

[After-sales Service Manual]

In order to protect the legitimate rights and interests of buyers, the responsibilities and obligations of sellers, repairers and producers for the repair, replacement and return of some goods (hereinafter referred to as "three guarantees") are clarified. According to the "Product Quality Law of the People's Republic of China", " These regulations are formulated in accordance with the Consumer Rights Protection Law of the People's Republic of China and relevant regulations.

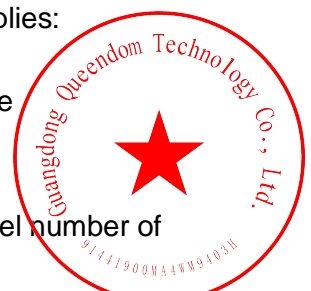
In line with the concept of "quality as the pioneer, service as the backing", we conduct a comprehensive analysis based on the opinions and requirements of customers, design a complete plan as quickly as possible, recommend to customers the products that best suit their actual needs, and allow them to Customers know the performance characteristics of the selected product. The service team with professional service awareness will continuously contact customers to let customers clearly know the completion progress of the product. In addition, our company strictly follows the relevant provisions of the contract terms for production and delivery, ensuring that the products are in good condition and delivered to the location required by the customer within the specified time.

In the project site implementation environment, customers can directly consult or complain to the person in charge of the on-site project, who will judge whether the problem can be solved on-site based on the nature of the problem. If the problem can be successfully solved on-site, the results will be directly replied to the customer. Problems that are not suitable to be solved on-site will be transferred to the customer service response center. The customer service response center can directly receive questions raised by customers in writing, email, online communication tools or telephone, or complaints transferred by on-site project managers. For problems that are directly solved on site, we will determine the nature of the problem, clearly analyze the product condition and defective quantity ratio through online graphics and text, and submit it to relevant departments for processing.

Provide free technical guidance, installation and debugging methods and precautions upon customer request, or directly provide installation services. During the warranty period (stipulated in the contract), if the product has quality problems under normal storage, transportation, maintenance and use conditions, we will be responsible for free repair or replacement and provide relevant maintenance and repair knowledge; if the product fails due to improper use by the user, If the product is damaged or not working properly, our company provides paid repair services for the product. For lighting products that are not within the warranty period, paid maintenance services will also be provided. After normal operation, the reasons will be analyzed and responsibilities will be clarified.

Three guarantees will not be implemented if one of the following circumstances applies:

- (1) Damage caused by improper use, maintenance, and storage by consumers;
- (2) Damage caused by disassembly by persons other than those responsible for the three-guarantee repair;
- (3) There is no Three Guarantees voucher and valid invoice;
- (4) The model number on the Three Guarantee Certificate does not match the model number of the repaired product or is altered;



- (5) Damage caused by force majeure.
- (6) Damage caused by war or serious natural disasters, such as typhoons, earthquakes, etc.
- (7) Man-made damage or damage by external impact.
- (8) Does not comply with LED usage current, voltage range, temperature environment and usage standards;
- (9) Failure to comply with the national three guarantees regulations.
- (10) Due to the user's improper operation, intentional or unintentional human damage

Product warranty instructions:

- 1) For products within the warranty period, product failure may occur due to improper installation and use by non-users.
 - 1.1 The repairer designated by the manufacturer is responsible for repairing the product first for free. If the product is still not functioning properly, the manufacturer will replace the product with the same model and specifications for the customer free of charge based on the repair records and certificates provided by the customer.
 - 1.2 If the product fails due to improper installation and use by the user, the cost of repair or replacement shall be borne by the customer.
 - 1.3 Due to batch or international product problems, accessories can be replaced uniformly according to the actual situation and sent to our branch or agency, office and buyer for unified repair and processing;
 - 1.4 During the quality guarantee period, if there are major batch problems and the defective ratio accounts for more than 3%, the defective quantity can be replenished in the next PO or spare parts or accessories can be replenished quarterly or annually.
- 2) If there is a defective product problem caused by the user or transportation, all costs of repair or replacement shall be borne by the user.
- 3) For products that have exceeded the quality guarantee period, if there is a product failure, the cost of repair or replacement shall be borne by the user.

