

## Warranty:

If your CartTek trolley or caddy requires repair during the warranty period or at any time thereafter we want to quickly resolve the issue and get you back to walking the golf course. You can repair nearly all problems with telephone support by our customer centric support staff. We will work directly with you to trouble shoot your cart. There is no need for costly and lengthy delays, shipping your cart back and forth. In the *Continental United States*, during trouble shooting if we determine that your cart requires a replacement part the new part will be expedited to you via prepaid priority mail. We will always try to resolve your cart issues by sending you a part and informing you on how to replace the part. If during the warranty period it is determined that your cart must be returned for repair, we will split the cost of shipping with you. You pay to return the cart and we will send your repaired cart back to you prepaid. *For International, Alaska and Hawaii* warranty repair shipping charges are to be paid by customer. Battery warranty, within warranty period is prorated based on number of charges, time used and maintenance history.

**One (1) year from the day of purchase for caddy, caddy parts, battery and electronics. Caddy accessories are covered under this warranty for 90 days.**

Two (2) year warranty period on Lithium Ion batteries, prorated based on number of charges, time used and maintenance history.

After the 1-year warranty period our customer service is handled the same way. We just ask you to pay for shipping and reasonable parts costs.

At CartTek our goal is to provide superior customer service but most of all at CartTek we want you on the golf course walking with ease and enjoying your golf game.

**This warranty gives you specific legal rights, and you may also have other rights that vary under local and State law.**

Please check our website at <http://www.carttek.com/warranty-policy/> for any updates on this warranty.

## Return Policy:

All motorized CartTek Golf Carts have undergone final assembly and inspection here in the USA. Every cart has been fully inspected and tested to assure proper function and performance. If you should notice slight imperfections or abrasions (particularly on the wheels), this is due to the testing procedures that every cart goes through before it is shipped out.

If upon receipt of your CartTek golf cart, you feel that it is not as advertised, we do have a "return policy". Please contact CartTek at 541-633-4308 and obtain a "Return Authorization" should you feel a return is necessary. The cart must be returned in an "unused condition", prepaid shipping, and in the original packing. You will receive a full refund less the original out-bound shipping charges and necessary handling charges. A return request must be submitted within 14 days of receiving your cart.

Please read our legal notice and terms and conditions at [www.carttek.com](http://www.carttek.com) as they may contain additional regulations and legal obligations or restrictions between the parties.

**Contact one of CartTek's Service & Support Centers and provide proof of date and place of purchase of the product.**

Please visit <http://www.carttek.com/contacts/> for CartTek customer service.

**CartTek Golf Carts  
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