



Warranty Policy & Procedures – Frequently Asked Questions

1. How do I file a warranty claim?

To initiate a warranty claim, please gather the following information before accessing the Dealer Portal:

- Failure Date
- In-Service Date
- Cart Serial Number
- Part Number (if available)
- Evidence: Include photos, videos, fault codes, or other proof of the issue
- Detailed Description: Clearly explain the nature of the issue with comprehensive details
- Dealer Contact Information: Provide a monitored email address and phone number
- Dealer Address and Shipping Address

Log in to the Dealer Portal and submit the claim using the collected information.

2. What is the vehicle warranty coverage?

Please refer to the full Warranty Statement located in the Dealer Portal under the Legal Documents tab for a detailed breakdown of warranty coverage.

3. How long does it take to process a warranty claim?

Warranty claims are typically reviewed and responded to within three business days. Once approved, parts are generally received within one week, subject to part availability.

4. What labor rate does Atlas reimburse?

The labor rate is specified in your dealer agreement

5. Are shipping costs covered during a warranty claim?

Yes. Atlas covers all shipping costs associated with approved warranty claims.

6. Why did I receive an invoice for a warranty claim?

For high-value items, Atlas requires the return of the faulty part(s). In these cases, the part will be invoiced and a credit issued once the returned part is received and validated. Please see Question 8 for a list of parts commonly subject to this process.

7. What is the expected lead time for backordered parts?

While Atlas strives to keep all service parts in stock, certain items may require up to 60 days or more to be restocked.

8. Which parts must be returned to Atlas?

The following parts must typically be returned:

- Battery
- Controller
- BMS Module
- Electromagnetic (EM) Brake
- AC Motor
- Transaxle

Atlas may also request other parts not listed above. Dealers are required to retain all suspect parts for a minimum of 30 days before disposal.

9. What should I do if my claim is denied?

If your claim is denied, you may submit a standard parts order to obtain the needed components.

10. Where can I find additional warranty information?

Comprehensive warranty policies and procedures can be found in the Warranty Statement, available in the Dealer Portal under the Legal Documents tab.

11. What support is available if I need help replacing a warranty part?

If you require assistance with part replacement, please contact our Technical Support Team:

- Phone: 833-872-8527 (Option 2)
- Email: Tech-support@atlascarts.com