

# ***NetGain Motors, Inc.***

800 South State Street / Suite 4 / Lockport, IL 60441 / 630-243-9100 / 630-685-4054 (FAX)

## **NetGain's Service Commitment**

**NetGain Motors, Inc.** strives to maintain the highest customer service ratings of any distributor. Our Service Commitment Policy is focused on strong communications, timely responses, and a friendly, helpful atmosphere and interactions. With that in mind, we have developed our 7-Step Service Commitment.

**NetGain Motors, Inc.** can provide:

1. Pre-design performance evaluation modeling service
2. Someone for discussions with dealers and customers throughout the design process
3. Racing engineering, EV experience, and contacts for specific problem solving
4. Specific motor dynamics modeling
5. Special order spline and shaft designs, when needed
6. Expediting and specialty shipping arrangement services
7. After sale follow up with 1 year limited warranty

We are happy to offer this Commitment, especially since you have made one with us with the “**Dealers Terms of Sale**”.