DEALER FREQUENTLY ASKED QUESTIONS

Eligibility, Enrollment & Coverage Start

Dealer guidance only. The applicable agreement controls coverage, eligibility, limits, exclusions, and claim decisions.

1. Which EWG programs can a dealer offer?

EWG currently offers protection options for eligible refurbished golf carts, new golf carts, new-cart extended coverage, and eligible new electric vehicles through the Lifetime Lithium Battery & Key Protection Plan. Use the current rate sheet and applicable agreement to confirm available terms and eligibility.

2. Which refurbished carts are eligible?

A refurbished cart generally must be five model years old or newer unless EWG provides advance approval. The dealer must inspect the cart, complete the EWG Dealer Checklist for Warranty Eligibility, and confirm that there are no known pre-existing issues before enrollment.

3. When must a protection plan be sold and registered?

Register the plan through the EWG dealer portal as part of the vehicle sale or delivery process and follow the timing requirements for the selected program. Refurbished-cart plans and the Lithium Battery & Key plan must be purchased at the time of vehicle sale.

4. When does coverage begin?

Refurbished: the agreement's effective date, generally the vehicle and plan sale date.
New cart: the sale date; coverage runs concurrently with the manufacturer's warranty and may provide benefits the manufacturer does not.
New-cart extended: after the applicable manufacturer warranty expires.
Lithium Battery & Key: the original vehicle purchase date and continues for the original purchaser's ownership, subject to the agreement.

DEALER FREQUENTLY ASKED QUESTIONS

Customer Delivery, Coverage & Claims

Dealer guidance only. The applicable agreement controls coverage, eligibility, limits, exclusions, and claim decisions.

5. What should the dealer provide to the customer?

Provide the customer with a copy of the completed EWG agreement or enrollment confirmation and explain the coverage term, deductible, key exclusions, claim preauthorization requirement, and how to contact EWG. Keep the vehicle serial number and sale information accurate in the dealer portal.

6. What is generally covered under the standard mechanical-breakdown plans?

Coverage is limited to the components expressly listed in the applicable agreement. Examples may include the electric or gas motor, transaxle, charger receptacle, controller and related electronics, brake and pedal assemblies, wheel hubs and bearings, steering components, suspension components, wiring harnesses, and lighting systems. Component applicability varies by vehicle type.

7. What is generally excluded?

Common exclusions include components still covered by a manufacturer warranty, recalls, pre-existing conditions, unauthorized or non-standard modifications, abuse, neglect, inadequate maintenance, collision or environmental damage, normal wear, tires, batteries and chargers under the standard plan, diagnosis fees, freight, taxes, shop supplies, maintenance items, and parts not expressly listed. Refer to the applicable agreement for the complete exclusions.

8. How does a dealer initiate a claim?

Report a potentially covered breakdown to EWG within 48 hours of identifying the failure. Call 833-EWG-CORP (833-394-2677) or email claims@ewgcorp.com. Provide the customer, vehicle, reported concern, available findings, requested diagnostic time, estimated parts and labor, and any pickup/delivery charge. Obtain EWG authorization before diagnosis or repair begins.

Claims Authorization & Payment

Dealer guidance only. The applicable agreement controls coverage, eligibility, limits, exclusions, and claim decisions.

9. Is authorization required before repairs begin?

Yes. Repairs must be authorized by EWG before work begins. After reviewing the estimate, EWG will provide a 12-digit claim authorization number for approved work. Unauthorized repairs may not be reimbursed and could affect coverage.

10. What labor rate and deductibles apply?

Posted service-center labor rates may be honored up to $125 per hour, subject to EWG approval of the covered repair time and amount. Under the standard mechanical-breakdown plans, eligible electric-cart claims have a $0 deductible and gas-cart claims have a $50 deductible per covered claim.

11. Is pickup and delivery covered?

When the contract holder cannot transport the cart, EWG may provide up to $100 toward total pickup/delivery charges for a covered claim. Restrictions apply, and the charge must be included in the estimate for approval.

12. What is required after repairs are completed?

Obtain the customer's signature on the final invoice confirming the completed authorized work and any customer responsibility. Send the signed invoice to claims@ewgcorp.com with the EWG authorization number and supporting documentation so approved payment can be coordinated.

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Transfers & Lithium Coverage

Dealer guidance only. The applicable agreement controls coverage, eligibility, limits, exclusions, and claim decisions.

13. Are standard EWG plans transferable?

Remaining standard-plan coverage may be transferred to a new owner for a $50 transfer fee, subject to the applicable agreement. Contact EWG to update the customer information and confirm the transfer. Do not assume a transferred manufacturer warranty or a new coverage-start date unless EWG confirms it in writing.

14. How does the Lifetime Lithium Battery & Key plan work?

The plan is available only for eligible new electric vehicles equipped with lithium batteries and must be purchased at the vehicle sale through an authorized EWG dealer. Current stated benefits include lithium-battery replacement up to $2,500, covered EV battery components up to $500, labor up to $125 per hour, key replacement up to $150 per use with one use per 12-month period and a $500 aggregate key benefit, and up to $100 for qualifying transport. The applicable agreement controls all benefits and exclusions.

15. Can the Lithium Battery & Key plan be transferred or canceled?

The lithium plan may be transferred one time to a new owner for a $50 fee. Its current terms allow cancellation within the first 60 days for a full refund when no claims have been filed; after 60 days, the stated refund is prorated and subject to a $50 administrative fee. Review the issued agreement because cancellation requirements may vary by jurisdiction.

DEALER FREQUENTLY ASKED QUESTIONS

Eligibility, Documents & Support

Dealer guidance only. The applicable agreement controls coverage, eligibility, limits, exclusions, and claim decisions.

16. Do modifications affect eligibility or coverage?

They can. Non-standard equipment, performance modifications, alterations made after delivery, improper use, or inadequate maintenance may make a cart ineligible or void coverage. Contact EWG for advance written approval whenever eligibility is uncertain.

17. Where can dealers find current rates and program documents?

Use the EWG dealer portal and the current dealer-document resources supplied by EWG. Always use the latest rate sheet, eligibility checklist, agreement, and claims instructions when quoting, enrolling, or servicing a customer.

18. Who should a dealer contact for assistance?

Program and enrollment support: EWG Sales Team, 833-EWG-CORP (833-394-2677), sales@ewgcorp.com
Claims: claims@ewgcorp.com
Website: www.ewgcorp.com
Mailing address: 1121 Park West Blvd, Suite B-214, Mount Pleasant, SC 29466

Important: This FAQ is a dealer reference and does not replace the issued agreement. If this FAQ conflicts with an agreement, the agreement controls.