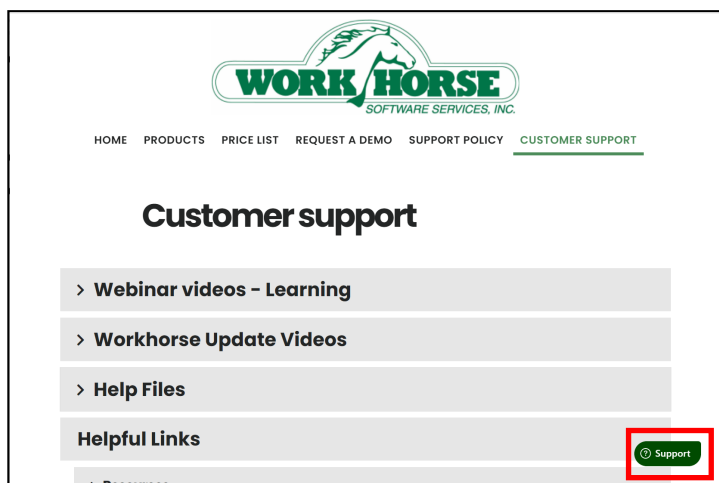


## Customer Support Overview

Workhorse strives to provide excellent support to you, our customers. To ensure you understand the support provided by Workhorse we have outlined what to expect and how your requests will be handled.

### Methods of Contacting Workhorse for Support

- By phone 800.654.4892
  - ◇ Note when calling, leave a voice message with your telephone number and we will call you back.
- By email: [support@workhorsewi.com](mailto:support@workhorsewi.com)
- By Website/ Customer Support page online submission



- Do **NOT** utilize Instant House Call to contact Support team unless told to do so by a specific support team member.

### Service Availability for all methods of support

- Support: 8:00 AM to 5:00 PM Monday – Friday
  - ◇ Holidays that fall on a weekday will be observed and support will not be available those days.
    - ◆ Workhorse Observed Holidays: New Years, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day
- Note, any request received outside of office hours will be handled the following workday.



## Customer Support Overview ~ Continued

### Prioritizing Support Request

- Any support request via support line (800.654.4892) will be considered highest priority!
- Request via support email and/or support function on the website, will be secondary.
- Any support request submitted directly to a Workhorse team member via phone or email will be considered lowest priority and will be handled when available.
  - ◇ **We urge you to submit request via support contact methods outlined above.**

### Response time

- Workhorse strives to help you as soon as we can during normal business hours. At times, due to the volume of support requests, it may take longer to respond.
  - ◇ ***Initial response to customer will take place within 4 hours of initial request during normal business hours.***
    - ◆ Workhorse will also prioritize requests internally to ensure request can be handled as timely as possible.

### Workhorse Support will be handled in one of the following methods:

- Phone
- Remote Online Session
- Onsite Support
  - ◇ If onsite support is needed that will be determined by Workhorse.
  - ◇ If Customer requests an onsite visit for a particular support request and Workhorse does not deem an onsite visit necessary, the customer will be charged an agreed upon fixed flat rate prior to visit.

