



Bintelli Electric Vehicles: New Dealer Frequently Asked Questions

This guide of frequently asked questions has been prepared to assist dealers who have just joined the Bintelli Electric Vehicle program. Should you have any additional questions, please do not hesitate to contact us.





Q: How do I find out what Bintelli Electric Vehicles are available to order?

A: You can view available inventory by visiting www.BintelliDealers.com. If you need your login information, please call us at (866) 542-8677. Once you login to your dealer account, click "View Inventory" and on the drop down that appears, choose "citEcar Inventory." Additionally, your Dealer Support Specialist would be happy to email you the current inventory listing at any time.

Q: What do all of the colors and numbers on the inventory listing mean?

A: On the inventory listing, if you scroll down to the bottom you will see a color key that looks like this:

Chassis Availability

	HOT SHOT (<u>Already built, can be ready for shipping within a week</u>)
	In Stock in Charleston (<u>Build time approximately 12-15 business days</u>)
	Chassis On Order (arriving in 1-4 weeks)
	Chassis On Order (arriving in 5-10 weeks)

A sky blue shaded cell represents a vehicle that is already built and can be made ready for shipping within a week's time. For the green shaded cells, these represent a chassis that is currently in stock and will be built to order. The approximate build time is always listed alongside the green shade in the vehicle key. The orange and purple shaded vehicle chassis are not yet in our facility. The key will tell you what the approximate lead time is regarding when the chassis should arrive to Bintelli.

Beside each vehicle type, you will see a list of colors and numbers. The color stated is the body color of that chassis. The number next to it is simply Bintelli's internal vehicle number used to identify that chassis. Here is an example of a vehicle listing:

6pr LSV Golf Cart	Champagne - 2690
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This example shows an available Champagne 6pr LSV Golf Cart. It is shaded green which means the chassis is in stock and available for order. The internal vehicle number is #2690.

Q: My customer wants to order a vehicle I do not have in stock. I am looking at your inventory listing and I see you have a vehicle available that they want, what lead time should I quote them?

A: Great question! Always err on the side of caution and add some time onto the approximate build time that we have stated in the Inventory Key. Please remember that the time quoted is approximate, and is also the build time. This does not factor in the time necessary to secure a shipper and have the vehicle transported to your location. When quoting customers on custom order vehicles, please always use the word “approximate”. If there is a firm delivery date requirement, please specify and discuss this with your Dealer Support Specialist prior to placing the order. Please also remember that our available inventory changes several times throughout the day. If you wish to inquire about the status of a specific vehicle, please do not hesitate to contact your Dealer Support Specialist who is here to help make sure you have the most up to date information possible.

Q: What colors are included for the prices listed on your Dealer Price Sheet? What if my customer wants a different color? A: Our standard pricing colors include Black, Navy Blue, Red, White, Champagne, and Forest Green. Any other colors incur a \$195 additional color upcharge fee. We generally stock a wide variety of additional non-standard colors that are strong sellers including Burgundy, Royal Blue, Titanium, Silver, Orange, Yellow, Sky Blue, among several others.

Q: How does the included standard warranty and the optional upgraded warranties through EWG work?

A: The standard warranty provided with all Bintelli Electric Vehicles is a three-year limited parts warranty, and full warranty terms are included in your dealer packet. To summarize, the warranty is a parts warranty. If a part is deemed to be a manufacturing defect, Bintelli will send you the replacement parts at no charge. Labor reimbursement is not included with the standard warranty, so your customers would be responsible for the labor costs. Please be sure to include a copy of the warranty terms to all customers upon checkout. Bintelli has recently partnered with EWG, who offers full labor coverage for an additional charge. If your customer chooses to add labor to their warranty, they can do so at the time of purchase. They will have the option to add one, two, or three years of full labor coverage on their warranty. You may sign your dealership up with EWG at no cost, by visiting <http://www.ewgcorp.com>.

Q: At the time of sale, what forms need to be completed and what do I give the customer?

A: We recommend you have each of your customers sign the following forms: Warranty Registration, Warranty Terms, Client Responsibilities, and Pre-Delivery Checklist. Please keep these documents on file at your dealership along with your signed sales receipt or invoice. You do not need to send these files to us when a vehicle is sold. Simply register the sold vehicle on www.BintelliDealers.com. We also suggest you provide your customer with copies of the user manuals and roadside assistance information.

Q: Where can I find pictures, logos and other promotional advertising resources to add to our dealer website?

A: This information can be found by logging into the dealer portal, www.BintelliDealers.com. Once you login,, click “Resources” where you can find pictures, videos and other product specific advertising materials. If you do not currently have a website and would like assistance in starting one reach out to your Dealer Support Specialist who can assist you further.

Q: What if my customer wants custom work, such as custom upholstery or vehicle accessories added to the vehicle that are not listed in the dealer packet?

A: We recommend any custom fabrication above and beyond our best-selling accessory options (found in the dealer packet) be performed after the vehicle has been delivered to your dealership. With countless ways to modify electric golf carts it’s best to work closely with your customer and specialized accessory suppliers to make each customer experience the best it can be.