

After-sales Service Policy -- JULONG EDUCATIONAL TECHNOLOGY

Quality warranties such as returning goods, exchanging goods and repair guarantee, are exercised according to the guarantees for products regulations. The after-sales services are listed as follows:

1. Return and Exchange

- ◆ Free of charge of returns Within 7 days (inclusive)

Within 7 days (inclusive) from the date of purchasing Julong products (hereinafter referred to as Purchase Date), customer may choose to return, exchange or repair goods in case an unsolvable product performance problem is found. In case of returning goods, Julong will refund the payment for one time according to the purchase price.

Note:

*The purchase date is the date of customer signing for the goods. In case that customer does not sign for the received goods within one week of receiving goods, it is deemed as the customer has signed for it by default.

*In terms of the returned goods with damaged appearance or incomplete fittings, Julong will deduct the corresponding expenses in accordance with the degree of damages.

- ◆ Free of charge of replacement from the eighth day to the fifteenth day (inclusive)

In the period from the eighth day to the fifteenth day (inclusive) since the product has been purchased, customer may choose to exchange or repair the product in case that an solvable performance problem occurs. In case of exchange of products, Julong will replace the defective product; free of charge, with the product of the same model and specifications or a new product of the same brand which has the function no less than the original one.

Conditions & Terms of Return and Exchange

- Assuming any problem is found, buyers are strongly recommended to contact our technical support team for comprehensive assessment of the problem; any return or exchange without our failure validation is deemed as invalid and will be rejected.
- Based on the assessment, our technical support will propose suggestions on solving the problem in the interest of users; For some easily-solvable problem, users are suggested to handle it as per the suggestion of technicians, which will save much time from returning.
- Any return or exchange should accompanied with detailed failure symptom description and useful information (including image or video clip) ahead, confirming the existence of certain product problem.

2. Maintenance

In two years from the date of selling, the maintenance of interactive whiteboard set will be free of charge by the limited responsibilities. One-year maintenance for accessories (include power adapter, cables and electronic pens, USB transfer line)

Warranty doesn't cover:

- ◆ Product or some other components which exceed the warranty periods
- ◆ Fail to provide valid bill of purchasing this product;
- ◆ The appearance of product, which has trails or some other damages during use.
- ◆ For operating trouble caused by the incompatible of the incompatibility of different components in the integrated system, Julong will assist to provide the salutations for integrated system but not carry it out.
- ◆ Malfunction or damages of the product caused by unauthorized repair, modification or alteration by any other party other than JULONG.
- ◆ Failure caused by improper installation, misuse, improper storage, improper transportation and package.
- ◆ Defects or damages of the Product (rust, metamorphosis, craze) which are caused by unsuitable physical or operating environment.
- ◆ Damages or defects caused by accident or some other external factors, including but not limited to personal factor, computer virus, natural disaster, fire, flood, war and act of God
- ◆ Other uncertain abnormal using situation.

3. Methods of Repair Service

Sending

- ◆ Send the products to the Local distributor
- ◆ Period of repair guarantee for repaired product: three months after repaired.

4. Charged repair or maintenance

The product which exceeds the period of repair guarantee or falls beyond the repair range, Julong may provide charged repair or maintenance.

5. Installation

Julong will provide the salutation and training for installation, but carry out by system integrated supplier.

6. Technical Support

- ◆ please contact us to obtain warranty services

TEL: +86 755 26745153 +86 755 26745105

FAX: +86 755 26745163

E-mail: techsupport@julong.com.cn

- ◆ All clients shall provide us the below information when contacting us for technical support.

The purchasing approach and date, purchasing invoice, the name of the product, model, serial Number and a detailed description of the malfunction including the indicated information displayed in the screen.