

Exclusively Hybrid LLC Limited Warranty

Warranty Version: EH-LW-2026-01

This Limited Warranty applies to qualifying New and Refurbished hybrid batteries and battery packs originally sold by Exclusively Hybrid LLC. Please read this warranty carefully before purchase, installation, or use.

IMPORTANT WARRANTY SUMMARY

NEW BATTERIES & NEW BATTERY PACKS

Non-Commercial Use: **48 Months / Unlimited Miles**

Commercial Use: **48 Months or 80,000 Miles**, whichever occurs first.

REFURBISHED BATTERIES & REFURBISHED BATTERY PACKS

Non-Commercial Use: **12 Months / Unlimited Miles**

Commercial Use: **12 Months or 20,000 Miles**, whichever occurs first.

Commercial mileage is measured from the documented starting odometer reading. Coverage ends when either the applicable time or mileage limit is reached.

IMPORTANT NEW BATTERY REPAIR & REPLACEMENT DISCLOSURE

A New Battery is new at the time of original sale as described in this Limited Warranty. Warranty repairs may use properly tested, compatible, capacity- and resistance-matched refurbished modules or other functionally equivalent components.

If Exclusively Hybrid elects to replace a New Battery rather than repair it, the replacement may be a properly tested refurbished battery. **This Limited Warranty does not entitle the customer to another brand-new battery.**

Primary Warranty Remedy

Repair of the warranted product is the primary contractual remedy. Another remedy may be available if Exclusively Hybrid elects to provide it, the limited repair remedy fails of its essential purpose, or applicable law requires another remedy.

Your Legal Rights

This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Nothing in this Limited Warranty eliminates any right or remedy that applicable law does not permit to be waived or limited.

1. Products Covered

This Limited Warranty applies only to a qualifying battery originally sold by Exclusively Hybrid LLC or through an expressly authorized sales channel and verifiable in Exclusively Hybrid's records.

Complete New Battery

A Complete New Battery includes:

- New, previously unused battery cells/modules;
- New battery voltage-sensor wire harness;
- Temperature-sensor wire harness; and
- High-voltage relay/junction box.

The battery cells/modules and voltage-sensor wire harness are **brand-new and previously unused** at the time of original sale. The temperature-sensor wire harness and high-voltage relay/junction box may be new, inspected, refurbished, or previously used components that meet Exclusively Hybrid's functional standards. The battery case/enclosure, hardware, and any other components not specifically identified above as covered components are supplied as part of the assembly where applicable but are **not warranted components**.

New Battery Pack

A New Battery Pack includes:

- New, previously unused battery cells/modules; and
- New battery voltage-sensor wire harness.

Other components required to complete the battery assembly are supplied, transferred, or reused by the customer or installer and are not warranted by Exclusively Hybrid. Damage to warranted components caused or materially contributed to by customer-supplied, transferred, reused, or third-party components is not covered.

Complete Refurbished Battery

A Complete Refurbished Battery includes and warrants:

- Battery cells/modules;
- Battery voltage-sensor wire harness;
- Temperature-sensor wire harness; and
- High-voltage relay/junction box.

A refurbished battery is a previously used battery or assembly that has been inspected, tested, serviced, matched and/or balanced as applicable, and prepared for reuse. Refurbished components may show ordinary cosmetic signs of prior use.

Refurbished Battery Pack

A Refurbished Battery Pack includes and warrants:

- Battery cells/modules; and
- Battery voltage-sensor wire harness.

Other components required to complete the battery assembly are supplied, transferred, or reused by the customer or installer and are not warranted by Exclusively Hybrid. Damage to warranted components caused or materially contributed to by those components is not covered.

Cosmetic wear, scratches, discoloration, labels, markings, or other evidence of prior use are not considered defects unless they materially affect safe installation or functional operation.

2. Warranty Period and Start Date

The warranty period begins on the **original purchase date** shown in Exclusively Hybrid's sales records. Installation at a later date does not postpone, restart, or extend the warranty period.

New Battery — Non-Commercial Use

48 Months / Unlimited Miles

New Battery — Commercial Use

48 Months or 80,000 Miles of vehicle use from the documented starting odometer reading, whichever occurs first.

Refurbished Battery — Non-Commercial Use

12 Months / Unlimited Miles

Refurbished Battery — Commercial Use

12 Months or 20,000 Miles of vehicle use from the documented starting odometer reading, whichever occurs first.

Warranty repairs or replacements do not restart, renew, or extend the original warranty period or applicable mileage limitation, except for the separate 30-day warranty protection applicable to a qualifying warranty repair or replacement as described below.

3. Commercial Use

Commercial Use means use of the vehicle, in whole or in part, to generate income, revenue, compensation, or financial gain. Examples include rideshare, taxi, delivery, courier, rental, fleet use, business operations, and similar income-producing use. These examples are illustrative and are not an exhaustive list.

Ordinary commuting to and from work, by itself, is not considered Commercial Use unless the vehicle itself is being used to generate income, revenue, compensation, or financial gain.

Commercial Use must be disclosed during warranty registration. If a vehicle originally registered for Non-Commercial Use later begins Commercial Use, the warranty holder must notify Exclusively Hybrid.

Once Commercial Use begins, the vehicle will remain classified as Commercial Use for the remainder of the warranty. The applicable commercial mileage limit is measured from the **original documented starting odometer reading** and does not reset when Commercial Use begins.

4. Warranty Registration, VIN, Odometer & Battery Identification

The warranty holder should register the battery as soon as it is installed and no later than **30 calendar days after the original purchase date**.

If the battery has not yet been installed, the customer should still submit the available registration information within 30 days and provide the installation odometer reading promptly after installation.

Registration Information

Warranty registration should include:

- Customer name and contact information;
- Exclusively Hybrid order or invoice number;
- Vehicle year, make, and model;
- Vehicle Identification Number (VIN);
- Clear photograph of the VIN identification tag;
- Installation date;
- Odometer reading at installation;
- Clear photograph of the vehicle odometer;
- Battery serial number, when requested; and
- Commercial or Non-Commercial Use declaration.

Registration documents warranty eligibility, the covered vehicle, starting mileage, use classification, and battery identity. For consumer transactions, failure to register within 30 days does not by itself eliminate warranty rights that applicable law does not permit Exclusively Hybrid to condition upon registration. However, alternative satisfactory proof may be required and warranty administration may be delayed until eligibility can be established.

Starting Odometer

The starting mileage is normally the vehicle odometer reading at the time the battery is installed, supported by an odometer photograph. If that information is unavailable or unreliable, Exclusively Hybrid may use other reasonably reliable evidence, including vehicle registration records, invoices, service records, diagnostic information, or other documentation to establish the appropriate starting mileage.

Battery Serial Number

Exclusively Hybrid records battery serial numbers in connection with customer orders and invoices. Battery identity may be verified during a warranty claim.

A missing or damaged serial-number label does not automatically void the warranty. However, if the battery cannot reasonably be identified as the warranted battery, coverage may be denied because warranty eligibility cannot be established.

Intentional alteration, removal, substitution, or falsification of a serial number, VIN, odometer reading, diagnostic record, or other warranty information for the purpose of obtaining coverage may result in denial of the claim and, to the extent permitted by law, termination of remaining warranty coverage.

Warranty Is Tied to the Registered Vehicle

The warranty is tied to the specific battery and the vehicle VIN for which it is registered. Moving the battery to another vehicle terminates warranty coverage unless Exclusively Hybrid expressly authorizes the transfer in writing before the battery is moved.

If the original vehicle is totaled but the battery itself is not damaged, transfer to another vehicle is not automatic. Exclusively Hybrid may authorize the transfer in writing after any inspection, diagnostic testing, compatibility verification, new VIN registration, and odometer documentation reasonably required.

5. Retail Warranty Transfer

The original retail warranty holder is the person or entity identified as the purchaser in Exclusively Hybrid's sales records.

If the battery is purchased as a gift, the purchaser may designate the recipient as the original registered warranty holder during the initial warranty registration. This is not considered a later warranty transfer.

For a retail purchase, the Limited Warranty may be transferred **one time only** to a subsequent owner of the same vehicle if ownership of that vehicle changes within **12 months of the original battery purchase date**.

The battery must remain installed in the same registered vehicle VIN. The warranty does not restart. The subsequent owner receives only the remaining portion of the original warranty term and, where applicable, the remaining original mileage allowance.

The subsequent owner should register the transfer within 30 calendar days after acquiring the vehicle and provide reasonably requested documentation, including:

- Original Exclusively Hybrid order or invoice information, if available;
- Vehicle VIN and VIN photograph;
- Current odometer reading and photograph;
- Proof of vehicle ownership or transfer; and
- New owner's contact information.

If the transfer is not properly documented, Exclusively Hybrid may require additional satisfactory evidence before recognizing the subsequent owner as the warranty holder.

A battery purchased separately through a private party, online marketplace, salvage operation, auction, or other secondary sale does **not** automatically carry an Exclusively Hybrid warranty merely because the battery bears an Exclusively Hybrid label or serial number.

6. Additional Terms for Business & Wholesale Purchasers

This section applies to automotive repair shops, dealers, installers, distributors, resellers, fleets, and other business or wholesale purchasers.

For a Business or Wholesale Purchase, the warranty relationship is between Exclusively Hybrid and the **original business purchaser**. The warranty is non-transferable unless Exclusively Hybrid expressly approves a transfer in writing.

Warranty claims normally must be submitted and processed through the original business purchaser unless Exclusively Hybrid agrees otherwise in writing.

The business purchaser is responsible for its relationship with its customer, including its own installation labor, diagnostics, workmanship, representations, and any additional warranty or service commitment it provides to its customer.

No repair shop, dealer, installer, distributor, reseller, employee, or other third party has authority to enlarge, modify, or extend the Exclusively Hybrid Limited Warranty unless the modification is expressly authorized in writing by Exclusively Hybrid LLC.

A battery purchased by a business for a specific customer vehicle remains tied to the registered vehicle VIN. The business purchaser may not move the battery to another customer vehicle and retain warranty coverage unless Exclusively Hybrid expressly authorizes the transfer in writing.

Business Purchaser Indemnification

To the extent permitted by applicable law, the business purchaser agrees to defend and indemnify Exclusively Hybrid LLC against third-party claims arising from the business purchaser's negligent or improper installation, unauthorized battery modification, inaccurate representations, additional warranties or promises made by the business purchaser, failure to follow applicable safety or service procedures, or other wrongful acts or omissions.

This provision does not require the business purchaser to indemnify Exclusively Hybrid for liability caused solely by Exclusively Hybrid's own wrongdoing where such indemnification is prohibited by applicable law.

7. Installation, Storage & High-Voltage Safety

HIGH-VOLTAGE SAFETY WARNING

Hybrid battery systems contain potentially lethal high voltage. Improper installation, removal, diagnosis, handling, storage, or servicing may cause electrical shock, burns, fire, serious injury, or death.

Appropriate training, tools, personal protective equipment, and applicable vehicle-manufacturer service procedures should be used when working with a high-voltage battery system.

Installation

Do-it-yourself installation is permitted and professional installation is not a condition of warranty coverage. However, installation must be performed correctly and in accordance with applicable vehicle-manufacturer service procedures, specifications, safety requirements, and torque specifications.

Damage or failure caused or materially contributed to by improper installation, incorrect assembly, improper torque, reverse polarity, improper electrical connection, or failure to follow applicable manufacturer procedures is not covered.

General technical guidance provided by Exclusively Hybrid does not replace applicable vehicle-manufacturer procedures or professional judgment and does not expand this Limited Warranty.

Installation Timing

The battery should be installed within **7 calendar days after receipt**.

Failure to install the battery within 7 days does not, by itself, terminate warranty coverage. However, damage, abnormal discharge, deterioration, or failure caused or materially contributed to by delayed installation or improper storage is not covered.

For a shipped order, the carrier's delivery record establishes the date of receipt. For a battery picked up from or installed by Exclusively Hybrid, applicable Exclusively Hybrid records establish the receipt or installation date.

Storage Before Installation

Before installation, the battery must be stored in a manner reasonably designed to protect it from:

- Rain, water, and excessive moisture;
- Excessive heat or freezing conditions;
- Direct sunlight;
- Physical damage;
- Conductive materials or objects;
- Unauthorized electrical loads or connections; and

- Other conditions capable of damaging or discharging the battery.

Damage or deterioration caused or materially contributed to by improper storage is not covered.

8. Vehicle Use, Cooling & Maintenance Requirements

Vehicle Use

The vehicle should be operated at least **once every 30 days** and should maintain an average usage of at least **500 miles per month**.

Average monthly usage may be evaluated using the current odometer reading, the documented starting odometer reading, and the elapsed time since installation.

Failure to meet either guideline does **not, by itself, automatically void the warranty**. However, damage, deterioration, abnormal discharge, imbalance, or failure caused or materially contributed to by prolonged non-use, improper storage, or insufficient operation is not covered.

Hybrid Battery Cooling System

The vehicle's high-voltage battery cooling system must be properly maintained throughout the warranty period.

At the time of battery installation, the installer should inspect and, where necessary, clean the battery cooling fan, air intake, cooling filter if equipped, ducts, and other applicable cooling-system components.

The cooling system must remain reasonably clean and unobstructed during the warranty period.

Damage or failure caused or materially contributed to by inadequate battery cooling or restricted airflow is not covered. Conditions that may cause restricted or inadequate cooling include, but are not limited to:

- Pet hair;
- Dust, lint, dirt, or debris;
- Blocked or contaminated cooling fans;
- Blocked air intakes or ducts;
- Spilled liquids or contamination;
- Cargo, seat covers, clothing, or other objects obstructing an air intake; and
- Other vehicle-side conditions that prevent adequate battery cooling.

Air-Conditioning System

For vehicles whose hybrid-battery cooling design relies on passenger-compartment air, the vehicle's air-conditioning system must remain reasonably functional.

Damage or failure caused or materially contributed to by excessive passenger-compartment temperature, inadequate air conditioning, or another vehicle-side condition that causes the battery to operate outside applicable manufacturer temperature limits is not covered.

Vehicle Electrical & Hybrid Systems

The vehicle's 12-volt battery, low-voltage electrical system, wiring, connectors, inverter/converter, charging system, electronic control units, and other vehicle systems capable of materially affecting the high-voltage battery must be reasonably maintained.

Damage or failure caused or materially contributed to by a vehicle-side electrical, wiring, charging, inverter, control-system, or similar fault is not covered.

A weak 12-volt battery, unrelated diagnostic trouble code, or other vehicle condition does **not automatically void warranty coverage**. The condition must have caused or materially contributed to the claimed battery damage or failure.

Maintenance Records

Routine maintenance records do not need to be submitted to Exclusively Hybrid during normal warranty operation.

If a warranty claim reasonably raises an issue involving cooling, overheating, electrical problems, prolonged non-use, abnormal discharge, or other maintenance-related conditions, Exclusively Hybrid may request relevant service records, diagnostic information, photographs, or other reasonably available evidence needed to evaluate the claim.

Missing maintenance records alone do not automatically void the warranty. Exclusively Hybrid may also consider diagnostic data, Freeze Frame Data, physical inspection, photographs, service history, and other reliable evidence.

9. Covered Functional Defects & Normal Degradation

This Limited Warranty covers **functional defects** in the components expressly identified as warranted for the applicable product configuration, subject to the terms, conditions, limitations, and exclusions contained in this Limited Warranty.

Cosmetic wear, scratches, discoloration, labels, markings, or other signs of prior use are not covered defects unless they materially affect safe installation or functional operation.

Normal Battery Degradation

Normal age- or use-related battery degradation is not, by itself, a covered defect.

Unless a specific product listing expressly provides a written performance specification, Exclusively Hybrid does not guarantee any particular:

- State-of-health percentage;
- Remaining battery capacity;
- Individual module or cell capacity;
- Internal resistance;
- Fuel economy;
- EV-only driving distance;
- State-of-charge behavior;
- Battery operating life; or
- Number of years of remaining service.

If battery degradation develops into an actual covered functional failure during the applicable warranty period, the claim will be evaluated under the terms of this Limited Warranty.

A dashboard warning light, diagnostic trouble code, third-party battery-health score, state-of-health percentage, or test result does not, by itself, establish that a covered warranty defect exists.

10. Primary Warranty Remedy — Repair

IMPORTANT WARRANTY REMEDY

Repair is the primary and exclusive contractual remedy for a covered warranty defect to the extent permitted by applicable law.

The customer must provide Exclusively Hybrid a reasonable opportunity to inspect, test, and repair the warranted product.

Exclusively Hybrid may perform more than one qualifying warranty repair during the original warranty period when reasonably necessary.

Based on inspection, testing, diagnostic information, and the nature of the covered defect, Exclusively Hybrid will determine the appropriate method of repair. A customer is not entitled to demand replacement of the entire battery, all battery modules, or other

components when a component-level repair can reasonably restore proper functional operation.

Repairs to New Batteries

A New Battery may be repaired using properly tested, compatible, capacity- and resistance-matched **refurbished battery modules** or other functionally appropriate components.

A refurbished module may be used because installing a brand-new module into a battery that has already accumulated operating time may not provide the appropriate technical match to the remaining modules.

Use of a refurbished module or component during an authorized warranty repair does **not** convert the original New Battery warranty into a Refurbished Battery warranty. The original warranty period and applicable mileage limitation continue unchanged.

If several modules require attention, Exclusively Hybrid may repair or replace one or more matched modules, or the appropriate portion of the battery, when doing so reasonably restores functional operation.

Successful Warranty Repair

A warranty repair is considered successful when the covered battery defect has been corrected and the warranted product is restored to appropriate functional operation.

Exclusively Hybrid is not required to eliminate unrelated vehicle diagnostic trouble codes, warning lights, drivability problems, or other vehicle conditions that are not caused by the covered battery defect.

A warranty repair does not guarantee restoration of original new-battery capacity, state of health, internal resistance, fuel economy, EV-only driving distance, or other performance characteristics that naturally change through age and use.

If the limited repair remedy fails of its essential purpose, or if applicable law requires another remedy, the customer retains any remedy that applicable law requires to remain available.

11. Whole-Battery Replacement

If Exclusively Hybrid determines that repair is impractical, Exclusively Hybrid may elect to provide a replacement battery or another appropriate remedy.

NEW BATTERY REPLACEMENT

A customer who originally purchased a New Battery does not have a contractual right to demand another brand-new battery as a warranty replacement.

If Exclusively Hybrid elects to replace the entire New Battery rather than repair it, the replacement may be a properly tested refurbished or rebuilt battery selected to provide compatible functional operation and meeting Exclusively Hybrid's then-applicable testing and matching standards.

If Exclusively Hybrid elects to replace an entire Refurbished Battery, the replacement may be another properly tested refurbished battery meeting Exclusively Hybrid's applicable functional standards.

A refurbished replacement battery may show ordinary cosmetic signs of prior use, including scratches, discoloration, labels, markings, or similar evidence of previous service, provided those conditions do not materially interfere with safe installation or functional operation.

A replacement battery will not have material structural damage or another unsafe physical condition that prevents proper installation or operation.

A whole-battery replacement receives only the **remaining portion of the original warranty period and applicable mileage limitation**. A replacement does not restart or renew the original warranty.

12. 30-Day Warranty on Warranty Repairs & Replacements

A qualifying warranty repair, component replacement, or whole-battery replacement performed or provided by Exclusively Hybrid receives a separate **30-day limited repair/replacement warranty** covering the specific repair, component, or replacement provided.

The 30-day period begins:

- On the date the repaired or replacement battery is delivered back to the customer for a shipped order;
- On the date the customer picks up the repaired or replacement battery from Exclusively Hybrid; or
- On the date Exclusively Hybrid completes reinstallation or otherwise returns the repaired or replacement battery to the customer when Exclusively Hybrid performs the installation.

This 30-day protection does **not** create a new warranty on the entire battery and does not restart the original product warranty.

If the original warranty expires during the 30-day period, only the specific repair, replaced component, or replacement provided by Exclusively Hybrid remains covered through the balance of that 30-day period.

If the same covered repair fails within the 30-day period and Exclusively Hybrid preliminarily verifies that the new claim concerns the same covered repair, Exclusively Hybrid will pay reasonable standard shipping both ways for that repair.

If inspection shows that the condition is unrelated to the prior repair or is otherwise excluded from warranty coverage, the normal warranty shipping, diagnostic, and claim rules apply.

13. Abnormal Discharge

A high-voltage battery may be damaged by an abnormal discharge caused by conditions outside the warranted battery, including vehicle-side electrical faults, improper operation, improper storage, unauthorized electrical loads, charging-system problems, or other external conditions.

For purposes of warranty evaluation, Exclusively Hybrid may consider reliable diagnostic or Freeze Frame Data showing that high-voltage battery pack voltage fell below **95% of the vehicle manufacturer's nominal pack voltage** as evidence of an abnormal-discharge event.

The voltage threshold alone does **not** automatically establish that the customer caused the condition or that warranty coverage is forfeited. Exclusively Hybrid will consider available diagnostic information, Freeze Frame Data, inspection results, vehicle condition, and other reliable evidence in determining the cause of the discharge.

If reliable evidence establishes that an abnormal discharge was caused by an external or vehicle-side condition and that the event caused or materially contributed to battery damage or failure, the resulting damage is not covered.

If such an externally caused abnormal-discharge event results in irreversible or material damage to the warranted battery, warranty coverage for the resulting battery condition may terminate to the extent permitted by applicable law.

14. Overheating & Inadequate Vehicle-Side Cooling

Battery damage caused or materially contributed to by inadequate vehicle-side cooling is not covered.

Exclusively Hybrid may consider diagnostic information, Freeze Frame Data, battery temperature data, physical inspection, cooling-system condition, air-conditioning condition where applicable, vehicle-manufacturer specifications, and other reliable evidence when evaluating an overheating event.

Overheating does **not** automatically establish customer fault or terminate warranty coverage. Exclusively Hybrid will evaluate whether the overheating resulted from a covered battery defect or from an external or vehicle-side condition.

If reliable evidence establishes that inadequate vehicle-side cooling, restricted airflow, excessive cabin temperature, a malfunctioning vehicle cooling system, or another external condition caused the battery to operate outside applicable manufacturer temperature limits and caused or materially contributed to battery damage or failure, the resulting damage is not covered.

If such an externally caused overheating event results in irreversible or material damage to the warranted battery, warranty coverage for the resulting battery condition may terminate to the extent permitted by applicable law.

15. Other Exclusions

This Limited Warranty does not cover damage, deterioration, or failure caused or materially contributed to by:

- Improper installation, assembly, removal, handling, or storage;
- Collision, accident, external impact, vandalism, or theft;
- Flooding, water intrusion, external fire, or environmental contamination;
- Misuse, abuse, or external physical damage;
- Vehicle wiring, connector, electrical, inverter/converter, charging-system, or control-system faults;
- Electrical shorts, reverse polarity, or improper jump-starting;
- Vehicle-side overheating or inadequate cooling;
- Incompatible equipment or incorrect vehicle application;
- Failure to reasonably maintain vehicle systems capable of affecting the battery;
- Improper or incompatible customer-supplied, transferred, reused, or third-party components;
- Improper storage or prolonged non-use that causes or materially contributes to battery damage;
- Corrosion caused by external water, salt, spilled liquids, chemicals, vehicle leaks, environmental exposure, or improper storage;
- Ignoring a manufacturer recall, service campaign, required software update, calibration, or vehicle repair when that condition causes or materially contributes to battery damage; or
- Another external or vehicle-side condition that causes or materially contributes to the claimed battery damage or failure.

A salvage or rebuilt vehicle title, by itself, does not automatically eliminate warranty coverage. However, collision damage, flood damage, fire damage, wiring damage, structural damage, or another condition associated with the vehicle is excluded when it causes or materially contributes to the claimed battery damage or failure.

Warning Lights & Continued Operation

If a hybrid-system or battery warning appears, the customer should avoid unnecessary continued operation and obtain appropriate diagnosis promptly.

Reasonable operation necessary to move the vehicle to a safe location or repair facility does not, by itself, eliminate warranty coverage. However, additional battery damage materially caused or worsened by knowingly continuing to operate the vehicle with a serious battery, cooling, electrical, or hybrid-system fault is not covered.

16. Modifications, Unauthorized Battery Work & Tampering

Material modification of the vehicle's hybrid or high-voltage electrical system or battery operating configuration may terminate warranty coverage when the modification changes the battery's intended operating conditions or causes or materially contributes to battery damage.

Examples include aftermarket plug-in conversions, altered charging systems, non-standard battery voltage configurations, experimental electrical equipment, or similar material modifications. Unrelated modifications such as wheels, audio equipment, or cosmetic accessories do not automatically affect battery warranty coverage.

Unauthorized opening or disassembly of the battery, cell or module replacement, wiring modification, electrical modification, configuration alteration, or unauthorized repair attempt may result in denial of a claim or termination of coverage when the unauthorized work prevents reliable evaluation of the battery or causes or materially contributes to the claimed damage or failure.

Work expressly authorized in writing by Exclusively Hybrid is not considered unauthorized work.

Tamper-Evident Seals

A missing, broken, or damaged tamper-evident seal may be considered evidence that further inspection is necessary, but the condition of the seal alone does **not automatically void the warranty**.

Intentional tampering, component substitution, concealment, or falsification intended to obtain warranty coverage may result in denial of the claim and, to the extent permitted by law, termination of remaining warranty coverage.

17. Exclusively Hybrid Installation Workmanship

If Exclusively Hybrid installs the battery, the installation is covered by a separate **90-Day Limited Installation Workmanship Warranty** beginning on the date the installation is completed.

This workmanship warranty covers defects in installation workmanship performed by Exclusively Hybrid. If a covered workmanship defect is confirmed, Exclusively Hybrid will correct the defective installation workmanship at no charge, including reasonable removal and reinstallation when necessary to perform the correction.

If a covered battery failure occurs within 90 days after installation by Exclusively Hybrid, Exclusively Hybrid will also cover reasonable removal and reinstallation labor necessary to perform the covered battery warranty repair.

The customer must normally provide Exclusively Hybrid a reasonable opportunity to inspect and correct its own installation work before having another repair facility perform corrective work, except where immediate action is reasonably necessary for safety or to prevent additional damage.

This workmanship warranty does not create an automatic right to a refund, new battery, reimbursement for another repair facility, towing, rental vehicle, travel expense, lost wages, loss of use, or other incidental or consequential expense except where applicable law requires otherwise.

For a mobile installation, Exclusively Hybrid does not guarantee that future warranty inspection or service will be performed at the customer's location. Exclusively Hybrid may require the vehicle to be made reasonably available at a service location designated by Exclusively Hybrid unless another arrangement is approved in writing.

Third-Party Installation

Installation by a third party or by the customer does **not, by itself, void the battery warranty**. Exclusively Hybrid does not warrant third-party installation labor or workmanship. Damage caused or materially contributed to by improper third-party or customer installation is not covered.

18. Warranty Claim Procedure

HOW TO START A WARRANTY CLAIM

Warranty claims must be initiated in writing by email to:

warranty@exclusivelyhybrid.com

A telephone call alone does not open or preserve a warranty claim.

The customer should submit the warranty claim before expiration of the applicable warranty period and provide the information reasonably necessary for Exclusively Hybrid to evaluate the claim.

A substantially complete claim timely submitted before expiration may continue to be evaluated after the warranty period expires when Exclusively Hybrid requests additional information relating to that timely claim. A customer may not create a new post-expiration claim merely by asserting that a symptom began before expiration.

Required Claim Information

Depending on the nature of the claim, Exclusively Hybrid may require:

- Customer name and contact information;
- Exclusively Hybrid order or invoice number;

- Vehicle Identification Number (VIN);
- Current odometer reading and photograph;
- Description of the symptoms and when they began;
- Relevant recent repairs or service performed on the vehicle;
- A complete diagnostic report from a qualified professional automotive repair facility using equipment capable of properly diagnosing the applicable vehicle systems;
- Diagnostic Trouble Codes (DTCs);
- Freeze Frame Data for applicable hybrid-battery DTCs; and
- Other reasonably relevant diagnostic information, photographs, video, or records needed to evaluate the claimed failure.

A dealership diagnosis is **not required**. Diagnosis may be performed by a qualified independent automotive repair facility with appropriate diagnostic capability.

Diagnostic Data & Freeze Frame

When hybrid-battery DTCs are present, applicable Freeze Frame Data should be captured and provided before the codes are cleared whenever reasonably possible.

Clearing diagnostic codes or Freeze Frame Data does not automatically void the warranty. However, if necessary evidence has been erased, Exclusively Hybrid may require additional or updated diagnosis before determining warranty eligibility.

Intentional deletion, alteration, concealment, or falsification of diagnostic information for the purpose of misleading Exclusively Hybrid may result in denial of the claim and may affect remaining warranty coverage to the extent permitted by law.

A third-party battery-health application, state-of-health score, or similar test result may be considered as supporting information but does not, by itself, establish a covered defect.

Do Not Ship the Battery Before Authorization

The customer should not remove and ship the battery before completing reasonably necessary diagnostics and receiving an RMA or other written return authorization from Exclusively Hybrid, unless immediate removal is reasonably necessary for safety.

Premature removal does not automatically void the warranty, but the customer remains responsible for providing sufficient evidence to establish a covered failure.

Claim Decision & Reconsideration

If a claim is denied, Exclusively Hybrid will normally provide the principal reason for the denial in writing, generally by email.

The customer may request **one internal reconsideration** by emailing warranty@exclusivelyhybrid.com within **15 calendar days** after the written denial and providing new or additional evidence relevant to the claim.

A timely reconsideration of the same claim may continue after expiration of the original warranty period. Reconsideration does not create a new warranty claim for a different or later failure.

After one internal reconsideration, Exclusively Hybrid's internal warranty review process is complete. Nothing in this provision eliminates any legal remedy that applicable law does not permit to be waived.

19. RMA, Shipping, Packaging & Diagnostic Charges

Return Authorization Required

An **RMA or other written warranty return authorization is required before every battery return**.

An unsolicited battery return does not obligate Exclusively Hybrid to accept, diagnose, repair, store, or pay shipping for the battery.

Shipping to Exclusively Hybrid

For an ordinary warranty claim, the customer is responsible for the cost of shipping the battery to the RMA location designated by Exclusively Hybrid.

If the claim is covered, Exclusively Hybrid will pay reasonable **standard return shipping** after the covered repair is completed. Exclusively Hybrid may select the carrier and shipping method.

If the customer requests expedited, special, or upgraded shipping, the customer is responsible for the additional cost unless Exclusively Hybrid expressly agrees otherwise in writing.

If inspection determines that the condition is not covered by warranty, the customer is responsible for return shipping.

Packaging & Transportation

The customer is responsible for obtaining suitable packaging for a warranty return and for following Exclusively Hybrid, carrier, and applicable transportation instructions.

Damage caused by inadequate or improper packaging is not covered.

High-voltage and heavy battery shipments must comply with applicable carrier and transportation requirements. If a battery is damaged, leaking, burned, flooded, physically compromised, or potentially unsafe to transport, the customer must disclose that condition before shipping and must not ship the battery contrary to applicable law or carrier requirements.

The customer bears the risk of loss or damage on the inbound warranty shipment until the battery is delivered to the authorized RMA location.

For a covered return shipment from Exclusively Hybrid, the customer must promptly report shipping loss or visible transit damage and preserve the shipping container and packing materials so that Exclusively Hybrid may pursue an appropriate carrier claim.

Diagnostic / Testing Charges

If inspection and testing establish a covered warranty defect, no warranty diagnostic/testing fee will be charged for that covered defect.

If testing determines that no covered defect exists, Exclusively Hybrid may charge a reasonable diagnostic or testing fee. Any such charge will be disclosed before it is imposed.

Exclusively Hybrid will not perform a non-warranty repair for a charge without the customer's affirmative written authorization. Email authorization is sufficient. Customer silence is not authorization.

20. Core Returns Are Separate From Warranty Coverage

Core-return obligations are separate from this Limited Warranty. **Failure to return a battery core does not, by itself, terminate the warranty on the replacement battery.**

When a refundable core deposit or core credit applies, the customer should tender the qualifying core to the authorized carrier within **30 calendar days after receiving the replacement battery.**

A core is considered timely returned when it is properly packaged and accepted by the authorized carrier by the deadline, as shown by the carrier's acceptance or first tracking scan. The core does not have to arrive at Exclusively Hybrid within the 30-day period.

The customer must obtain the authorized core-return label and instructions from Exclusively Hybrid and follow the applicable packaging and shipping requirements.

Core-return requests and registration information should be sent to:

office@exclusivelyhybrid.com

Core credit or refund remains subject to Exclusively Hybrid receiving and inspecting an eligible core. The returned core must be the correct applicable battery type/configuration and must be substantially complete.

Missing modules or major components, dismantling, material physical damage, contamination, alteration, flood damage, fire damage, collision damage, breached enclosures, an incorrect battery, or an unsafe condition may reduce or eliminate the applicable core

credit.

A core-credit determination is separate from warranty coverage on the replacement battery.

21. Unclaimed Batteries & Non-Warranty Property

If a battery is determined not to be covered and the customer does not provide instructions, pay applicable return shipping or disclosed charges, authorize a quoted non-warranty repair, or otherwise arrange disposition, Exclusively Hybrid may provide written notice requesting action.

If the customer does not respond within **15 calendar days after that notice**, reasonable storage or handling charges may begin if permitted by applicable law and disclosed in the written notice before the charges accrue.

Any lien enforcement, disposal, recycling, sale, or other disposition of customer property will occur only after any notice, waiting period, and other procedure required by applicable law has been satisfied.

22. Geographic Territory

This Limited Warranty provides warranty service within the **48 contiguous United States**.

If the vehicle or battery is moved to Alaska, Hawaii, a U.S. territory, or another country, Exclusively Hybrid is not responsible for arranging or paying transportation from outside the covered territory.

Moving the battery outside the covered territory does not necessarily permanently terminate an otherwise valid warranty. Warranty service may resume when the warranted product is returned to the covered territory, subject to all other terms of this Limited Warranty.

23. Incidental, Consequential & Other Damages

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, EXCLUSIVELY HYBRID LLC IS NOT RESPONSIBLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, INDIRECT, OR PUNITIVE DAMAGES OR ECONOMIC LOSSES ARISING FROM OR RELATED TO THE PRODUCT OR THIS LIMITED WARRANTY.

Such excluded economic losses may include towing, rental vehicles, travel, lodging, lost wages, lost profits or revenue, business interruption, loss of vehicle use, downtime, third-party storage, third-party diagnostics, third-party labor, and similar indirect losses.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Nothing in this Limited Warranty excludes or limits liability for personal injury, death, property damage, intentional misconduct, or any other liability to the extent applicable law prohibits its exclusion or limitation.

24. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, EXCLUSIVELY HYBRID LLC'S AGGREGATE CONTRACTUAL AND ECONOMIC LIABILITY ARISING FROM OR RELATED TO THE SPECIFIC PRODUCT OR THIS LIMITED WARRANTY SHALL NOT EXCEED THE AMOUNT ACTUALLY PAID TO EXCLUSIVELY HYBRID LLC FOR THE SPECIFIC BATTERY GIVING RISE TO THE CLAIM.

To the extent legally permissible, this limitation applies regardless of whether a claim is framed in contract, warranty, negligence, misrepresentation, or another theory.

This limitation does not apply to intentional fraud or willful misconduct by Exclusively Hybrid, or to bodily injury, death, strict product liability, property damage, or any other liability that applicable law does not permit to be limited in this manner.

25. Implied Warranties

This is a **LIMITED WARRANTY**.

To the extent applicable law permits, any implied warranties that cannot lawfully be disclaimed are limited in duration to the duration of the applicable written Limited Warranty, provided such limitation is lawful and conscionable.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Nothing in this Limited Warranty disclaims or restricts an implied warranty or consumer right to the extent such disclaimer or restriction is prohibited by applicable law.

26. Returns, Refunds & Cancellations

Returns, cancellations, buyer's-remorse requests, exchanges, and core refunds are governed by Exclusively Hybrid's applicable Return/Refund and Core Return policies and are separate from this Limited Warranty.

A warranty claim does not create an automatic right to a refund. Repair is the primary contractual warranty remedy as described in this Limited Warranty, subject to any remedy that applicable law requires to remain available.

27. Warranty Service Timing

Exclusively Hybrid does not guarantee a specific number of days for diagnosis, repair, or completion of warranty service.

Exclusively Hybrid will use commercially reasonable efforts to evaluate and complete an authorized warranty service within a reasonable time after receiving the battery and the information reasonably necessary to evaluate the claim.

Testing requirements, parts availability, shipping time, carrier disruptions, workload, the nature of the failure, and other circumstances may affect completion time.

To the extent permitted by applicable law, Exclusively Hybrid is not responsible for delays caused by circumstances beyond its reasonable control, including carrier disruptions, natural disasters, government restrictions, widespread supply interruptions, or similar events.

Such a delay does not cancel an otherwise valid warranty claim.

28. Governing Law & Venue

To the extent permitted by applicable law, this Limited Warranty is governed by the laws of the State of Florida, without regard to conflict-of-law principles.

To the extent legally enforceable, any judicial proceeding arising from or relating to this Limited Warranty shall be brought in an appropriate state or federal court having jurisdiction in **Palm Beach County, Florida**.

This provision does not deprive a consumer of any venue, jurisdiction, or substantive legal right that applicable law does not permit to be waived.

29. Entire Limited Warranty & Authority to Modify

This written Limited Warranty, together with any product-specific written terms expressly incorporated into it, constitutes Exclusively Hybrid's written warranty for the covered product.

Oral statements, informal communications, advertising statements, technical assistance, or representations by an employee, installer, repair facility, dealer, distributor, reseller, or other third party do not modify or expand this Limited Warranty unless the modification is expressly authorized in writing by Exclusively Hybrid LLC.

No employee, installer, repair shop, dealer, distributor, reseller, or other third party has authority to create an additional Exclusively Hybrid warranty or alter this Limited Warranty without express written authorization from Exclusively Hybrid LLC.

Removed Components

Components removed and replaced by Exclusively Hybrid as part of an authorized warranty repair become the property of Exclusively Hybrid unless applicable law requires otherwise. The repaired battery or authorized replacement is returned to the customer in accordance with this Limited Warranty.

30. Severability & No Waiver

If any provision of this Limited Warranty is determined to be invalid, unlawful, or unenforceable, that provision shall be enforced to the maximum extent permitted by law, and the remaining provisions shall continue in effect to the extent legally permissible.

An accommodation, goodwill adjustment, exception, or decision by Exclusively Hybrid not to enforce a provision in a particular instance does not permanently waive that provision or require Exclusively Hybrid to make the same exception in another matter.

31. Warranty Version & Effective Date

Warranty Version: EH-LW-2026-01

This version applies prospectively to qualifying products originally purchased on or after the effective date shown below.

Products purchased before the effective date remain subject to the warranty terms applicable to the product at the time of the original sale, except where Exclusively Hybrid expressly provides additional rights in writing or applicable law requires otherwise.

The warranty version applicable on the original purchase date controls. A later change to Exclusively Hybrid's website does not retroactively reduce or expand the written warranty applicable to an earlier purchase unless an authorized written amendment expressly provides otherwise.

Warranty Verification

A printed, downloaded, photographed, or electronic copy of this Limited Warranty does not, by itself, establish warranty eligibility.

Warranty coverage is subject to verification against Exclusively Hybrid LLC's applicable sales, order, battery serial-number, VIN, registration, and warranty records.

If a presented warranty document has been altered, modified, or does not correspond with Exclusively Hybrid's records for the applicable product, vehicle, or purchaser, the altered or inconsistent document does not expand or create warranty coverage.

In the event of a discrepancy, Exclusively Hybrid will use its contemporaneous business records and the warranty version applicable to the original purchase to determine warranty eligibility and applicable terms, subject to applicable law.

Effective Date: October 7, 2026

32. State Law Rights

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Nothing in this Limited Warranty is intended to waive, disclaim, restrict, or limit any right or remedy that applicable law does not permit to be waived, disclaimed, restricted, or limited.

33. Warrantor & Warranty Contact Information

Exclusively Hybrid LLC

1050 Old Dixie Highway #24

Lake Park, Florida 33403

United States

Warranty Claims:

warranty@exclusivelyhybrid.com

Warranty Registration & Core Returns:

office@exclusivelyhybrid.com

Website:

www.exclusivelyhybrid.com

Request a Copy of This Warranty:

A customer may request a free electronic or printed copy of this Limited Warranty by contacting Exclusively Hybrid LLC at the address or warranty email listed above.

Exclusively Hybrid LLC Limited Warranty

Warranty Version EH-LW-2026-01

EXCLUSIVELY HYBRID LLC
LIMITED WARRANTY - EH-LW-2026-01