

MEMO

ENGINE PARTS WARRANTY POLICY

NO. 21

DATE: 11/19/03

RE: ALL GO-DEVIL MODELS

Our policy on Engine Parts Warranty will be as follows:

If any engine part or component is suspected to be faulty, such as fuel pump, solenoid, starter, etc., the procedure will be as follows:

To assist our customers and get them running ASAP, we will ship the requested parts to them via UPS Ground. The customer will pay for these parts, including shipping. If the part does not fix the problem, we will take the part back and refund the customer's money. If the part does fix the problem, the customer will return the faulty part to us via UPS Ground. You must call and obtain a return authorization number before returning any parts. When we receive the faulty part, we will file the necessary claims with the appropriate engine manufacturer for approval. If and when the warranty is approved, the price of the parts and UPS will be refunded to the customer. If the warranty claim is not approved, there will be no refund and the customer will bear the cost of the replacement part and shipping.

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Items that are rejected include:

- Parts damaged, broken cracked due to impact
- Water damage or corrosion
- Dirty carburetors or water in the carburetor are “NEVER” warranty items

The warranty approval process could take 3 – 6 weeks. In the event that a customer does not want to go this route, they can take their warranty claim to an authorized warranty dealer if they prefer to do so.

This is a service we provide to our customers at our time and expense to assist them and get them running ASAP, without any delays.