

Frequently Asked Questions (FAQ) for Formula Student

Important for teams outside the European Union

The importation to your country is in your own responsibility - AMKmotion cannot support you in this matter! It is in your responsibility to check which documents etc. are necessary to import our goods. Should you need further documents as the usual ones which are provided from us (invoice, delivery document and export declaration) we need to be informed about that before you place an order. AMKmotion reserves the right to refuse a quotation/delivery in case documents are needed which cannot be provided from our side.

1. Are there different kits?

There is only one Racing Kit with specified components for purchase.

2. What kind of motor and inverter do we get?

- 4 servomotors DD5-14-10-POW-18600B5
- quadruple inverter KW 26-S5-FSE-4Q

3. Price for the kit (2021) with/without sponsoring?

- Without sponsoring: EUR 27.810 net per Racing Kit
- With sponsoring: EUR 22.660 net per Racing Kit

4. If we want to purchase the sponsoring kit, which terms do we have to accept?

The sponsoring includes:

- AMKmotion logo on the Motor
- AMKmotion logo on the car, in the front area (on both sides or on the top)
- AMKmotion logo on the team-website
- AMKmotion logo on the outer clothing
- AMKmotion will may call itself as "team sponsor"
- Naming AMKmotion as manufacturer of the motors and inverter as well as the motor and inverter description in the car description/program booklet

You have to accept these terms in all points. The conditions for the sponsoring kit remain as long as the devices in the sponsoring kit are used.

5. What are the terms of payment?

The payment has to be done in advance. For this you will receive a pro forma invoice. At the latest, the payment should be on our account a few days before the confirmed delivery date. The Racing Kit will not be shipped if you have not paid. Delivery only after receipt of payment at AMKmotion.

6. Can we pay in USD or in another currency?

No, AMKmotion is only allowing payments in EUR.

7. Is there a deadline for orders?

No, but see also point 17!

8. Are any services/trainings included?

The Kit includes:

- AMKmotion Software tool AipexPro V3 or AIPEX Advanced (startup of the drives)
- Two day training at AMKmotion (attendance compulsory)
- 10 h of technical support within 1 year (by phone/E-Mail). Attendance at the training provided!

9. Are travelling expenses, accommodation and food outside the training included in the costs of the kit?

No, you have to pay travelling expenses, accommodation and food outside the training by your own.

10. We need more than 10h of technical support, can we get more?

Additional support hours can be ordered for a fee.

11. We want to order - when is it possible?

Orders are accepted at any time.

12. We have more questions, who is my contact person?

Write to the support team: application@amk-motion.com

13. Are shipping costs in the kit price included?

No, shipping-costs have to be paid by the team. The terms of delivery are FCA Kirchheim/Teck, excluding packaging costs.

14. Can we request some technical changes at AMKmotion of the kit itself?

No, you cannot request changes at AMKmotion, neither at the composition of the kit nor at the parts themselves.

Of course, we are open to suggestions for improvement and your feedback. Write us and we will use your proposal for product development.

15. When is the earliest possible date for the payment?

You can pay **AFTER** you got the pro forma invoice. If you pay before, we cannot accept your payment.

Note: All bank fees have to be paid from you.

16. Are there any extra costs or is everything included into the kit price?

Yes, there are additional packaging cost of 25 Euro per Racing Kit.

17. At what date can we expect the delivery of the kit

After you have placed your order, you will receive our order confirmation with the possible delivery date. Schedule a period of usually between 3 and 6 months from the time of order receipt until product delivery. Within this period, the training will take place at AMKmotion.

18. At what date will the training take place at AMKmotion?

As soon as we receive orders, we plan the training dates. The training take place in small groups with approx. 3 teams (à 2 participants / team). We will send you our invitation for the training with all important information about.

19. Do we need a quotation from AMKmotion before we can order?

Yes, please complete the "**REQUEST and ORDER-FORM**" and send it to application@amk-motion.com. Then we will send you our quotation. We kindly ask you to carefully check in advance who will order the Racing Kit (team, University, sponsor etc.) and mention deviating delivery and invoice addresses.

20. How can we order?

After you have received our quotation you can order with the completed "**REQUEST and ORDER-FORM**". We kindly ask you to carefully check in advance who will order the Racing Kit (team, University, sponsor etc.) and mention deviating delivery and invoice addresses in the form.

21. What if parts of the kit are broken?

In case of a defect contact application@amk-motion.com. AMKmotion offers to send AMKmotion products for review and repair. This service is generally chargeable at cost. In addition, the warranty (12 months) in accordance with the AMKmotion Terms and Conditions, available on the AMKmotion homepage: www.amk-motion.com

22. Whom can I contact in case of any technical questions?

Please send an e-mail including all contact details (name and address of the team, your name and phone/e-mail) to application@amk-motion.com.