

Master Warranty Claim Form

Evolution Sales Order #:

Claim Date:

Vehicle Information

Vehicle Model:	<input type="text"/>	Serial #:	<input type="text"/>
Battery serial #	<input type="text"/>	Color:	<input type="text"/>
Controller Model	<input type="text"/>	Motor Model:	<input type="text"/>

Dealer Information

Authorized Dealer Name:	<input type="text"/>	Contact:	<input type="text"/>
Address:	<input type="text"/>	E-Mail:	<input type="text"/>
(City, State, ZIP)	<input type="text"/>	Phone:	<input type="text"/>

Description of Problem(s)

(Pictures or Videos will be necessary if needed)

Customer signature: _____

Date: _____

INSTRUCTIONS - Please follow the below instructions to properly submit a warranty claim.

HDK Plastic Factory LTD USA

Master Warranty Claim Form

Invoice Number:

Order # and End User's Name
Date claim is submitted

Claim Date:

Vehicle Information			
Vehicle Model:	Ex. C4+, C4 Pro, F4+, F6+, C6+ Etc..	Serial #:	Helps us find the cart's data. The number is a 9-digit number. Ex. 2022*****
Battery serial #	Helps us find BMS data and know what tools are needed	Color:	Include full color of the cart body. Plus/Pro different models. Ex. P. Blue, M. Blue, F Red, CA. Red, Balck
Controller Model	Helps us find controller data and know what tools are needed	Motor Model:	Helps determine the kW. Also helps determine if it uses Hydraulic for mechanical brakes.
Dealer Information			
Authorized Dealer Name:	Required information	Contact:	Who filled out the warranty claim
Address:	Address where the cart was shipped to (dealer shop)	E-Mail:	Required Information
(City, State, ZIP)	Required Information	Phone:	In case we run into any issues and need to verify with dealer
Description of Problem(s)			
(Pictures or Videos will be necessary if needed)			
<p>To better assist our <u>dealers</u> and help make the warranty process faster, please include all support documentation <u>including pictures or videos</u>. If there is a broken part, please provide a clear picture. If the cart is making a noise, please provide a clear video. Please <u>INCLUDE THE PART NUMBER</u> of the parts that you will need to repair the issue. Part numbers may be found in the parts book manual. If any issues with <u>battery, rear end, motor, controller, or charger</u>, please include the serial number of the specific part. Also, please include any additional information to better diagnose the issue and send the correct parts. Please be clear with the assistance that you may need. We will have a technician call or email to verify the issue. In the case that you do not receive a response within <u>72 hours</u> please resend the claim and add john.lee@evolutionelectricvehicle.com</p> <p>Thank you for your patience.</p> <p>*Notice* If there is any damage or scratches when the carts are received, please report within 2 business days. After the 2 days, Evolution will no longer be responsible for the damage.</p>			

Customer signature: _____

Date: _____

To assist us further enhance our services and be more effective, kindly fill out the warranty claim form properly and in full detail