

恩尼特克電子科技(深圳)有限公司
ANYTEK Electronics Technology (Shenzhen) Co., Ltd

產品質保及服務承諾書

Product Warranty and Service Commitment

產品質保期

Guarantee period of products

本公司承諾本司出貨產品：

ANYTEK shall make the following promise to the shipment:

在非特殊嚴峻儲存環境條件及非人為誤用或超負荷使用破壞前提下，保證：

In a non special storage environment condition and on the premise of non-human misusing or overload using, herein ANYTEK commit to:

1. 產品操作性、功能性：質保期自產品發貨之日起「**二年內**」；
The part performance: Within **two years** since the date of delivery
2. 產品鍍層外觀：質保期自產品發貨之日起「**半年內**」。
The part electroplating layer appearance: Within **half one year** since the date of delivery

備註說明：

Remark:

※ 鍍層外觀質保期

The part electroplating layer appearance guarantee period of products

在原出廠包裝不拆封前提下，鍍層外觀6個月內不發生異常
(例如:氧化、發黑、鍍層剝離~)

On the premise of no unpacking ANYTEK package, there is not any problem with electroplating layer appearance within half one year (i.e: Oxidation, blacken, plating layer fall off etc)

※ 本司產品儲存環境條件建議值為：

ANYTEK part recommended storage environment was:

溫度：攝氏5~30°C / 相對溼度：20%~75%，且應避免遭受陽光長時間曝曬

Temperature: 5~30°C / Rated humidity: 20%~75%, and should avoid prolong exposure to sunlight.

服務承諾

Service Warranty

※ 質保期內：

Within guarantee period of products:

1. 因產品本身問題造成的損壞，我方負責「三包」，即包修、包換、包退。

For damage caused by the part itself, ANYTEK was responsible for three guarantees, that is Repair, Replacement and Return.

2.由於人為原因(非我方人員)或自然災害而造成的產品故障,我方提供"有償"維修服務,只收取損壞或更換零部件的成本費。

The part failure was caused by man-made(non-ANYTEK staff) or natural disasters, ANYTEK will provide relevant paid service, only charge the replacement of components cost.

※ 質保期滿後：

Beyond guarantee period of products

我方提供終身"有償"維修服務 [服務期限為產品正常使用壽命,即不超過(<=)10年],我方負責產品品質和故障問題的處理,按成本費用收取更換的零部件費用。

ANYTEK shall provide lifelong paid service [Service time was the part work life, (<=)10years].

ANYTEK was responsible for part quality and issue solving, and charge relevant fee based on components fee.

"有償"服務補充說明

Paid service remark:

屬下列情況之一者不給予免費保修,但可實行合理的有償服務。

- ◎ 超過質保期;
- ◎ 不能提供購買憑證的;
- ◎ 未按產品使用說明書的要求使用、維修而造成損壞的(特別注意化學物品腐蝕影響、摔壞以及人為的損壞);
- ◎ 客戶擅自維修、拆卸產品的或者客戶委託非本公司指定的維修人員維修,拆卸產品的;
- ◎ 使用非正規的操作工具所造成的損壞;
- ◎ 由於水災、火災、雷擊、地震等不可抗拒災害造成產品發生故障或損壞的;
- ◎ 其他非產品自身原因造成的故障或損壞。

Do not provide warranty for free belong to one of the following parts, but may perform reasonable paid service:

- ◎ Beyond guarantee period of products
- ◎ No providing purchasing documents
- ◎ No using the part correctly according to work instruments, led to the part damage(specially chemical material corrosion and damage by man-made)
- ◎ Customer attempt to repair, disassemble the part or Non designated repairman by the company customer contract repair or disassemble to cause the problem
- ◎ Using irregularity tools to cause the damage
- ◎ Force majeure(i.e flood, fire, lightning and earthquake) cause the part failure or damage
- ◎ Other than the part itself cause products failure or damage

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