

1. Preface

We sincerely hope you would be satisfied with our product. Based on laws and regulations related to the protection of consumer rights and interests in China and Thinkrace's policies, ThinkRace Technology Co., Limited formulates Thinkrace's product warranty policy, according to which you could replace or repair the products. We are willing to provide related services.

2. Warranty services

2.1. Warranty object and scope

Wearable

2.2. Warranty services

2.2.1 Free Maintenance Period

Free Maintenance service of wearable:

- a) Within 12 months from the date of purchase, if a performance fault that is not caused by human damage occurs on the host of the product exception of battery, you could enjoy the free maintenance services.
- b) Within 6 months from the date of purchase, if a performance fault that is not caused by human damage occurs on the battery, you could enjoy the free maintenance services.
- c) The product warranty starting date is subject to the day when the purchase receipt or Proof of Purchase (hereinafter referred to as POP) is issued.

2.2.2 Maintenance Guide

- (1) You could select the postal repair, please confirm in advance whether the product comply with the import regulations of China Customs. If the product cannot be cleared or lost due to non-compliance with customs import regulations or logistics reasons, Thinkrace will not bear the responsibility of maintenance or compensation.
- (2) Please back up your data before maintenance and remove the SIM card inside.
- (3) Thinkrace will check the causes of product damage and repair them. We will collect the cost of freight and import duties, components and labor if the issue occurred is due to the user's improper operation or installation.

(4) Thinkrace will replace it with a new product if the product meets the warranty conditions and cannot be repaired. It will be shipped together with the next batch of goods, or when it is accumulated to 50 pieces.

2.2.3 Commitment of Maintenance Quality

(1) Within the warranty scope, if the product is replaced (excluding accessories), the warranty period of the replacement shall continue based on the original warranty period as provided in this regulations.

Note: If the warranty period is less than 30 days, then the warranty period shall be counted as 30 days. And if it is more than 30 days, then the original warranty period shall be continued.

(2) Parts of the product that replaced in non-warranty repair could enjoy a limited 30 day warranty period.

(3) The staff of Thinkrace will communicate with you and explain the limited warranty.

2.2.4 Non-warranty scope of the product (excluding accessories)

(1) Damage caused by transportation or loading and unloading during return or replacement or repair.

(2) Any modification, disassembly, repair, firmware flashing, software installation without Thinkrace's authorization.

(3) Product damage caused by accidental or man-made behaviors, such as liquid damage, falling, input unsuitable voltage, excessive extrusion, main board deformation, environment beyond battery nominal, etc. And other phenomena are also included, for example, the power adapter is damaged, cracked, broken or deformed, and the power cable is damaged, broken or bare.

(4) The product is faulty or damaged because it is not installed, used, maintained, or kept in accordance with the instructions.

(5) The product model or number on the warranty certificate is inconsistent with the physical product or the warranty certificate was altered.

(6) The product nameplate, SN bar code, and label are removed or damaged, and cannot be identified.

(7) No valid maintenance vouchers and valid invoices (excluding those that can prove that the products are within the warranty period).

(8) The warranty period has expired.

(9) Faults or damage caused by factors of Force Majeure such as fire, earthquake, and flood.

3. Other content statements

3.1. The preceding clauses only apply to Thinkrace products sold from China.

3.2. Thinkrace is not responsible for any other commitments that are not guaranteed by Thinkrace made by the seller or distributor to the customer.