Our Warranty Guarantee:
Because of QOD's superior design and quality construction, we can provide a warranty much longer than the limited one-year warranties you'll find elsewhere. You must fill out the Product Registration form on https://qodgolfusa.com within 30 days of purchasing your QOD in order for your warranty to be valid. You will need the serial numbers from your cart and battery in order to do this. If any manufacturing defects occur during normal operating conditions to your registered QOD within the first three years from the date of your purchase, we will do whatever it takes to get you back up and running as soon as possible. Because of QOD’s modular design, in most cases we can simply send you a replacement part the same day you make a claim, with easy step-by-step instructions to repair the cart yourself. If in the rare instance your golf cart requires professional service, we will send you an address to the closest repair facility and cover all parts and labor required to address any claims under warranty. We will always do our best to send it back out for delivery to you within one business day of receiving it. The only thing we ask is that you cover the shipping costs to and from our facility for any parts or service beyond sixty days of your purchase, which allows us to continue to offer such a long and comprehensive warranty on parts and repairs. We also recommend keeping your original packaging so that you do not have to pay for any if you do need to ship it. Should any part of your cart require service and/or replacement parts outside of warranty coverage, we will provide you an estimate of costs using a discounted rate on parts to get you back on the course quickly.

Lithium-Ion Battery: Your battery is guaranteed to last three years as well, but you must follow the charging directions outlined in the manual at https://qodgolfusa.com in order for the manufacturer to honor the warranty.. These batteries have undergone extensive testing and are built to last well past three years, however if you do not charge it after every round or you leave it sit for months without a fresh charge, the battery will not last and will not be covered under warranty.

Additionally, we are pleased to offer a twelve (12) month warranty on all of our Accessories from their purchase date for any broken parts occurring during normal use.

Return Policy: Returns are rare around here but should you find yourself unhappy with your purchase we want to hear from you and help resolve your issues. Please call us at (800) 774-1088.

We want you to have peace of mind with your purchase, so we offer a full refund of the cost of your cart should you be unsatisfied with your purchase within 14 days of your order so long as the cart has not been used and in its original packaging. You must call (800)
774-1088 and explain your reason for the return and we will give you a return item number to include on your return shipment. The only thing we ask is that you cover the shipping costs we incurred to ship you the caddy and the costs to return the cart to the location we designate.

If you choose to return your cart within 14 days of purchase after using the caddy, we will ask you to cover the costs of shipping your cart to you as well as the return shipping costs, and we will need to apply a 15% restocking fee to help us cover the costs to prepare the cart for resale and help offset the discounted price we now need to sell it at since it is used.

Obviously a return is not something either party hopes will happen after a purchase so please call us with any concerns after your cart arrives and we will do our best to rectify the situation immediately so that a return can be avoided.

Returns on accessories will only be accepted if they are unused and have a manufacturing defect as defined in the manufacturer's warranty. We will also ask that you pay for the shipping costs to return the accessory as well as the cost of shipping we may have incurred to send the it out to you.

To complete all returns, we will require a receipt or proof of purchase and you will need to call us to obtain a return item number at (800) 774-1088.

WHEN YOU NEED WARRANTY SUPPORT:
QOD Golf USA will be handling any such claims on behalf of the Manufacturer, so please feel free to call us or email us and we will get back to you within one business day to address any issues you are having. Our phone number is (800) 774-1088 and the email is teamqod@qodgolfusa.com.

CONDITIONS:

1. The warranty is only valid in the continental United States under the original purchaser's name. Please keep receipt for proof of purchase.
2. As with all warranties, we do not cover parts or repairs due to normal wear and tear, including things like the tread on tires, scratches, dents, etc. Nor do we cover damage caused by improper use, accidents, or any alterations of the cart or battery.
3. Any replacement parts provided without charge do not receive a new warranty period beyond that of the original purchase.
4. The cart must not have been used for commercial purposes.
5. QOD Golf shall not be held liable for incidental or consequential damages due to the breach of this warranty or other warranties implied by law.
6. We proudly offer this Express Warranty in addition to any statutory rights you may have as a consumer.

We want you to have peace of mind with your purchase, so if you have any questions about our warranty, please call or email us any time.

This Manufacturer’s Warranty is serviced by:

**QOD Golf USA**

3040 E. Ana Street

Rancho Dominguez, CA. 90221

Phone (800) 774-1088

https://qodgolfusa.com

This Manufacturer’s Warranty is offered by:

**QOD Golf International**

Level 2, 26 Hotham Parade, Artarmon NSW Australia 2064