



FREQUENTLY ASKED QUESTIONS

Q: When does coverage begin for EWG protection plans?

A: Coverage begins the date of golf car and protection plan purchase. Protection plans for refurbished cars must be purchased at the time the golf car is purchased.

Q: As a customer, do I need to activate or register my EWG protection plan?

A: Customers do not need to activate or register their EWG protection plan. EWG protection plans are registered by the dealer on the date that the cart is delivered to the customer. Customers will be provided with a copy of the EWG Warranty at the point of sale.

Q: What does an EWG refurbished limited warranty agreement cover?

A: EWG covers mechanical part failures on both electric and gas golf carts. Coverage includes the cost of labor and parts for the repair along with a \$50 benefit towards pickup/delivery.

Electric or Gas Motor, Transaxle, Electronic Speed Controller, 48-Volt to 12-Volt Converter, Brake Assembly, Pedal Assembly, Wheel Hub & Bearings, Spindle & Swing Arm Assemblies, Steering Shaft and Components, Bearings, Bushings, Fittings, Leaf Springs, Shocks, Main & Sub Electrical Wiring Harnesses, Controller, MCO, Computer Fail Safe System, On Board Signal Generator, Lighting System. Parts classified under a different description or of similar function, like or kind will be covered respectively.

Q: What does an EWG new cart limited warranty agreement cover?

A: EWG covers its stated coverage that are not covered under the preceding manufacturer's warranty. Stated coverage includes all parts included in terms and conditions. Manufacturer's coverage varies. See manufacturer's warranty for a comprehensive list of their terms and conditions.

Coverage begins at time of purchase of the cart

Q: What is not covered by EWG Limited Warranty Agreements?

A: EWG coverage does not include any mechanical breakdown or failure of components still under the Manufacturer's Warranty. Breakdown of parts substituted for standard or optional equipment not intended by the Manufacturer to be used in the described Golf Car.

Mechanical Breakdown of any parts covered in this Limited Warranty if any hi- performance, competition, or other non-standard equipment has been installed in described Golf Car or if any motor parts as supplied by Golf Car manufacturer have been disconnected or altered to increase performance. Malfunctions resulting from neglect or abuse or wear and tear items. Fluid loss, shop supplies, maintenance items, adjustments, alignment, tires, batteries, battery charger, diagnosis fees, freight, and state or local tax are excluded from coverage.

Q: How do I file a claim?

A: Filing a claim is simple and you have 2 options. If you are close (geographically) to the dealer or service center where you purchased your cart, you can simply contact their service department to begin the claims process. If you are not close geographically, you may contact our claims department either via phone at 833-394-2677 or use our CONTACT US form to send us a message with the chosen subject line “I need help filing a claim” to begin the claims process and we will locate an authorized EWG service center for you. All repairs must obtain a pre-authorization number from EWG.

Q: Is pickup and delivery covered under the EWG protection plan?

A: EWG offers a benefit of \$50.00 towards the pickup and delivery of a cart with a covered repair.

Q: Do EWG protection plans have deductibles?

A: Electric carts have a \$0 deductible for covered repairs. Gas carts have a \$50.00 deductible for covered repairs.

Q: Are EWG protection plans transferrable? And if so, how do I make that transfer to a new owner?

A: EWG Protection plans are fully transferrable as long as there is a period of time remaining on the plan. Refurbished golf carts will simply have a defined period of time remaining on the plan at the time of transfer. Because original OEM warranties are not transferrable, any Extended Protection Plans that are still current on a new golf carts will begin the day that a transfer has been initiated.

Protection plans are associated with a unique cart serial number and customer name and must be transferred to remain valid. Customers wishing to transfer their warranty to a new owner will simply advise the new owner to notify EWG within 30 days of the bill of sale date of the ownership transfer and provide a copy of the bill of sale along with a \$50.00 transfer fee. EWG will provide the new owner with an updated protection plan reflecting the new owner and date of expiration within 5 business days of fulfillment of the transfer requirements.