

# WOLF BRAND SCOOTERS WARRANTY 2018

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Two (2) year or ten thousand (10,000) mile, whichever comes first, limited warranty.

Two (2) year limited battery warranty. One (1) year for internal engine and transmission parts of on-the-road vehicles and one (1) year limited warranty for all other parts, excluding wearable items.

All warranty issues must be handled through the dealer where products were purchased or other authorized Wolf Brand Scooters. Parts only, will be provided, repair service is to be paid by customer even under warranty period. Labor and repair charges are not included in this parts-only warranty. Please keep and provide your original invoice, receipt, and title. Also keep good records of regular oil changes and services performed on your scooter for record/proof of proper maintenance and care. Record/Proof of proper maintenance and care may be requested by Wolf Brand Scooters or any authorized Wolf Brand dealership, at any given time. If customer goes to an authorized Wolf Brand Scooters dealership, other than where original purchase was made, customer shall furnish a copy of original invoice and receipt of purchase, which must show the purchase date and VIN (Vehicle Identification Number) before Wolf Brand Scooters can warranty your product through other authorized Wolf Brand Scooters dealer. A **Warranty Registration Form** must be filled out in full and sent in on-line, or via fax or email, by dealership within 30 days of consumer purchase to activate warranty. If not received, dealer forfeits warranty rights. Consumer's full information must be given on the warranty form, email, address, phone number, etc., as this information is necessary for the manufacture to have on file.

**PARTS ONLY WARRANTY – FOR ALL PRODUCTS**  
**This limited warranty covers the following only:**

Engine block, including all internal lubricated parts (i.e. rings, pistons, pins, crankshaft and main bearings, the connecting rods and rod bearings, camshaft bearings, timing chain gears, rocker arms, valve springs, valve guides, valve seats, valve push rods, valves, lifters and oil pump). Additionally, the engine head(s), engine block and cylinder barrels will be covered if they are damaged solely as a result of the mechanical failure of one or more of the internal lubricated components specified above. The cooling system must be in good working order including cooling fans.

**Covered for one (1) year:**

**All electrical components of all types (distributor, alternator and all sensors and electrical control devices), fuel systems, gaskets, seals, filters, mounts, linkage and fluids, from manufacturers defect.**

**TRANSFER CASE:** All internal lubricated parts contained within the transfer case. The transfer case itself will be covered if damaged solely as a result of the mechanical failure of one or more of the internal lubricated components contained within the transfer case. Accessory items, including but not limited to: electrical components, linkage, seals, gaskets and mounts or fluids *are not covered by this warranty.*

**DIFFERENTIAL:** All internal lubricated parts contained within the drive axle housing case. The drive axle housing itself if damaged solely as a result of the mechanical failure of one or more of the internal lubricated components contained within the drive axle housing.

**TRANSMISSION:** (Automatic or Standard) all internal lubricated parts contained within the transmission case. The transmission case itself if damaged solely as a result of mechanical failure of one or more of the internal lubricated components contained within the transmission case. The complete hydraulic system must be flushed, including integral transfer case, oil cooler, lines and new filter(s) installed.

**COVERAGE AND LIMITATIONS**

You must have an authorized Wolf Brand Scooters Dealer to assemble your new motorized vehicle and to do the preparatory work (PDI) to assure that the motor vehicle is in good working condition. You will need to provide proof of this when filing a warranty claim, so keep your receipts. Subject to the limitations stated in this agreement, Wolf Brand Scooters (at its sole discretion and election) to replace a covered component if the covered component fails as a result of one or more of the internal lubricated parts within the stated warranty period from the date of purchase, while the component is being used under the conditions and in the manner specified by its original manufacturer. Warranty does not cover shipping damages, misuse, abuse or, other reasons except for manufacturer's defects.

**THE FOLLOWING ITEMS ARE NOT COVERED UNDER WARRANTY UNDER ANY CIRCUMSTANCE:** TIRES, RIMS, BODY PANELS, FUSES, FORKS, SHOCKS, GASKETS, LIGHT

BULBS, SEATS, CV BOOTS, CARBURBATORS, OIL FILTERS, AIR FILTERS, FUEL FILTERS, FILTERS, CLUTCH WEAR PARTS, CABLES, DRIVE BELTS, CHAINS, SPARK PLUGS, ANY PART MADE OF RUBBER, BELTS, BRAKE LININGS AND/OR PADS, SPROCKETS, EXTERNAL SPRINGS, CLIPS, NUTS, BOLTS, FASTENERS AND FRAMES.

**THIS LIMITED WARRANTY IS VOID IF ANY OF THE FOLLOWING IS TRUE:**

THE CUSTOMER DOES NOT USE AN AUTHORIZED WOLF BRAND SCOOTERS DEALER TO ASSEMBLE AND PREPARE THE PRODUCT PRIOR TO OPERATION (PROOF OF THIS IS REQUIRED FOR WARRANTY CLAIMS).

THE DAMAGE TO THE COMPONENTS IS CAUSED BY AN ACCIDENT.

THE CUSTOMER FAILS TO FOLLOW THE MINIMUM MAINTENANCE AND BREAK-IN REQUIREMENTS SUGGESTED BY THE MANUFACTURER AND FAILS TO PROVIDE PROPER SERVICE DOCUMENTS.

THE DAMAGE TO THE PRODUCT IS CAUSED DURING SHIPPING.

THE PRODUCT IS USED IN A MANNER WHICH IT WAS NOT DESIGNED FOR.

THE PRODUCT IS MODIFIED IN ANY WAY.

THE PRODUCT IS USED IN A RENTAL BUSINESS.

**TOWING CHARGES:** All towing and/or shipping charges incurred are the responsibility of the customer. Wolf Brand Scooters is not responsible for towing charges incurred for any reason.

**REPAIRED/REPLACED COMPONENTS:** If the components are repaired under the terms of this warranty, they will be repaired or replaced with component parts of a like kind and quality.

**LABOR TO REPAIR OR REPLACE PARTS:** Wolf Brand Scooters does not pay or reimburse any labor cost under any circumstances. Wolf Brand Scooters is not responsible for labor costs under any circumstances.

**S&H CHARGES:**

**IN WARRANTY:** If your product is under warranty, Dealer may return any damaged part for exchange, at own expense, to our Clearwater-Florida Distribution Center. We will pay return shipping unless it is determined that your part was abused or damaged from other

than manufacturer's defect. Customer is responsible to pay all labor charges, as agreed in this warranty.

**SHIPPING POLICY:** The following is our shipping policy:

Wolf Brand Scooters cannot guarantee delivery schedule.

Wolf Brand Scooters is not responsible for shipping delays.

Wolf Brand Scooters is not responsible for damages incurred during shipping. The carrier should be contacted if any shipping damages occur to file a claim. All damages must be noted on the BOL or other delivery documents signed off on by customer. If not noted, Wolf Brand Scooters is not responsible.

All shipping related fees must be prepaid in full. Unless the customer has arranged his/her own shipping/freight agreed to by Wolf Brand Scooters.

Wolf Brand Scooters is not responsible for return shipping costs for items that do not fall under this warranty. These costs must be paid for with the parts order. If shipping funds are not included, the part will not be shipped.

Wolf Brand Scooters is not responsible for any cancellation incurred cost. All incurred cost due to cancellation must be paid in full and are not refundable. (Example: If product or part has left the warehouse and the order is cancelled.)

**Why do you need my part?** We need your part for several reasons:

We need to verify that the part needed is the correct one we are sending to you.

We require the part to be returned so we may monitor defective parts and notify the correct manufacturer of potential future problems or recalls.

We need to verify that your part is in fact defective. Many times we receive parts that are not defective at all. Parts must be received before an exchange will be given in some cases.

## **REPLACEMENT PARTS**

**REPLACEMENT PART:** Wolf Brand Scooters reserves the right to inspect the defective part before replacing it. In some cases, Wolf Brand Scooters, will require the customer to send in the defective part for inspection before exchange can be made. The inspection process might take from two to four (2-4) business days after its arrival to the designated inspection office. Wolf Brand Scooters, does not reimburse shipping fees.

**WARRANTY TRASFERABILITY:  
THIS WARRANTY IS NOT TRANSFERABLE.**

**NO IMPLIED WARRANTIES OR AGREEMENTS:**

**There are no agreements or warranties, expressed or implied, including warranties of merchantability or fitness for a particular purpose other than those stated in this warranty. Wolf Brand Scooters is not responsible for any incidental or consequential loss or damage arising from injury, loss of use, loss of time, rental vehicles, profits or income to the customer as a result of a failure of any component or part.**

**NO OTHER AGREEMENT:** There are no other agreements between the parties except as stated in this Warranty. We, Wolf Brand Scooters, reserve the right to amend and/or change, at any time, this Warranty, with or without notice to dealer or consumer. Updated versions can be requested at any time.

It is the responsibility of the consumer, dealer and/or end user, and not Wolf Brand Scooters, to ascertain and obey all applicable local, state, federal and international laws in regard to the possession and use of any item purchased from Wolf Brand Scooters. All equipment sold is subject to Public Law 90-351, Title III, U.S.D., Section 2511 and any local, state or federal ordinances or international law. Dealers and end users must consult their local, state and national laws before ordering or purchasing products made or distributed by Wolf Brand Scooters/Znen. Dealer/Retailer agrees that absolutely no sales of any of our motorized products will be to minors. By placing an order or buying Wolf Brand Scooters products, the dealer/consumer represents/agrees that the products ordered will be used in a lawful manner and that he/she is of legal age. Wolf Brand Scooters will not be held liable for the misuse of any product purchased from us or any of our authorized, or unauthorized, dealers or retailers.

In no event will Wolf Brand Scooters/Znen be liable for lost revenue, lost wages, lost savings or, any other incidental or consequential damages arising from purchase, use, or inability to use product. In no event will Wolf Brand Scooters or Znen be liable for any damages arising from misuse, natural disasters, personal disasters or, any repairs or modifications, performed by Wolf Brand Scooters or by authorized or unauthorized Wolf Brand Scooters Dealerships.

Legal Name:

Hammer Brand, LLC., is the legal owner of the DBA Wolf Brand Scooters and Gorilla Motor Works. All affiliated names are covered under this warranty.

**All parts sent in for exchange should be sent to:**

Wolf Brand Scooters  
ATTN: PARTS DEPARTMENT  
12485 44TH STREET NORTH SUITE A  
CLEARWATER, FL 33762

Please do not forget that Wolf Brand Scooters must receive a Warranty Registration Form within 30 Days of Purchase to avoid loss of Warranty rights.

