



## Warranty Addendum: Cosmetic Damage Upon Receipt of Cart

### 1. Introduction

This warranty addendum outlines the policy for addressing cosmetic damage discovered upon delivery of the cart. It serves as an extension of our standard warranty terms and conditions.

### 2. Scope of Coverage

This addendum applies exclusively to cosmetic damage that is present at the time of delivery. Covered cosmetic issues include, but are not limited to:

- Surface scratches
- Body panel imperfections or damage
- Paint flaws
- Scuffs or abrasions
- Upholstery damage

To qualify for coverage, all cosmetic damage must be reported within five (5) business days of receiving the cart.

### 3. Reporting Procedure

To initiate a cosmetic damage claim, please follow these steps:

- Determine whether the issue qualifies as a warranty claim or a freight damage claim, depending on the nature of the damage.
- Document the damage thoroughly with clear, high-resolution photographs.
- If the damage is shipping-related, ensure it is noted on the damage release form at the time of delivery.
- Submit the claim through the dealer portal.
- Include a detailed description of the issue along with supporting images.
- Provide the cart serial number and date of receipt in your claim submission.

#### 4. Review and Resolution Process

Once your claim is submitted, our technical support team will review the documentation to determine the appropriate resolution. Possible outcomes may include:

- Authorization for replacement parts and associated labor
- Denial of the claim based on the provided evidence or circumstances

A resolution will be communicated to you within three (3) business days of claim submission.

#### 5. Exclusions

The following are not covered under this cosmetic damage addendum:

- Any damage incurred after delivery
- Functional or mechanical issues (these fall under the standard warranty)
- Damage resulting from misuse, improper handling, or unauthorized modifications

#### 6. Terms and Conditions

This cosmetic damage policy is governed by the terms outlined in our standard warranty agreement. Final decisions regarding the validity and resolution of claims are made at the sole discretion of our customer support team.

#### 7. Contact Information

For any questions or assistance regarding this policy, please contact our technical support team:

- Email: [tech-support@atlascarts.com](mailto:tech-support@atlascarts.com)
- Phone: 833-872-8524 (Select Menu Option 2)

We are committed to delivering high-quality products and service, and we appreciate your partnership.