

CFMOTO Extended Warranty Program Benelux

Dear customer,

We thank you for purchasing a CFMOTO motorcycle and are pleased to inform you that after the expiration of the 24-month legal manufacturer's warranty, your vehicle can be provided with an additional limited warranty of an additional 36 months. Please read the following information carefully. The warranty extension provided by VIM bv is conventional in nature and succeeds the legal warranty upon natural expiration, as required by the provisions relating to sales to consumers in the Belgian Civil Code. To benefit from the warranty extension, it is important to observe the maintenance schedule as indicated in the user and maintenance manual, in accordance with the time intervals (depending on which event occurs first). We therefore invite you to rely on your CFMOTO dealer who can provide competent and professional support for both ordinary and extraordinary interventions, using CFMOTO's technical experience that qualifies them. In addition, CFMOTO dealers can record the maintenance interventions carried out to certify compliance with the periodic maintenance schedule, wherever you are in Benelux. The recognition of the warranty extension on the purchased vehicle is provided by VIM bv with registered office at Battelsesteenweg 471, 2800 Mechelen Belgium and registered in the Crossroads Bank of Enterprises under number BE 0738.618.376 and is subject to the following conditions and coverage:

Art. 1 General condition, effective date, duration

The payment period of the supplementary guarantee, which lasts 36 months, begins on the expiry date of the seller's guarantee required under the Belgian Civil Code, provided that the vehicle was originally sold by VIM bv, that its guarantee date is activated between 01/05/2023 and 31/12/2027, and that its 2-year guarantee period has not expired. The vehicle that you have purchased is included in the program and benefits from the additional warranty service if the following conditions are cumulatively met: a) full compliance with the maintenance plan set out in the use and maintenance manual, both in the first 24-month warranty period and in the subsequent 36-month period of this program. If this maintenance has not been carried out by an authorized CFMOTO dealer, it is necessary to carry out a so-called zero measurement at the beginning of the supplementary warranty in order to verify that these maintenance instructions have been followed. This measurement is not necessary if you have had the motorcycle serviced by an authorized CFMOTO dealer; b) competition of all maintenance, in accordance with the scheduled intervals, as indicated in the use and maintenance manual, without exception; c) availability of the original receipts/tax invoices attesting to compliance with the maintenance plan, and details of the work carried out and the spare parts replaced. If the service is carried out at the official CFMOTO service network in the Benelux (<https://cfmotobenelux.be/dealers>), all details are recorded in the CFMOTO database. When it enters the program, the motorcycle will benefit from the additional warranty provided directly by VIM bv, which covers certain faults and functional anomalies that may occur after the expiry of the 2-year legal warranty period. All failures mentioned in the exclusions at the end of the document are expressly excluded. The "Extended Warranty" program is provided in the Benelux. The CFMOTO Authorized Dealer is obliged to repair any defects in the vehicle during the 36-month extended warranty period. By "failure" we mean the failure of the parts or components listed below, which prevents the vehicle from running or, in any case, from operating safely. After verification

and diagnosis of the failure, the CFMOTO authorized dealer consulted by the owner will repair the bike by repairing and/or replacing the defective components if he considers that the general conditions of the program apply. Repairs and/or replacements will be carried out free of charge as far as materials and work are concerned. Consumable components, however, will be charged to the customer.

Art. 2 How to obtain the warranty service

The extended warranty is provided through the CFMOTO Authorized Dealer network. In the event of a failure/malfunction, go to a CFMOTO Authorized Dealer within 24-hours of the event and bring the warranty certificate as well as the receipts/tax invoices showing that you are complying with the maintenance plan according to the time intervals. Defects of malfunctions caused by improperly performed repair or maintenance work by unauthorized or unqualified persons or personnel will result in the cancellation of the extended warranty.

Art. 3 Components covered by the extended warranty program

Engine, gearbox, gears and transmission mechanics, rims excluding tyres, chassis, electrical and electronic components, brake safety systems (ABS, etc.), fuel system, exhaust system.

Art. 4 Exclusions

The following vehicles are excluded from the coverage of the supplementary warranty program:

- Vehicles that have not fully complied with the maintenance plan required in the operations and maintenance manual during the first 24-month and the following 36-month;
- Vehicles for professional use;
- Vehicles whose durability has been altered or which have been repossessed or completely lost from any cause whatever, including accident, theft, fire;
- Vehicles that have undergone an electrical system modification;
- Vehicles used in races and/or competitions.

The presence of any of the following circumstances excludes coverage under the extended warranty:

- Damage resulting from non-compliance with periodic maintenance specified by brand;
- Damage resulting from repairs or maintenance performed without following the brand's specifications;
- Damage resulting from maintenance that does not follow brand specifications and standards;
- Damage resulting from improper use of the vehicle or use for any competition;
- Damage resulting from operating methods other than those indicated in the user and maintenance manual or use outside the limits of the specifications indicated and/or recommended by the make (maximum permissible load, engine speed, etc.);
- Damage resulting from the use of non-original parts and accessories, or from the use of gasoline, lubricants and fluids with specifications other than those indicated in the user and maintenance manual;
- Damage caused by modifications not approved by VIM bv (modifications to the engine, chassis, electronics, weight reduction and other modifications);
- Damage caused by time (natural fading of colored surfaces, chromed surfaces, loose decals and other damages);
- Damage caused by improper storage or transportation;
- Damage caused by accident or external event;
- Damage resulting from the use of contaminated, tarnished or improper fuel;

- Damage relating to mechanical, electrical and electronic parts or components not expressly mentioned in Article 3;
- Vehicles used as cabs, leased or used for a driving school;
- Damage caused by exposure of the product to soot and smoke, chemicals, animal waste, seawater, salinity, salt and other external agents;
- Damage resulting from normal wear and tear due to its use;
- Damage resulting from intent or negligence of the owner, driver or other third party to whom the vehicle has been entrusted for any reason anyway;
- Damage caused by defects in parts which, although covered by the warranty program, result from defects in parts not covered by this warranty program;
- Damage resulting from fire, short circuit, collision, theft, explosion or weather conditions;
- Damage resulting from an external cause, from an external object and/or not traceable to an accidental defect;
- Damage resulting from lack of and/or insufficient amount of coolant or loss of efficiency thereby;
- Damage resulting from lack of and/or insufficient amount of engine oil and transmission oil.

In addition, the extended warranty does not cover:

- Spare parts: spark plugs, fuel filters, oil filters, air filters, drive chains, batteries, friction weights, transmission belts, clutch covers, cables, wiring, brake pads, brake discs, brake shoes, clutch discs, light bulbs, fuses, dashboard, engine brushes, rubber footrests, belts, tyres, tubes, hoses and other rubber parts, body parts and any associated parts, seals, saddles, upholstery, refills;
- Lubricants: oil, grease, battery acid, radiator fluid, brake fluid, clutch fluid, differential fluid and others specified by CFMOTO;
- Cleaning, inspections, adjustments and periodic maintenance;
- Accessories: even if they are original and originally fitted;
- Additional costs: communication, transport, meal and other costs in case of vehicle breakdown, compensation for loss of time, commercial losses or vehicle rental costs to replace the vehicle during the repair period.

Art. 5 Right of inspection

In the event of a warranty claim, VIM bv reserves the right to inspect the vehicle and to submit the damage to an (extra)judicial expert opinion.

Art. 6 Limit of refund

For the entire duration of the supplementary guarantee, the maximum refund limit for each intervention and in proportion to the total duration of the cover. If further breakdowns occur, the total of the repairs may never exceed the current value of the vehicle.

Art. 7 Communication transfer of ownership

The supplementary guarantee cover may be transferred to a new private owner for the remaining guarantee period. At the time of the transfer of the vehicle, the new owner must receive the warranty certificate associated with the vehicle. The new owner must send his personal data, the purchase document and the owner's documents to CFMOTO at the following e-mail address: office@bwimport.be, at the latest 30-days after the transfer of ownership, otherwise the above-mentioned warranty conditions will lapse.

Check this box if your personal data may be used for commercial purposes.

More information about the processing of personal data is available on the CFMOTO website (<https://cfmotobenelux.be/privacy-policy>)