

After-Sales Service & RMA Procedure

Reliable Electric Mobility Solutions, Supported for the Long Term

At Zuboo, our commitment to customers extends beyond manufacturing and delivery.

As a professional manufacturer of electric scooters, electric motorcycles, electric tricycles and other electric mobility solutions, we focus on developing reliable products that perform consistently under real-world operating conditions.

Our products are built around durability, quality-controlled manufacturing and continuous engineering improvement. As a result, most of our customers experience stable long-term operation with limited after-sales requirements.

When technical issues do occur, Zuboo provides a structured global after-sales service system designed to help customers resolve problems efficiently and maintain uninterrupted business operations.

Our support includes warranty protection, spare parts allocation, remote technical assistance and, for qualified strategic customers, on-site engineering support.

1. Our After-Sales Service Commitment

Zuboo's after-sales service system is built on four key principles:

Product Reliability

We design and manufacture electric mobility products with durability and long-term operational reliability as core priorities.

Responsive Support

Our sales, engineering and after-sales teams work together to provide timely technical assistance when customers encounter product-related issues.

Local Service Capability

Through spare parts support and technical documentation, we help distributors and importers establish efficient local after-sales service capabilities.

Long-Term Partnership

For strategic customers and major distributors, Zuboo provides additional technical cooperation and on-site support to strengthen long-term market operations.

2. Standard Warranty Policy

One-Year Warranty for Manufacturing Quality

Zuboo provides a standard one-year warranty for our electric mobility products.

During the warranty period, if a product experiences a manufacturing defect or quality-related failure under normal operating conditions, Zuboo will conduct a technical evaluation and provide an appropriate solution according to the specific circumstances.

Depending on the nature of the issue, available solutions may include:

- Replacement of defective components;
- Supply of replacement spare parts;

- Technical troubleshooting and repair guidance;
- Replacement of complete units in qualifying cases;
- Other mutually agreed corrective solutions.

Warranty claims are subject to technical evaluation and confirmation by the Zuboo after-sales or engineering team.

Our warranty policy is designed to protect customers against manufacturing-related quality issues while ensuring that each case is handled based on its actual technical cause.

3. Spare Parts Support

Spare Parts Allocation with Every Shipment

To support efficient local maintenance and after-sales operations, Zuboo provides spare parts support with every shipment.

For standard orders, spare parts equivalent to approximately 1% of the total shipment value are allocated to support customer service requirements.

These spare parts are intended for:

- Routine maintenance;
- Replacement of commonly used components;
- Minor repairs;
- Local warranty service;
- Emergency maintenance requirements.

The specific spare parts allocation may vary depending on product models, configurations, order quantities and customer requirements.

By providing spare parts together with shipments, Zuboo helps customers reduce service downtime, improve local maintenance efficiency and minimize unnecessary international returns.

Our objective is to enable distributors and service teams to resolve common product issues locally whenever practical.

4. Global RMA Procedure

A Structured Process for Warranty and Technical Issues

Zuboo follows a standardized Return Merchandise Authorization (RMA) procedure to ensure that after-sales issues are properly reported, technically evaluated and efficiently resolved.

The RMA process applies to warranty claims, confirmed product quality issues and cases requiring replacement parts or further technical intervention.

Step 1 — Submit an After-Sales Request

When a customer encounters a product issue, the customer should contact their Zuboo sales representative or after-sales service contact.

To help our technical team identify the problem efficiently, customers are requested to provide:

- Company name;
- Order number or shipment reference;

- Product model;
- Vehicle identification number, where applicable;
- Date of purchase or shipment;
- Detailed description of the issue;
- Photos or videos showing the problem;
- Relevant operating conditions or usage information.

Complete information at the initial stage helps reduce diagnosis time and improves response efficiency.

Step 2 — Preliminary Technical Evaluation

After receiving the service request, Zuboo's technical team will review the information provided and conduct a preliminary assessment.

Depending on the issue, our engineers may request additional information or testing, including:

- Additional photos or videos;
- Electrical measurements;
- Component inspection;
- Battery or charging system testing;
- Motor and controller diagnosis;
- Wiring and connector inspection;
- Maintenance history;
- Operating environment information.

The purpose of this stage is to identify the probable cause of the issue and determine the appropriate technical solution.

Step 3 — Issue Classification and RMA Confirmation

Following the preliminary evaluation, Zuboo will classify the issue and determine whether further RMA action is required.

Potential causes may include:

1. Manufacturing or component quality issues;
2. Assembly or installation issues;
3. Transportation-related damage;
4. Improper operation or maintenance;
5. Unauthorized modification;
6. Normal wear and tear;
7. External environmental factors.

Where warranty replacement, spare parts support or further technical intervention is required, Zuboo will provide an RMA confirmation or service instruction.

The RMA record may include:

- RMA reference number;
- Product and component information;
- Problem description;

- Technical evaluation results;
- Recommended corrective action;
- Replacement parts or service solution;
- Relevant shipping and responsibility arrangements.

Each confirmed RMA case is documented to ensure traceability and effective follow-up.

Step 4 — Solution Implementation

Based on the technical evaluation, Zuboo will provide an appropriate corrective solution.

Technical Guidance

For minor or serviceable issues, Zuboo may provide troubleshooting instructions, repair manuals, technical videos or remote assistance.

Spare Parts Replacement

If a defective component is confirmed under the applicable warranty conditions, Zuboo may provide replacement parts or arrange the appropriate spare parts solution.

Product Replacement

For confirmed manufacturing defects that cannot reasonably be resolved through component replacement or repair, Zuboo may arrange replacement of complete units in accordance with the applicable warranty terms and case evaluation.

Remote Engineering Support

Zuboo engineers may provide technical assistance through email, video conferencing, WhatsApp or other agreed communication channels.

Our objective is to resolve technical issues as efficiently as possible while minimizing operational disruption for customers.

Step 5 — Resolution Confirmation

Once the agreed corrective action has been completed, the customer confirms the resolution of the service case.

The RMA case is then formally closed and recorded in Zuboo's after-sales service system.

Where necessary, our team may follow up with customers to verify product performance after the corrective action.

Step 6 — Continuous Quality Improvement

After-sales cases are not only service records; they are also valuable sources of product improvement.

Zuboo's engineering and quality teams review relevant field feedback to identify recurring issues and opportunities for improvement in:

- Product design;
- Component selection;
- Manufacturing processes;
- Quality control;
- Technical documentation;
- Spare parts planning;
- Future product development.

This closed-loop approach allows field experience to contribute directly to the continuous improvement of our products and manufacturing systems.

5. Technical Support

Engineering Support Beyond Product Delivery

Zuboo's after-sales capabilities are supported by our in-house R&D, engineering and manufacturing teams.

Our technical support covers a wide range of electric mobility systems, including:

- Electrical system troubleshooting;
- Battery and charging system diagnosis;
- Motor and controller troubleshooting;
- Wiring and connector inspection;
- Brake and suspension system guidance;
- Vehicle assembly and maintenance instructions;
- Product configuration support;
- Spare parts identification;
- Technical documentation and service manuals.

For international customers, technical support is primarily provided remotely through digital communication channels.

We aim to help local distributors and service teams develop the knowledge and capability to handle routine maintenance and common technical issues independently.

6. On-Site Technical Support for Strategic Customers

Long-Term Technical Cooperation

For selected strategic customers, particularly major distributors and exclusive market partners with significant annual business volume, Zuboo may provide on-site technical support.

This service is arranged based on the customer's business scale, strategic partnership status, market requirements and long-term cooperation plans.

On-site technical support may include:

- Product technical training;
- Maintenance and repair guidance;
- Service team training;
- Troubleshooting assistance;
- Product quality feedback collection;
- Market-specific technical support;
- After-sales process optimization.

For major customers receiving dedicated technical service, Zuboo's technical personnel may also provide technical guidance to other local customers during the same business trip, where practical and mutually agreed.

For markets without sufficient business volume to justify a dedicated technical visit, on-site support may be provided during Zuboo's planned international customer visits or business trips.

This approach allows Zuboo to provide practical and efficient technical assistance while maintaining a sustainable global after-sales service network.

7. Customer Responsibilities

Effective after-sales service requires cooperation between the manufacturer and the local customer.

To ensure efficient troubleshooting and long-term product reliability, customers are expected to:

- Operate products according to the provided user manuals and technical specifications;
- Perform routine maintenance and inspections;
- Use approved or compatible replacement components;
- Avoid unauthorized modifications to electrical, mechanical or software systems;
- Provide accurate and complete information when reporting technical issues;
- Cooperate with Zuboo's technical team during troubleshooting and evaluation;
- Maintain appropriate local service capabilities where applicable.

Proper operation, maintenance and storage are essential to achieving the expected service life and performance of electric mobility products.

8. Warranty Exclusions

The standard warranty generally does not cover failures or damage resulting from:

- Improper use or operation;
- Unauthorized modification or alteration;
- Accidents, collisions or external impact;
- Improper maintenance or storage;
- Normal wear and tear;
- Consumable components;
- Use of non-approved replacement parts;
- Overloading beyond the rated capacity;
- Unauthorized electrical or software modifications;
- Damage caused by customer-controlled transportation or handling, where applicable;
- Environmental conditions or usage beyond the product's specified operating requirements.

Warranty eligibility is determined based on technical evaluation and the specific circumstances of each case.

9. Our Service Philosophy

At Zuboo, we understand that reliable after-sales support is an important part of a successful electric mobility business.

Our role is not simply to supply products and spare parts, but to work together with distributors, importers and market partners to build stable and sustainable operations.

From product development and manufacturing to technical support and field feedback, we continuously improve our systems to provide customers with reliable products and professional long-term support.

Our Commitment Does Not End at Shipment.

Zuboo — Reliable Electric Mobility Solutions with Long-Term Technical Support.

Contact Zuboo After-Sales Support

For warranty claims, technical assistance or spare parts inquiries, please contact your Zuboo sales representative or after-sales service team.

To help us respond efficiently, please include your company name, product model, order reference and a detailed description of the issue.