AUTOCO WARRANTY

6 months or 4,000 km

Your engine and gearbox are covered.

If the engine or gearbox fails unexpectedly, we repair it at our expense.

The warranty covers

- ✓ Mechanical failures of the engine
- ✓ Mechanical failures of the gearbox
- ✓ Timing belt or chain failure, if the manufacturer's service intervals were followed
- ✓ Repair or replacement of the defective part at AutoCo's expense

Not covered

- × Ancillary units mounted on the engine and gearbox
- × Wear parts: brakes, clutch, tyres, filters, shock absorbers, etc.
- × Electronics, sensors, climate and infotainment systems
- × The high-voltage system of hybrids and EVs
- × Software, towing and transport costs

If a fault appears

01

Tell us

Email info@autoco.ee within 5 working days with the registration number, a description of the fault and when it appeared.

02

Don't repair it yourself

Stop driving the faulty car and don't have it repaired elsewhere without our agreement.

03

Free repair

The fault is fixed at a workshop chosen by AutoCo and a work report is drawn up.

> This document presents the general terms of the AutoCo warranty letter. The vehicle details, handover date, odometer reading and warranty period are recorded in the warranty letter signed on purchase. This translation is for information; the Estonian text prevails in case of any discrepancy.

Warranty terms

AutoCo technical failure warranty for used vehicles

1 Warrantor and warranty holder

1.1 The warrantor is the Seller, AUTOCO OÜ (registry code 14616615, address Punane 24a, Lasnamäe district, Tallinn, Harju County).

1.2 The warranty holder is the Buyer of the vehicle.

1.3 Persons who use the vehicle with the warranty holder's written consent or who are entered as users in the vehicle registration certificate are treated as equivalent to the Buyer.

1.4 The warranty holder is responsible for the actions of the vehicle's user in complying with the warranty letter as for their own actions.

2 Subject, validity and scope of the warranty

2.1 The subject of the warranty is a vehicle purchased from the Seller, which is given a technical failure warranty. The Seller undertakes to remedy technical failures in accordance with the warranty terms.

2.2 The Seller gives its vehicles a technical failure warranty valid for the period stated in the warranty letter.

2.3 The warranty starts on the vehicle handover date, which is recorded in writing in the warranty letter. The odometer reading at handover is also recorded in the warranty letter.

2.4 The technical failure warranty covers accidental, unexpected failures caused by manufacturing, assembly or material defects that occur during normal use of the vehicle.

2.5 Under the warranty, defects are remedied that are not normal wear and that prevent normal use of the vehicle.

2.6 The warranty does not cover:

2.6.1 normal wear, parts related to scheduled maintenance, fast-wearing and easily damaged parts: brake pads; brake discs; parking brake cables; bearings; bushings; airbags; filters; auxiliary drive belts, their tensioners and pulleys (for the engine timing mechanism see clause 2.7); spark plugs; pipes and hoses; clutch disc, pressure plate and release bearing; fuses; ignition lock; all lighting equipment; lamps and bulbs; parking sensors; wiper blades and arms; wheels and tyres; drive shaft boots; shock absorbers (including all air suspension parts); all hinges, sliding rails and runners; latches; auxiliary heater; audio, navigation and entertainment equipment, data media, driver assistance systems; the climate system including the cabin fan; fluids; sensors; any adjustment; diagnostics;

2.6.2 vibration or noise from the front and rear brake discs and pads, or other defects arising from a need for maintenance;

2.6.3 remote controls, including flat batteries;

2.6.4 vibration caused by wheels or tyres (including uneven wear);

2.6.5 leaking or ineffective shock absorbers;

2.6.6 squeaks and other noises in the cabin;

2.6.7 the high-voltage system of hybrid and electric vehicles, including the traction battery, its modules and cells, the battery management system (BMS), electric traction motors, inverter and converters, on-board charger, charging port and cables and high-voltage wiring; and any defects related to reduced capacity (SOH) of any battery, including the traction battery;

2.6.8 technical defects related to axle geometry (straight-line running and pulling);

2.6.9 defects that still allow normal use of the vehicle;

2.6.10 any leak or running-gear defect that does not prevent the vehicle from passing a roadworthiness test. A failed test due to a leak or running-gear defect must be proven by the Buyer, who also bears the cost of the test;

2.6.11 failures related to the vehicle's software. Vehicle software is not covered by the warranty;

2.6.12 the cost of diagnosing a fault or failure outside AutoCo's premises;

2.6.13 consequential loss (including any loss, destruction or damage of property);

2.6.14 damage or repairs resulting from continued use after a fault or malfunction has been detected (including lack of lubricant or coolant);

2.6.15 natural wear of the vehicle and its parts, i.e. damage to components and parts that inevitably results from normal wear due to the vehicle's age and mileage. Deterioration of a component over time may make it noisier and does not necessarily constitute an unexpected and unforeseeable failure;

2.6.16 defects caused by environmental factors, including failures resulting from a collision or accidental damage, fire, overheating, theft, misuse, carelessness, abuse, negligence, personal injury or property damage, rust, corrosion, contamination, flooding, submersion or water ingress;

2.6.17 paint and corrosion — body, trim strips, wheels and other appearance items;

2.6.18 fluids and gases used during maintenance and repairs (oils, coolant, brake fluid, refrigerant, etc.) and damage resulting from contaminated fluids or lubricants, failure to keep them at the correct level, or use of the wrong type of fluid, including the wrong engine oil;

2.6.19 mechanical failures caused by detonation or by low-quality or wrong-type fuel, including damage caused by diesel with lead substitute, low-sulphur diesel and non-commercial biofuels;

2.6.20 technical defects caused by weather conditions, freezing, overheating and oxidation;

2.6.21 programming, adjustment and other set-up work carried out during normal maintenance to adapt the vehicle to the Buyer's wishes and not related to remedying defects covered by the warranty;

2.6.22 towing, recovery and other transport costs, including taking the vehicle to the workshop of the Seller or its partner and back. These costs are borne by the Buyer;

2.6.23 sooting of the particulate filter (DPF/FAP), EGR valve and intake system and regeneration-related symptoms (including smoke) resulting from the way the vehicle is used, in particular short urban trips.

2.7 A failure of the engine timing mechanism (timing belt or chain, tensioners, guides, pulleys) is covered only if the Buyer has followed the manufacturer's service intervals. The warranty does not cover scheduled replacement of the timing mechanism.

2.8 This warranty is a voluntary additional obligation of the Seller (§ 230 of the Estonian Law of Obligations Act) and does not limit the Buyer's statutory rights where the goods do not conform to the contract. The warranty applies in addition to the Seller's statutory liability.

3 Warranty event

3.1 A warranty event is an unexpected and unforeseeable technical failure of the vehicle that occurs during its normal use and for which the damage is not compensated under a manufacturer's warranty.

3.2 When a warranty event occurs, the Buyer must notify the Seller of the technical failure without delay in a form that can be reproduced in writing (e.g. by email), and in any case no later than 5 working days after the defect appears.

3.3 AutoCo undertakes to remedy defects covered by the technical failure warranty free of charge in one of the following ways:

3.3.1 repairing the defective part;

3.3.2 replacing the defective part with a corresponding new or used part.

3.4 The Seller may use a non-original spare part to remedy the defect.

3.5 If the Seller replaces a defective part, the removed part becomes the property of the Seller.

3.6 In a warranty event the Seller does not pay monetary compensation but compensates through repair or replacement of the covered item, carried out by a service provider chosen by the Seller.

3.7 A replacement car may be offered to the Buyer while a warranty repair is carried out. Only the Seller decides whether to provide a replacement vehicle.

3.8 Defects found in a roadworthiness test arranged by the Buyer are compensated by the Seller only if they are covered by the warranty under clause 2.

3.9 When the warranty repair is completed, a work report is drawn up stating the failure found, the work done and the parts used. The Buyer confirms receipt of the vehicle by signature.

3.10 The Seller is not liable for defects resulting from repairs carried out by third parties without prior agreement with the Seller (see clause 4.1.3). The Seller does not reimburse the cost of such work.

4 Exclusions

4.1 The warranty obligation does not apply if:

4.1.1 the Buyer did not notify the Seller of the technical failure without delay within 5 working days and did not give the Seller the opportunity to inspect and promptly remedy the defect;

4.1.2 the vehicle was used contrary to the operating requirements or overloaded (including use in motorsport); the vehicle was used for taxi or car-sharing services, rented to third parties for car sharing, or used as a courier, security or emergency vehicle;

4.1.3 the vehicle was repaired or modified without the Seller's prior written consent by persons who are not AutoCo's authorised partners, or paint or body work was carried out that does not meet the manufacturer's requirements;

4.1.4 parts were fitted to the vehicle or it was modified or upgraded in a way not accepted by the manufacturer;

4.1.5 the Buyer did not follow the operating, repair or maintenance requirements in the service manual or other user guides;

4.1.6 the Buyer did not carry out maintenance on time;

4.1.7 the Buyer damaged the odometer so that the correct mileage cannot be read, or the mileage has been found to be manipulated;

4.1.8 vehicle components wear gradually depending on use and its intensity. For this reason, higher-mileage vehicles in particular may need repairs during the warranty period for reasons other than material or manufacturing defects.

5 Release of AutoCo from the warranty obligation

5.1 AutoCo is released partly or fully from the warranty obligation if:

5.1.1 the Buyer intentionally or through gross negligence breached at least one of the warranty terms and this affected the occurrence of the fault or damage, its amount or the determination of its extent;

5.1.2 the Buyer knowingly provided false information about the circumstances of the warranty event or the extent of the damage;

5.1.3 the failure was caused intentionally or through gross negligence of the Buyer or a person treated as equivalent to the Buyer.

6 Validity and territory

6.1 The warranty applies only to warranty events occurring during the warranty period.

6.2 The warranty is valid in the territory of the Republic of Estonia.

6.3 The warranty ends:

6.3.1 on the end date of the warranty period stated in the warranty terms or when the agreed mileage is exceeded;

6.3.2 if the item under warranty is returned or replaced.

7 Form of notices

7.1 All necessary notices are given in a form that can be reproduced in writing. Please submit a warranty claim to info@autoco.ee with the vehicle's registration number, a description of the failure and when it appeared. Written notice allows the Seller to register and process the claim faster.

7.2 The Seller may record telephone calls related to the performance of the warranty.

8 Data processing and protection

8.1 AutoCo processes personal data in accordance with the law.

8.2 AutoCo may transfer data related to a claim to the public authority competent to handle it.

8.3 AutoCo may use customer data to offer additional services and related marketing information to the warranty holder only with their separate consent.

8.4 The Buyer may at any time obtain information from AutoCo about their personal data and the purpose of its use, request correction of inaccurate data and request that processing stops, unless the law provides otherwise.

8.5 AutoCo keeps personal data for as long as needed for the purposes of processing or to meet legal obligations, including the limitation period for warranty claims.

Sample warranty letter

On purchase, a separate warranty letter is completed and signed for each car.

MAKE

MODEL

REGISTRATION NUMBER

VIN

ODOMETER READING AT HANDOVER (KM)

HANDOVER DATE

WARRANTY PERIOD

6 months or 4,000 km

SELLER

AUTOCO OÜ
registry code 14616615
Punane 24a, 13619 Tallinn
+372 511 24 22 · info@autoco.ee

Signature

BUYER

Name:

Signature