



# Arcimoto Roadside Assistance Policy

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## WHEN DOES COVERAGE START AND END?

Roadside coverage is a complimentary service offered under your warranty. Please refer to your warranty documents and service plan terms and conditions to understand if you are eligible for coverage.

## WHO IS COVERED?

- The owner or owner-authorized driver of an Arcimoto vehicle that is covered by the New or Pre-Owned Vehicle Limited Warranty; and
- All Arcimoto vehicles covered by the New or Pre-Owned Vehicle Limited Warranty that reside in the Arcimoto Roadside Assistance Region.

These services are transferable with the resale of the vehicle for the time remaining on the coverage period, provided that Arcimoto has been notified and given sufficient proof of the change of ownership.

If the vehicle was not purchased directly from Arcimoto (for example, purchased as a used vehicle), it is the responsibility of the new owner to notify and provide Arcimoto with sufficient proof of the change of ownership.

## WHAT IS COVERED?

### Flat Tire

In some markets, our trained roadside providers carry a limited number of loaner wheels to quickly replace the damaged wheel or tire. A new tire will be mounted on your original wheel, at your cost, and made available at your nearest Service Center. Please make arrangements with your Service Center for this service. Pricing and availability is subject to change per location. Loaner wheels must be returned to the Service Center within three days and will be exchanged for your original wheel.

For flat tires, if a loaner wheel is not available, transportation services are free of charge to the nearest Arcimoto Service Center within 50 miles (80 km) of the vehicle location, home or third party provider. You are responsible for transportation costs beyond this distance or from such locations to any additional location.

### Towing

For vehicles that are not drivable due to a vehicle malfunction attributable to a warrantable issue, transportation services are covered by Arcimoto for the first 50 miles (80 km) to the nearest Arcimoto Service Center or where the trip originated. If the malfunction is determined to not be covered by the New or Pre-Owned Vehicle Limited Warranty, you will be charged for the towing costs on the repair order. You are also responsible for transportation costs beyond 50 miles (80) km or any additional transportation from such locations to any other location.

It is your responsibility to provide vehicle transporters with the instructions included in your vehicle's Quick Start Guide, and to ensure that your vehicle is transported appropriately. You may call the Roadside Assistance number ((866) 235-3920) for assistance with proper towing procedures.

## WHAT IS NOT COVERED?

Arcimoto Roadside Assistance is intended to minimize inconvenience should your vehicle become inoperable. However, Roadside Assistance may not be provided in certain circumstances including, but not limited to:

- Transportation costs from the Service Center following completion of a service or repairs;
- Hazardous conditions (including due to acts of God or environmental conditions);
- In conflict zones or regions, or in areas which are not in control of local authorities;
- Accidents, collisions, objects striking the vehicle, damage caused by road fixtures;
- Depletion of high voltage battery; including, but not limited to, having the proper charging equipment;
- Driving the vehicle off-road, or over uneven, rough, damaged or hazardous surfaces or through high water that submerges the motors, battery compartment or other electrical components;
- Racing or autocross;
- Extraction due to being stuck in mud, snow, sand or other soft surfaces;
- Vehicle abuse or negligence;
- Vandalism;
- Installing and removing snow chains;
- Broken windshield repair or replacement;
- Vehicles being demonstrated or delivered by motor trades, used under trade plates or export plates;
- Fines, fees, damages or taxes associated with impound or other towing as a result of actual or alleged violation of any laws or regulations;
- Onward transportation of animals or livestock;
- If the vehicle, in our reasonable opinion, is loaded beyond its capacity;
- Storage charges before assistance is given;
- Long distance transportation of caravans, trailers or objects like bike racks or cargo boxes;
- Transportation of the vehicle or driver when the Arcimoto Mobile App is out of service and the vehicle's key is not present;
- Costs associated with ferry crossings, toll roads, congestion charges, special VAT regulations or custom procedures; and
- Any other exclusions or limitations described in the New or Pre-Owned Vehicle Limited Warranty or as determined necessary by Arcimoto. Arcimoto reserves the right to add additional items that are not covered.

Roadside Assistance is limited to one service call per incident. Arcimoto reserves the right to limit services and reimbursement to an owner or driver when, in its sole discretion, claims become excessive in frequency or type of occurrence. Arcimoto also reserves the right to revise or discontinue specific Roadside Assistance services at any time without notice or refund. Arcimoto's liability is expressly limited to the cost of the listed benefits. Benefits exclude any costs related to alternate roadside assistance arranged by you or services outside the designated warranty region.

Any implied and express warranties and conditions arising under applicable state laws or federal statute or otherwise in law or in equity are disclaimed to the fullest extent allowable by law, or limited in duration to the coverage period. Arcimoto may subcontract to an independent service provider the provision of Roadside Assistance and disclaims liability for any acts or omissions of any such providers.

Arcimoto hereby disclaims any and all indirect, incidental, special and consequential damages arising out of or relating to Roadside Assistance, including, but not limited to, loss of vehicle value, time, income, personal or commercial property, or use, inconvenience or aggravation, emotional distress, commercial loss (including lost profits or earnings), bus fares or other transportation costs, vehicle rental, gasoline or lodging expenses, damage to tow vehicle, and incidental charges such as telephone calls, facsimile transmissions, and mailing expenses. The exclusions and limitations in the preceding sentences shall apply whether your claim is in contract, tort (including negligence and gross negligence), breach of warranty or condition, misrepresentation (whether negligent or otherwise) or otherwise at law or in equity, even if Arcimoto is advised of the possibility of such damages or such damages are reasonably foreseeable.

<b>Customer Support</b>	<b>Contact Information</b>
Customer Support: <b>(541) 780-0032</b> Roadside Assistance: <b>(866) 235-3920</b> <a href="mailto:support@arcimoto.com">support@arcimoto.com</a>	2034 W. 2nd Ave. Eugene, OR 97402 (541) 683-6293 <a href="mailto:info@arcimoto.com">info@arcimoto.com</a>