty on an ad hoc case-by-case basis. Cenntro reserves the right to do the above and to make changes to vehicles manufactured or sold by Cenntro and the applicable warranties, at any time, without incurring any obligation to make the same or similar payment or changes for vehicles Cenntro previously manufactured or sold, or applicable warranties including this New Vehicle Limited Warranty.

## **Dispute Resolution and Country-Specific Consumer Disclosures**

Many jurisdictions have laws, commonly called "Lemon Laws," that provide The Customer with certain rights if The Customer experience problems with the Customer's vehicle. These laws vary depending on the jurisdiction. The Customer's vehicle and its safety items comply with applicable provincial and territorial motor vehicle laws.

To the fullest extent allowed by the law of the Customer's jurisdiction, Cenntro requires that the Customer first provide Cenntro, during the applicable warranty period specified in this New Vehicle Limited Warranty, with written notification of any defects the Customer have experienced (that cannot be resolved by reviewing or following the Owner's Manual) within a reasonable time to allow Cenntro an opportunity to make any needed repairs, and to submit to our dispute settlement program, before The Customer pursue any remedy under these laws. Written notification seeking dispute resolution will need to be sent to the address at the Customer's region as specified in the section "Who is the Warrantor" on page 2 of this New Vehicle Limited Warranty.

The Customer's written notification will need to include the following information:

- The Customer's name and contact information.
- The name and contact information of the warrantor (refer to page 2).
- VIN.
- Name and location of the Cenntro Store and/or Cenntro Service Center nearest The Customer; Vehicle delivery date.
- Current mileage.
- Description of the defect.
- History of the attempts The Customer have made with a Cenntro Store or a Cenntro representative to resolve the concern, or of any repairs or services that were not performed by a Cenntro Service Center or Cenntro authorized repair facility.

In the event any disputes, differences or controversies arise between The Customer and Cenntro related to this New Vehicle Limited Warranty, Cenntro will explore all possibilities for an amicable settlement. In case an amicable settlement is not reached, Cenntro and the Customer shall submit any such dispute, difference, or controversy to the appropriate venue in the Customer's jurisdiction.

Each region will need to follow their respective dispute settlement program according to the local law and market practices.

- END -