

# Warranty Agreement

This document outlines the warranty agreement provided by Shenzhen MilkV Technology Co., Ltd. (hereinafter referred to as “MilkV Technology”) for its products.

## 1. Objective

MilkV Technology is committed to delivering top-tier service quality and the fastest possible repair times, adhering to our strict maintenance and operational standards.

## 2. Warranty Provisions

### 2.1 Duration of Warranty

The standard one-year warranty coverage commences the day after the product's receipt.

### 2.2 Warranty Inclusions

- ✦ Products identified as defective on arrival (DOA: Defect-on-Arrival) within the first month from the dispatch date will be replaced.
- ✦ Defective products returned within the warranty period must show no signs of external damage, modifications, scratches, or markings, and all shipped accessories must be returned. Non-compliance may result in a partial processing fee.
- ✦ Defects due to customer configuration errors or misuse, not hardware malfunctions, will incur associated processing fees.

### 2.3 Warranty Exclusions

The warranty does not cover:

- ✦ Issues arising after the warranty period.
- ✦ Products or components that have been altered, or serial number labels that have been removed.
- ✦ Damage or functional issues due to misuse, unauthorized disassembly or modification, poor operating conditions, improper maintenance, accidents, or other causes.
- ✦ Damage caused by natural disasters.
- ✦ Product upgrades or testing requests made post-warranty.

## 3. Repair Process

### 3.1 Sending Back Defective Products

We recommend door-to-door courier services for returning defective items. The product should be securely packed in an anti-static bag or ESD material. A lower value should be declared for the defective product on the shipping invoice to avoid excessive customs duties.

### 3.2 Repair Charges

Charges apply for repairs under the following circumstances:

- ✦ Post-warranty period.
- ✦ Altered products or parts, or removed serial number labels.
- ✦ Damage or functional issues due to misuse, unauthorized disassembly or modification, poor operating conditions, improper maintenance, accidents, or other causes.
- ✦ Damage due to natural disasters.

### 3.3 Turn-Around Time (TAT) for Repairs

TAT, the duration from the receipt of the defective product to the dispatch of the repaired product, is typically around 15 business days for a single repair of fewer than 30 units. For larger quantities, an estimated schedule will be provided.

### 3.4 Repair Report

A repair report detailing the results and any replaced components will be included with the returned product.

### 3.5 Transportation of Repaired Products

Repaired products will be returned via our partnered courier service. Alternative courier services can be requested at the customer's expense.