

SACER PRODUCT AFTER-SALES SERVICE TERMS

Dear Customers,

Thank you for choosing SACER brand products. SACER (hereinafter referred to as “our party”) is committed to providing you with high-quality products and comprehensive after-sales services to protect your legitimate rights and interests and ensure an optimal user experience. To clarify the rights and obligations of both parties, the relevant matters concerning after-sales services are stipulated as follows. Please read carefully and comply with these terms. If you have any questions, please feel free to contact our customer service team at any time.

I. Safety Warnings



II. Precautions for Product Storage, Installation, Use and Recycling

1. Products (including packaging) shall be stored in a moisture-proof, well-ventilated environment free from corrosive gases and away from flames. Damage to product performance caused by improper storage environment shall be avoided.

2. When handling and installing the product, it shall be handled with care; dropping and impact are strictly prohibited. Do not squeeze the product with heavy objects; otherwise, Sacer shall not provide quality assurance for product damage caused thereby.
3. Before installation, check whether the product appearance is intact and whether all accompanying parts are complete and undamaged. If any abnormality is found, stop installation immediately and contact our sales personnel.
4. When operating and installing the product, protective equipment that meets safety requirements (such as gloves and anti-static wristbands) must be worn. Damage to the product caused by failure to take protective measures or improper operation shall be avoided.
5. Faulty products are classified as specific industrial waste and shall not be discarded at will. The customer shall properly dispose of them in accordance with the national laws and regulations on environmental protection and our requirements. Any legal liabilities and losses arising from failure to do so shall be borne solely by the customer.

III.SACER After-Sales Warranty Terms

1. Scope of Liability

Our company only provides warranty services as stipulated in these terms for products under the "SACER" brand, and shall not bear any other liabilities or joint liabilities unrelated to our product. The warranty period for repaired products shall continue to be calculated from the original shipment date and shall not be extended or recommenced.

The following circumstances are excluded from the warranty coverage:

- Installation of the product in incompatible vehicle models or non-designated scenarios resulting in product damage;
- Damage to the product appearance or functional failure caused by improper operation or failure to strictly adhere to the OEM Maintenance Manual or technical specifications;



- Unauthorized disassembly, repair, or modification of the product by the customer;
- Mismatch between the purchased product and the actual demand caused by incorrect information (such as product model, specification, appearance requirements, etc.) provided by the customer;
- The product has exceeded the warranty period stipulated in these terms;
- Product damage caused by force majeure events (such as fire, flood, earthquake, etc.).

2.Warranty Conditions

2.1 Inspection Requirements

2.1.1 Inspection Period

The customer shall complete the inspection of the goods within 3 natural days after signing for receipt. Failure to raise a written objection within the time limit shall be deemed as the product quantity, model, specification, appearance and packaging complying with the agreement.

2.1.2 Product Confirmation

The customer shall conduct acceptance in accordance with the content confirmed in writing with our sales personnel before sales (including but not limited to product quantity, model, specification, appearance requirements, special labels, packaging method, etc.). If the product is found to be inconsistent with the agreement, the customer shall feedback to our sales personnel in writing within the inspection period and provide relevant supporting materials (such as photos, videos, etc.). Otherwise, the product shall be deemed to have passed the acceptance.

2.1.3 Packaging Inspection

The customer shall verify the quantity and condition of the product's transportation packaging upon signing for receipt. If obvious damage to the packaging is found (such as crushing deformation, opening, dampness, etc.), the customer shall inspect the condition of the product inside the packaging on the spot, immediately feedback to our sales personnel and the logistics party, and retain relevant evidence (such as logistics waybill, photos of damage, etc.). If the liability cannot be verified due to failure to feedback in a timely manner, our party shall not bear any related liability.

2.2 Return Restrictions

- Applications for return or exchange of brand-new unused products submitted by the customer without valid reasons shall not be accepted;
- Applications for returning the entire batch of products submitted by the customer due to problems with individual products shall not be accepted.

Special Notes:

If the customer needs to replace unused products due to their own reasons, all resulting expenses (including but not limited to transportation fees, storage fees, handling fees, taxes, etc.) shall be borne by the customer. In addition, the customer shall ensure that the products to be replaced are free from any damage, with intact packaging and in compliance with our acceptance standards.

2.3 Warranty Claims

- If a product quality issue is found, the customer shall notify our sales personnel within 48 hours after discovering the problem and cooperate with us to complete the complaint registration for the faulty product (including filling in the complaint form, providing a description of the fault, etc.);
- Failure to notify us promptly or to cooperate in completing the complaint registration, resulting in our party being unable to verify the cause of the fault or delaying the handling process, the normal provision of warranty services may be affected, or even the right of warranty may be lost. The relevant liabilities shall be borne by the customer.



3. Warranty Period

Our party sets the following warranty periods for different types of SACER products, all calculated from the actual product shipment date (based on our logistics shipment records):

- Integrated Circuit (IC) products: 1 month;
- TFT Navigation Displays: 3 months;
- Other New/Remanufactured Products (such as turbocharger actuators, sensors, ECUs, etc.): 12 months;
- Remanufactured New Energy Air Conditioning Compressors and Transmission Parts: 6 months.

4. Warranty Methods

After joint verification and confirmation by the technical personnel of both our party and the customer, if the product indeed has functional defects, fails to meet the agreed performance standards, is inconsistent with the pre-sales agreed technical specifications, or has an appearance that does not meet the pre-sales agreed requirements, our party will provide the following warranty services according to the specific circumstances:

4.1 Technical Support Services

Our party will provide the customer with product fault diagnosis, operation guidance and technical consultation services through remote means such as telephone, video conference and email, and no fees will be charged for such services.

4.2 Replacement of Maintenance Parts Services

If the technical personnel of both parties determine that the product can resume normal functions through on-site replacement of components, and our party currently has inventory of the corresponding maintenance components, our party will replenish the required parts for the customer.



Freight Rules: The freight for the replenishment of maintenance components shall be borne by our party, and the logistics method shall be selected by our party according to the actual situation.

4.3 Return and Repair Services

If our party agrees to the customer returning the product for repair based on the actual situation of the faulty product, the customer shall send the product back in batches in accordance with our requirements, and the product will be returned to the customer after the repair is completed.

**Freight Rules:**

- After negotiation between both parties, either our party or the customer will arrange logistics to send the products to be repaired back in batches, and the relevant freight shall be borne by our party;
- After the product repair is completed, our party will send the repaired product back together with the customer's next order, and the relevant freight shall be borne by the customer.

4.4 Return and Exchange Services

If the product cannot be repaired due to quality defects, or still fails to meet the agreed standards after repair, our party may handle the return or exchange procedures for the customer upon mutual agreement of both parties, and replace the product with one of the same model and specification (if the same model is not available, another model not lower than the standard of the original product may be used, subject to mutual agreement of both parties).

**Freight Rules:**

- After negotiation between both parties, either our party or the customer will arrange logistics to send the complained products back in batches, and the relevant freight shall be borne by our party;
- When our party replenishes the replacement product, it will be sent together with the customer's next order, and the relevant freight shall be borne by the customer



4.5 Replenishment of New Products

If the customer urgently needs the product for production and operation, our party may replenish a new product separately for the customer upon mutual agreement of both parties.

**Freight Rules:**

- The expedited order freight incurred by our party for separately replenishing new products for the customer shall be borne by the customer;
- The subsequent freight for the customer sending the faulty product back to our party in batches shall be borne by our party.

Special Precautions:

- If the return is caused by the customer's reasons (including but not limited to ordering the wrong product model, returning the product without valid reasons, requesting the return of the entire batch of products due to problems with individual products, etc.), all resulting expenses (including but not limited to product return freight, repair fees, customs declaration and clearance fees, taxes, storage fees, etc.) shall be borne by the customer;
- Before sending the faulty product back, the customer must confirm the detailed information of the product to be returned (including product packing list, photos of product status, return address, etc.) with our sales personnel, and go through the return procedures in accordance with the confirmed requirements. Our party has the right to refuse acceptance of products sent back without prior confirmation, and shall not bear any liability;
- When the customer handles return, exchange or return for repair within the warranty period, the original product packaging shall be used as far as possible. If the original packaging is lost because the product has been installed on the vehicle, the customer must take sufficient packaging and protection measures (including but not limited to using shock-proof materials, rigid cartons, etc.) to avoid secondary damage to the product caused by collision, extrusion, etc. during transportation.

- If our party finds that the product is damaged due to improper packaging and protection when receiving the goods, we have the right to refuse to provide free repair services, and the relevant repair fees shall be determined through separate negotiation between both parties;
- If the customer has special requirements for the returned, exchanged or replenished products (including but not limited to special labels, customized packaging, etc.), they must clearly inform our sales personnel when submitting the application. The specific lead time for product replenishment shall be confirmed through negotiation between both parties, and our party shall not bear liability for delays in the lead time caused by the customer's special requirements.

5.Documents Required for Complained Products

To ensure the timeliness and effectiveness of complaint handling, after discovering product abnormalities and notifying our sales personnel, the customer shall cooperate with our party to complete the complaint registration and provide the following documents and materials (all materials shall be true, complete and clear; otherwise, the progress of complaint handling may be affected):

5.1 Product Fault Information Registration Form

5.2 Records of the product installation and commissioning process (including but not limited to photos and videos, which shall clearly reflect the product installation method, commissioning steps and fault phenomena);

5.3 Description of the handling method for the complained product (the customer shall specify the desired handling method, such as repair, replacement, replenishment, etc.);

5.4 Other relevant materials required by our party (such as product purchase contract, proof of logistics receipt, etc.).

6.Complaint Response Process and Mechanism

6.1 Complaint Registration

After discovering product problems, the customer shall immediately (no later than 48 hours) contact our sales personnel, explain the product fault situation and apply for complaint registration;

6.2 Document Submission

The customer shall submit all complaint documents stipulated in Section III (5) of these terms to our sales personnel within 3 natural days after the complaint is filed, so as to complete the initiation of the formal complaint process;

6.3 Solution Negotiation

After receiving the complete complaint documents submitted by the customer, our party will organize technical personnel to verify the fault situation as soon as possible and negotiate with the customer to determine the specific handling plan (including handling method, timeline, expense bearing, etc.);

6.4 Product Return

The customer shall, in accordance with the solution jointly determined by both parties, confirm the documents related to the returned product (including return order, logistics information, etc.) and the process with our sales personnel within the agreed time, and then send the faulty products back to the address designated by our party. Our party has the right to refuse to accept products sent back without prior communication and shall not bear any liability for storage or handling.

These terms shall take effect from the date on which both parties sign the product purchase contract or the customer signs for receipt of the product. Any unmentioned matters shall be resolved through negotiation between both parties.

SACER LTD.
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