

WARRANTY INFORMATION

WARRANTY PERIOD

1. The warranty period for all Volta Motor vehicles is 1 year. (Standards may vary depending on the country you are in.) You can seek support from the authorized dealer where you purchased the product.
2. During the warranty process, the warranty period for the replaced item is limited to the remaining warranty period of the original purchased item.
3. In case of a defect, the time spent on repair is added to the warranty period.
4. If a part of the product, which is not mandatory to be sold with the warranty certificate, is replaced or sold by a service station outside the warranty period, the warranty period for the replaced or sold spare part is six months.
5. The warranty begins from the date of the sales invoice of the product.

WARRANTY TERMS AND CUSTOMER RESPONSIBILITY

1. To benefit from the warranty, the warranty certificate or sales invoice must be presented. These documents should be kept throughout the warranty period.
2. Maintenance of the vehicles must be performed at authorized service centers at the intervals specified in the user manual provided with the vehicle.
3. Vehicles should be used in accordance with their intended purpose, and daily maintenance and pre-driving checks as specified in the user manual must be carried out.

WARRANTY COVERAGE

1. The warranty covers the repair of defects caused by manufacturing or workmanship errors, including all parts of the vehicle. This includes the replacement of parts that cannot be repaired.
2. In the case of a material and/or manufacturing defect in the vehicle or its parts, the manufacturer may repair the defective part. There is no obligation to replace the part with a new one.
3. For parts such as batteries and tires, which are covered by the warranty provided by their respective manufacturers, warranty claims will be processed based on a report prepared by the manufacturer. The customer may also be referred to the manufacturer's own service centers for repair.

EXCLUSIONS FROM WARRANTY COVERAGE

- 1.The warranty will be void if any tampering is done on the invoice or warranty document, or if the original serial number on the vehicle is removed or tampered with.
- 2.Faults arising from maintenance and repairs not performed on time at authorized service centers are excluded from the warranty coverage.
- 3.Faults arising from repairs and interventions performed by unauthorized service centers are excluded from the warranty coverage.
- 4.Faults arising from the use of non-original spare parts are excluded from the warranty coverage.
- 5.Faults resulting from the vehicle being used for purposes other than those intended are excluded from the warranty coverage.
- 6.Faults are excluded from the warranty coverage if there is any modification or intervention on the defective part.
- 7.Faults resulting from engine, fuel pump, and injection system issues caused by dirty or unsuitable fuel are excluded from the warranty coverage.
- 8.Faults arising from actions contrary to the guidelines specified in the user manual are excluded from the warranty coverage.
- 9.Repairs and maintenance required due to accidents or improper use are excluded from the warranty coverage.
- 10.Faults caused by overloading or abnormal use that lead to the completion or shortening of the vehicle's economic lifespan are excluded from the warranty coverage.
- 11.Faults arising from failure to perform daily maintenance and pre-ride inspections as specified in the user manual are excluded from the warranty coverage.
- 12.Faults due to not regularly measuring tire pressures are excluded from the warranty coverage.
- 13.Faults arising from failure to check fluid levels (engine oil, hydraulic brake fluid, transmission oil) are excluded from the warranty coverage.
- 14.Faults resulting from non-compliance with warnings and alerts on the instrument panel are excluded from the warranty coverage.
- 15.Accidents occurring due to using the vehicle before completing service or driving a vehicle known to be faulty are excluded from the warranty coverage.
- 16.Wear and material costs resulting from adjustments needed for parts such as wheel balance, valve adjustment, and brake adjustment, which require periodic maintenance, are excluded from the warranty coverage.
- 17.Faults resulting from parts getting waterlogged due to high-pressure washing are excluded from the warranty coverage.
- 18.Wear, breakage, or damage to parts such as axles, differential, transmission, engine, wheels, shock absorbers, and chassis due to use beyond the maximum load capacities specified in the vehicle's technical documents are excluded from the warranty coverage.
- 19.Faults arising from modifications made to the vehicle are excluded from the warranty coverage.
- 20.Faults resulting from liquid contact with electronic components are excluded from the warranty coverage.
- 21.Damage and faults resulting from natural disasters such as fire, flood, water ingress, and lightning strikes are excluded from the warranty coverage.
- 22.Damage occurring to the vehicle during transportation, loading, or unloading after delivery to the customer is excluded from the warranty coverage.
- 23.Faults arising from prolonged use beyond speed limits are excluded from the warranty coverage.
- 24.Consumables that naturally wear out based on usage conditions and are recommended to be replaced during periodic maintenance, such as filters, belts, engine oil, transmission oil, o-rings, gaskets, brake pads, fuses, and bulbs, are excluded from the warranty coverage.
- 25.Parts with a defined lifespan that are recommended to be replaced at the specified time in the periodic maintenance schedules, such as front axles, transmissions, rear clutches, spark plugs, and faults arising from the expiration of replacement intervals, are excluded from the warranty coverage.
- 26.Battery swelling due to overcharging or sulfation resulting from non-compliance with charging rules are excluded from the warranty coverage.

