

RMA SERVICE POLICY

1. PURPOSE

Keego has established the following guidelines with the intention of providing customers with the best support and shortest turn-around time possible.

Keego reserves the right to amend or make changes to the Keego Service Policy as and when applicable. This Service Policy will come into force August 1, 2020.

2. WARRANTY

2.1 Warranty Period

Keego aims to meet customer's expectations for post-sales service and support. In addition to offering a standard 2 year global warranty for Keego Mobility Products, a global extended warranty service is available for customers upon request. This entitles Keego customers to a complete and prompt repair service beyond the standard 2 year of warranty.

Products with warranty are covered from the date of shipment against defects in design, materials and workmanship. All Keego external peripheral products that are supplied as part of an order will only be covered by the original manufacturer's warranty and the time period shall not exceed 1 year of coverage when purchased through Keego. In summary, the Warranty periods for Keego Product are as follows:

Products	Warranty Period
Keego Mobility Bikes	24 Months
Batteries	12 Months
Keego Mobility Accessories	12 Months

2.2 Repairs under Warranty

Repairs for product under warranty will be carried out at Keego Service Centers following the successful completion of the Keego RMA procedure detailed in Section 4. For product under warranty, the return fee to an authorized Keego Service Center will be at the customer's expense. The shipping fee for repaired products from Keego back to the customer will be at Keego expense.

Should the products purchased from Keego be found to be dead-on-arrival (DOA), Keego must be contacted within two months from date of original shipment of any DOA event. Keego will commit to resolving the event through the RMA procedure or alternatively a loan replacement product will be made, until the repaired product is returned to the customer. If product is required for return to the manufacturing base, Keego will manage the shipment and return of product, dependent on quantity, within an agreed timeframe.

2.3 Initial Survey / No Fault Found (NFF)

Keego charge the fees below in the following circumstances:

- An Initial Survey Fee for out of warranty products.
- A "No Fault Found" fee for out of warranty products (ie: for the Initial Survey of each Product).
- In the event that a warranty product after evaluation at a Keego Service Centre is found to be No Fault Found (NFF), the applicable pricing will be chargeable at the following rate:

Type	No Fault Found / Initial Survey Costs (US\$)
Keego Mobility Bikes	US\$75 + Freight Costs Back to Customer
Batteries	\$100 + Freight Cost Back to Customer
Keego Mobility Accessories	\$50 + Freight Cost Back to Customer.

2.4 Exclusions from Warranty

Keego will consider the product excluded from warranty for ANY of the following reasons:

1. The product has been found to be defective after expiry of the warranty period.
2. Warranty has been voided by removal or alteration of product, warranty void labels or part identification labels.
3. The product, within the warranty period, has been misused, abused, or subjected to unauthorized disassembly/modification.
4. The product has been placed in an unsuitable physical or operating environment.
5. The product has been improperly maintained by the customer.
6. The failure of the product is caused by circumstances for which Keego is not responsible, whether by accident or other cause. Such conditions will be determined by Keego at its sole discretion.
7. The product is damaged beyond repair due to a natural disaster such as a lightning strike, flood, earthquake, etc.
8. The product returned to Keego is incorrectly packed as per Section 4.2 or is packed in insufficient packaging that has caused damage to the product during transit.

2.5 Further exclusions include:

1. External peripheral products and accessories originally supplied with Keego products but not manufactured by Keego. These are limited to standard 1 year warranty.
2. Product updates/upgrades and tests upon the request of customers who are without warranty.

2.6 Warranty Product Exchanges:

1. In the event that Products are exchanged under warranty, Products for return must be returned to the designated Keego Service Centre with 14 working days of receipt of exchanged items. If returned Products are not received within this time, Keego will consider these items purchased and invoice accordingly at the applicable pricing.

2. Returned items that are subject to exchanges should be returned with the relevant accessories. Failure to provide accessories with returned items could result in additional charges.
3. Products returned as a result of exchange activity are subject to charges as listed in section 2.3

3. SERVICE CENTRE

Keego provides warranty and out-of-warranty global repair services for customers at its facilities in the following locations:

Region Service Centre Location E-mail Address

Region	Service Center	Location	Contact
UK / Ireland	Keego Service Center	Dublin, Ireland	service@keegomobility.com
Europe	Keego Service Centre Europe	Heemskerk, Netherlands	service@keegomobility.com
Asia Pacific	Keego Service Centre APAC	Taipei, Taiwan	service@keegomobility.com

4. REPAIR PROCESS

4.1 Obtaining an RMA Number

Creating & Submitting an RMA to Keego

1. The Partner completes the Keego RMA Request form. (See the *Completing the RMA Request Form* section for the correct way to complete the form).
2. The Partner will send an email to ordersupport@keegomobility.com with the complete *RMA Request Form*.
3. Keego will review the request and if complete and determined to be valid, will send an email to the Partner with a valid RMA number.
4. The Partner then prepares the defective part(s) for shipment to the designated Keego Service Centre (See *How to Package the Equipment/Components for Return* section).
5. Include a shipment invoice with the following particulars:
 - a. Mark clearly "***Invoice for customs purposes only with no commercial value***" on the shipment invoice.
 - b. Show the RMA numbers, product serial number and warranty status on the shipment invoice.
 - c. State that the country of origin of the manufactured goods is Taiwan.
 - d. Attach the shipment invoice and the packing slip to the outside of the carton with the RMA number clearly written on the carton.
 - e. Use the following Ship To address:

Keego Mobility Co. Ltd.
8F., No. 316, Sec. 1, Neihu Rd.,
Neihu District
Taipei City 114
Taiwan
Attn: RMA Service Department

6. Keego will ship the repaired equipment to the address indicated on the RMA Request Form.

Completing the RMA Request Form

The chart below details the fields that must be completed on the form and provides a brief explanation for each.

Label	Description
Company	Use Company Name
Contact	Partner / Representative Responsible for RMA's
Telephone	Telephone # for the Partner responsible for RMA's
Email Address	The Partner email address responsible for RMA's
RMA Reason	Repair / DOA (<i>Dead On Arrival</i>) / Replacement / Damaged / Other
Date Reported	The date that the RMA request is submitted to Keego
RMA Items	A detailed list in table form for ALL the equipment to be sent for repair
Special Arrangements	Indicate if different arrangements are to be made for Keego to ship / return the repaired components, i.e., a different carrier or location
Product Code	The Product Code or Model number of Product being returned.
Serial Number	The serial number on the equipment label
Problem Description	A detailed description of the problem.
RMA Number	This can be left blank and Keego will assign a number once the RMA is approved.
Warranty Status	To indicate if the equipment is to be treated as a warranty item. Use 'OUT' if RMA is chargeable to the company

Use the **RMA Items** section to list all the components that are being returned/sent to the Service Centre.

How to Package the Equipment for Return

Keego have identified some specific instructions for packaging equipment to be returned.

1. First and foremost, the RMA number must be clearly stated on the packaging and all related documentation.
2. All products must be returned in properly packed ESD material or anti-static bags.
3. Keego will return the package, without repairing the equipment if they deem the package to be inappropriately packed.

Not following these instructions will further delay the customer from having a working IBT and continued revenue loss.

RMA #:

Date Reported:

Company: _____

Point of Contact: _____

Telephone #: _____

Email: _____

Return Ship-To Address: _____

Special Arrangements: _____

RMA Items

Product Code	Serial #	RMA Reason	Problem Description	Warranty Status

Please add a problem description tag on each item you return.

Do not include accessories!! When sending RMA items for repair, please do not include accessories such as manuals, cables, chargers. Keego does not take responsibility for accessories that are lost during RMA process!

Customer Signature _____ **Date** _____

4.3 Service Charges

Keego reserves the right to charge for all repairs not covered by the warranty, exclusions are detailed in section 2.4 (this is not an exhaustive list).

If a product has been repaired by Keego, and within three months after such a repair the product requires another repair for the same problem, Keego will do this repair free of charge. However, such free repairs do not apply to products which have been misused, abused, or subjected to unauthorized disassembly/modification; placed in an unsuitable physical or operating environment; improperly maintained by the customer; or failure caused which Keego is not responsible whether by accident or other cause

Service Charges for Out of Warranty Repairs

Product	Repair Costs
Keego Bikes	Major Component Repair* - Labour & Test Costs US\$120 + Material Costs + Return Freight Fees. *Major Component Repairs Include Frame Damage, Battery Replacement

Note: Currency above may change depending on location

Before Keego begin any repair work on out-of-warranty repairs, Keego will send a quotation to the customer for the applicable repair charges. Customers must reference the quotation number listed under "Our Ref" when placing the purchase order to Keego.

4.4 Repair - Turn Around Time (TAT)

Turnaround Time for returns begins on the date that Keego Service Centers receives the product with the applicable RMA number, and ends on the date the processed product is available for return shipment. The definition of TAT is as follows:

TAT = Keego Received Date ~ Keego Available for return Ship Date

For Keego products the TAT is as below.

1. One shipment of 1 to 20 pieces: the TAT is 10 working days.
2. One shipment of 21 to 40 pieces: the TAT is 14 working days.
3. One shipment of 41 to 80 pieces: the TAT is 21 working days.
4. One shipment of more than 80 pieces: the TAT is 30-40 working days.

The TAT may be delayed if the customer:

1. Gives an insufficient error description, such as "does not work", or "failure".
2. Has modified the original design of the Keego product.
3. Delays a reply or fails to reply to a Keego request for further information such as application environment and configuration.
4. Customer fails to respond to request for payment or quote acceptance.

4.5 Delays

In the case of an expected delay prolonging the above mentioned TAT by more than 3 days, Keego shall immediately notify the customer and will agree a revised solution/schedule with the customer. If the product has been excluded from warranty as per Section 2.3, the applicable TAT will not apply. Keego will attempt to return the aforementioned product on best effort basis.

4.6 Repair Service for Phased-out Products

Keego will give sufficient notice to Customers on the availability and duration of repair services for Products that are to be phased out.

4.7 Repair Report

Keego returns each product with a "Repair Report" which shows the result of the repair. A "Defect Analysis Report" is also provided to customers upon request.

4.8 Custody of Products Submitted for Repair

Keego will retain custody of a product submitted for repair for one month while it is waiting for return of payment. If the customer fails to respond within such period, Keego will close the case automatically. Keego will take reasonable measures to stay in proper contact with the customer during this one month period, if no resolution is forthcoming between Keego and the customer, then storage and administration charges could be applicable.

4.9 Shipping Back to Customer

The forwarding company for RMA returns from Keego to customers is selected by Keego. If you require any special arrangements, please indicate this when shipping the product to us. The customer must bear the extra costs of such alternative shipment.

4.10 Inspection of Returned RMA Product

After receipt of returned RMA Product, any discrepancies, damage or loss is to be advised to Keego in the form of written notification within 7 working days. Failure to provide notification within this timescale to Keego confirms that RMA Product has been deemed to be completed satisfactorily in accordance with the RMA Service Policy.

5.0 Force Majeure

Non performance of either party shall be excused to the extent that performance is rendered impossible by strike, fire, flood, governmental acts or orders or restrictions, failure of suppliers, or any other reason where failure to perform is beyond the reasonable control of and is not caused by the negligence of the non-performing party.

6. SERVICES

Keego are able to provide additional customer services based on applications.

6.1 Extended Warranty

Once the standard warranty period expires, customers can continue the same level of repair service. For 24 month extended warranty and 48 month extended warranty costs, please contact your local Keego support center. Extended Warranty is only currently offered for Keego Mobility Products.

Extended Warranty can be purchased during or before the original Standard Warranty has expired. If Extended Warranty is purchased outside the Standard Warranty, Keego reserves the right to apply the Service Charges in Section 4.3 on Product received on a 'first time visit' after the original Standard Warranty has expired.

6.2 Service Agreement

In addition to Extended Warranty, Keego can provide alternative maintenance solutions for out of warranty product via Keego Service Centers. Please contact your local Sales Representative for further details.

6.3 Technical Training

Under certain circumstances, Keego can provide technical training. This includes set-up configuration and troubleshooting. Charges may be applicable.

6.4 Logistical Service

Keego can provide logistical services. Keego will stock and manage customer owned inventory, either at Keego, or at strategically located sites globally. With the proper logistics plan, Keego can deliver spare product to most locations in the world.

6.5 Analysis Service

Keego provides a product defect analysis service in order to inform customers of defects for better customer satisfaction. The content in DAR (Defect Analysis Report) including Product/Problem Information, Field Inspection Outcome, Suggestions/Actions, and Follow-ups.

Keego currently have service centers at the following locations:

Keego Europe

De Trompet 2108, 1967DC

Heemskerk, The
Netherlands.

Tel: +31 25 125 7245

service@keegomobility.com

Keego North America

TBC

Tel: -

service@keegomobility.com

Keego APAC

Keego Mobility Co. Ltd.

8F., No. 316, Sec. 1, Neihu

Rd.,

Neihu District

Taipei City 114

Taiwan

Tel: +886 2

service@keegomobility.com

Keego UK / Ireland

Ballycoolin Industrial Estate

Dublin 15

Ireland

Tel: +353

service@keegomobility.com