

## After-sale Service Agreement of Wuchuan Product

Wuchuan provides “Standard Service” for partners, distributors, dealers and users. When you use or sell our products, you can enjoy the following services offered by Wuchuan Company and its branch offices all over the world:

### **I . Definition of after-sale service**

1. Check and accept: After customers test and confirm the order, Wuchuan will manufacture the products within the time limit as stipulated. When comes delivery date, clients can check the goods in the appointed place. And both parties should follow the “Acceptance standard” during the whole checking process. Checking may be made by means of stochastic sample inspection, but in a proportion which does not exceed 5% of the batch goods. According to the “Acceptance Standard”, if there happens to be the following problems, customers have rights to refuse acceptance or ask for modification:
  - A. Disqualification rate of the inner & outer packing, silk-screen, and silk-screen font exceeds 5%.
  - B. Disqualification rate of keys, displays, and the software function exceeds 3%.
2. Service time: After sample inspection, clients will sign on the ‘check and accept report’. It indicates that the checking and accepting process has been completed. From the moment, after-sale service begins to take effect. More details please refer to Item II .

### **II.Warranty Service**

#### **Spare products:**

1. We will attach 1% spare products to our clients whose order is not less than 100 sets for each mode.
2. We will attach 2% wearing parts (such as LCD, key light, power supply) to our clients whose order is not less than 500 sets. Clients may choose the above-mentioned parts in a proportion not exceed 2% of total goods.

#### **Warranty Service:**

1. Within three months, if there are more than 5% disqualified products in the whole batch goods (including 3% spare products); we promise to replace the damaged parts. And we will cover partial freight and send you the replaced equipments free of charge.

2. If the damaged goods are less than 5%, clients may select to maintain the spare products or cover the freight. And then we will replace them.
3. Between 3 months and 1 year, if there are more than 5% disqualified products, Wuchuan will afford the freight of over 3% damaged products and make maintaining for clients free of charge. 3% or less disqualified products shall be maintained by users themselves. And we will make amendment freely for clients if they cover the freight.
4. After one year, clients need payment to enjoy the maintaining service from appointed service supplier. Or users may cover the freight and send back to us for repairing.

### **III. Definition of non-warranty service**

- 1、 All guaranteed products must be equipped with original parts of Wuchuan. Unless the model label, date label, and pedestal screw are intact, we wouldn't accept the maintaining.
- 2、 Original Wuchuan power supply must be forwarded. Otherwise, guarantee won't be accepted under the condition that parts damages and software malfunction caused by the inappropriate use of other factories' power supply.
- 3、 Owing to transportation damages and malfunction, consignor must take on the responsibility.
- 4、 Force majeure: Irregular work of the equipment caused by all the force majeure such as natural disaster (earthquake, fire etc.) and contretemps (theft, loss etc.) is beyond our guarantee.
- 5、 Unprofessional operation: Malfunction result from clients' not following the instructions of Wuchuan Network, such kind of unprofessional operation isn't in the scope of free maintaining. The followings are two wrong operations:
  - a. System halts in the process of updating.
  - b. Damages because of non-originally factory-made power supply.

### **IV. After-sale Service Procedure**

1. Repair notification: users may send us an e-mail ([support@5111soft.com](mailto:support@5111soft.com)) after finding the problem.
2. Problem confirmation: We will confirm whether the products need return for repairing once receiving the notification emails.
3. Return for repairing: after confirmation, please send back the products to us.
4. Repair identification: identify the problem of repairing, and then update software or replace hardware.
5. Relative charges: payment will be made according to the above-mentioned clause.

## **V. Consultation**

All of our users can get VOIP network equipment's consultation and technical support by following means: directly dial +86-755-25118801; Visit our website: <http://www.5111soft.com>; or send an email to: [support@5111soft.com](mailto:support@5111soft.com); you can also contact the nearest authorized dealer directly or Wuchuan branch office to get this service.

## **VI. Service Supervision**

Within the scope of "Standard Service", if you have any complaints about technical support or service provided by agents, please send an e-mail to [5111soft@5111soft.com](mailto:5111soft@5111soft.com).