
Circular

Goodwill arrangement Designwerk E-Trucks

Translation of the original document

Publisher

Designwerk Technologies AG

www.designwerk.com

Member of the Volvo Group

Validity

This is an internal document for Designwerk's partners.

1. Goodwill

Goodwill is a voluntary participation in or the assumption of costs for repair work on Designwerk components, promptly after the expiry of the manufacturer's warranty of Designwerk (DW). A goodwill service for repairs to Volvo or Daimler components is excluded, with the exception of cases in which the cause of the damage lies with Designwerk components in the sense of consequential damage.

This goodwill regulation represents a decision-making framework for DW customer service in the event of goodwill requests by DW partners, without any entitlement to goodwill services being derived from it. A case-by-case examination applies!

2. Prerequisites

The following basic conditions apply to the granting of goodwill benefits:

- Cost complaint by the customer (a general goodwill contribution, solely for the reason that the parameters of the goodwill grid are met, is not permitted).
- Maintenance intervals must be adhered to, otherwise a contribution will be refused or reduced at the discretion of the DW customer service employee, but by at least 20 % of the total amount.
- Repair work must be carried out by an authorized Designwerk partner or by Designwerk itself.

3. Procedure

The Designwerk partner submits a goodwill request, including a cost estimate (in accordance with the warranty settlement fee, DW fixed times and DW parts conditions) to support@designwerk.com.

The DW Customer Service checks the application and informs the DW partner of the goodwill contribution by e-mail reply. The DW partner must enclose this approval e-mail with the invoice. A goodwill contribution takes precedence over a Designwerk Diamond maintenance and repair contract.

4. Technical goodwill

This goodwill grid regulates technical goodwill. The release of corresponding goodwill services is at the discretion of DW customer service staff. A goodwill contribution for repair sums < CHF 1000 is not provided.

When classifying on the basis of age and mileage, the first achieved applies.

Vehicle age	Mileage	Goodwill participation material up to	Goodwill participation in work up to
< 18 months	< 150 tkm	100 %	75 %
< 24 months	< 200 tkm	75 %	50 %
< 36 months	< 300 tkm	50 %	0 %
> 36 months	> 300 tkm	0 %	0 %

5. Commercial goodwill

In addition to technical goodwill, the Head of Aftersales or the management may decide on a more extensive commercial goodwill contribution, in individual cases up to 100 % cost coverage. The decision on partial or full assumption of costs for repairs due to known quality defects or high abnormalities in DW components is also made on a case-by-case basis by the Head of Aftersales and across the board by the management.

6. Additional services

This goodwill grid only applies to repair work and spare parts from Designwerk and DW partners. The pro rata assumption of additional services or third-party services, such as towing, replacement vehicle rental, energy costs, etc. may be approved by the Head of Aftersales in individual cases, provided the cause of the breakdown falls within this goodwill grid.

7. Validity

This regulation applies until revoked from April 1, 2024.

Designwerk Technologies AG