

SUBLUE Care Service Terms

Thanks for purchasing SUBLUE Care, please be noted of the following important points:

1. By purchasing SUBLUE Care, you acknowledge that you have read, understood, and agreed to these terms.
2. The serial number of your product or component, activation code are all essential for using SUBLUE Care. Please keep the information to yourself. If your SUBLUE product serial number is lost or stolen, you shall bear the corresponding consequences and responsibilities.
3. To ensure that you can enjoy the services normally, SUBLUE Care and the corresponding product must be purchased from the same country or region.
4. The services provided by SUBLUE Care in different regions of different products may be different. For details, please refer to the country/region page introduction when purchasing SUBLUE Care.
5. A single SUBLUE product can only bind to SUBLUE Care once. After using the service provided by SUBLUE Care, if the product's serial number is changed, the replaced product will automatically bind to the original product's SUBLUE Care, and the original service and warranty period continues. Therefore, the original unit will no longer have a SUBLUE Care. Please do not re-purchase SUBLUE Care for the replacement unit.
6. The supported products and areas under SUBLUE Care as below:

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below:

Product Type	Product Model	Area	Region	Remarks
Underwater Scooters	Whiteshark Mix	China	Mainland	Please kindly ensure SUBLUE Care and the corresponding product must be purchased from the same country or region.
		Hongkong, Taiwan	Hongkong, Taiwan	
	Whiteshark MixPro	Asia-Pacific	Japan, South Korea	
		North American	United States (excluding Hawaii and Alaska)	
	Whiteshark Tini	Switzerland	Switzerland	
	Whiteshark Navbow	Europe	Deutschland, France, Italy, Spain, Greece, Finland, Czech Republic, Poland, Austria, Netherlands	
	Whiteshark Navbow+			
Swii				
Hagul				

The countries or regions not shown in the above form indicate that the product does not provide SUBLUE Care service in this region. Please do not buy it.

7. If you do not activate SUBLUE Care in time after receiving the product, the service will be automatically activated and take effect after 30 natural days from the delivery date of your product from the SUBLUE warehouse.

1.Details of SUBLUE Care Terms

All SUBLUE Care services is provided by SUBLUE UNDERWATER AI CO.,LTD or its designated affiliated companies (hereinafter referred to as "SUBLUE"). The following is an introduction to each service. For specific definition, please see Terms of Service section for details.

1.1. Extended warranty service (Hereinafter referred to "extended warranty")

If the SUBLUE product specified in this term, within the scope of coverage, if the designated product is malfunctioning due to a non-user error and is sent to SUBLUE or an authorized repair center for repair within the extended warranty service' s period of validity, then the repair fees and labor costs will be covered by SUBLUE.

1.1.1. The following sheet for the extended warranty time of each product part:

Service	Product Type	Service Category	Guarantee Period	Period
Extended Warranty	Underwater scooters	Body, Controller, Hall switch, electronic cabin, front end cover assembly, rear end cover assembly, Motor, Motor driver board	Effective date	Effective date stated in the service agreement
			Period of validity	24 months

Note: The battery, propeller assembly and adapter set is not covered by SUBLUE Care scope.

1.1.2. The losses, expenses, and liabilities listed below are not covered by the extended warranty service:

- 1) Some or all of the SUBLUE product' s parts that are covered by the extended warranty service are lost ;
- 2) Personal injury and/or property loss to the customer or any other people caused by the SUBLUE product;
- 3) Damage to the SUBLUE product that is not caused by quality issues. ;
- 4) Damage to the SUBLUE product caused by uses in unsuitable conditions (including but not limited to meteorological and hydrological environment), or

- operation not in accordance with the user manual' s recommendations;
- 5) Product damage caused by violation of operation requirement ;
 - 6) Damage to the SUBLUE product caused by installation, usage, or operation not in accordance with the user manual' s recommendations ;
 - 7) Damage to the SUBLUE product resulting from using a defective battery ;
 - 8) Natural wear or damages on component surface, shell or rack that did not influence SUBLUE product' s performance;
 - 9) Battery is not covered by SUBLUE Care/SUBLUE Care extended warranty.

1.1.3. Points for attention of extended warranty

Please notice that the appearance modifications such as spraying and pasting on the appearance of SUBLUE products, SUBLUE is not responsible for restoration;

SUBLUE has the right to determine to provide maintenance service or replacement service in the most reasonable way;

SUBLUE is not responsible for backing up and restoring the using data and other relevant information records if they are lost during the maintenance process.

1.2. Product Replacement for the accidental damage (Hereinafter "Replacement")

If SUBLUE product specified in this clause is damaged due to normal use or accidents during the warranty period, according to the replacement service process, customer can replace a product with good function by SUBLUE after paying relevant fee.

1.2.1. The following sheet is for product replacement of each type product:

Service	Product Category	Product Type	Service Category	Replacement	Guarantee Period	Period
Replacement	Underwater Scooter	Whiteshark Mix	Main body*1(Excluding battery and any other accessories)	1 time	Effective date	Effective date stated in the service agreement
		Whiteshark Mixpro			Period of validity	24 months
		Whiteshark Tini				
		Whiteshark Navbow				
		Whiteshark Navbow+				
		Swii				
Hagul						

1.2.2. The losses, expenses, and liabilities listed below are not covered by the replacement service:

- 1) When using the product accidental damage service, some or all of the SUBLUE product' s parts that are covered by the replacement service are lost;
- 2) Personal injury and/or property loss to the customer or any other people caused by the SUBLUE product;
- 3) SUBLUE is not responsible for restoring the appearance modification such as spraying, pasting and so on;
- 4) Natural wear or damages on component surface, shell or rack that did not influence SUBLUE product' s performance.

1.2.3. Points for attention of product replacement

Unless SUBLUE declares that the products do not need to be sent back for identification, it is necessary to send the products to the after-sales service organization designated by SUBLUE for identification.

If the customer cannot send the product for identification, SUBLUE will not be responsible for the situation that the products cannot be replaced;

After replacement, the original product is owned by SUBLUE.

SUBLUE has the right to decide whether the replacement product is a new product or a normal maintenance product with the same performance and reliability as the new product.

When the product replacement had been used, the number of replacement time will be deducted one time to zero. The replaced product will automatically bind to the original product's SUBLUE Care and the original service and warranty period continues. You can visit SUBLUE website : <https://sublue.com> SUBLUE Care page to check your SUBLUE Care service status.

1.3 Give 50% off discount to buy batteries

The 50% off discount battery purchase service is that you can enjoy purchase one battery at 50% off during the validity period of SUBLUE Care service.

Due to the product characteristics of Hagul, this battery purchase on 50% discount is not applicable to Hagul series products, Hagul series products do not include 50%

discount on battery purchase.

1.3.1 Points for attention about 50% off battery purchase

1) Purchasing one battery with 50% discount must be purchased by contacting SUBLUE after-sales service technical support team;

2) The model of the purchased battery must be consistent with the battery specification in the product bound by your purchase of SUBLUE Care;

3) When the purchasing one battery with 50% discount had been used, the number of purchasing one battery with 50% discount will be deducted one time to zero. The replaced product will automatically bind to the original product's SUBLUE Care and the original service and warranty period continues. You can visit SUBLUE website :

<https://sublue.com> SUBLUE Care page to check your SUBLUE Care service status;

The model of the purchased battery must be consistent with the battery specification in the product bound by your purchase of SUBLUE Care.

2. SUBLUE Care service process

When you need SUBLUE Care services, you can contact us through the following ways:

Submit the self-service application via SUBLUE website: <https://sublue.com> ;

Or get the service through the following contact methods:

China: Phone:400-806-2688/18502642263 Mail: support@SUBLUE.com

Other areas: Mail: support@SUBLUE.com

2.1. Preparation

1) When you apply for service under SUBLUE Care. Please kindly provide and fill in

your personal information and product information to SUBLUE, and authorize SUBLUE to use all the information provided during service period. Personal information includes but is not limited to your name, telephone number, email, and address. Product information includes but is not limited to your product model and serial number, product settings data, water operation data, and water environment and location data.

2) Before sending the product, please properly handle the personalized items, decorations attached to the original product and the external equipment (including but not limited to product decorative stickers, UAS stickers, paintings, etc.) purchased by individuals that are not sold by SUBLUE. SUBLUE will not be responsible for the damage and loss of such items.

2.2. Sending product

1) Please send the product back as soon as possible after SUBLUE confirms that it can be sent back and provides the mailing address;

2) If you plan to apply for fault replacement or repair service, you need to send back the damaged product parts corresponding to each service supported part.

If you cannot completely return the damaged product parts corresponding to the replacement service guarantee parts, you need to pay the material cost of the missing parts, otherwise you will not be able to use the fault damage product replacement service.

If you cannot completely return the damaged product parts corresponding to the replacement service guarantee parts, you cannot apply the free

maintenance service on the missing parts.

Case Situation	Applicable service types
Under the service scope of the official warranty period, and your product is still within the official warranty period	The extended warranty service will be automatically applied during the service process to extend the warranty period for your products. You also can choose to use the replacement service.

2.3. Product Inspecting

SUBLUE service center will inspect the fault and damage of the product for you and contact you as soon as possible.

2.4. Expense Payment

When you confirm whether to use the service provided by SUBLUE Care and the type of service, you need to pay the corresponding service fees occurred.

After paying the service fee, SUBLUE will provide you with corresponding services and take back your original products/faulty parts as the certificate for providing services.

2.5. Sending product back

After the service is finished, SUBLUE will send you replacement products or repaired products.

When it is unable to contact you or do not receive the relevant fees paid for the services you have enjoyed, SUBLUE will keep the products for you for free within 45 days. After 45 days, it will charge a storage/warehousing fee of \$3 per day. After 90 days, SUBLUE will have the right to dispose of the products.

3. Service fees

3.1. Apply for service from SUBLUE

Check the following sheet for the service fees incurred within the scope of SUBLUE Care. SUBLUE will not refund the fees incurred within the scope of guarantee but you do not apply for relevant services due to personal reasons or cannot apply for services due to exceeding the guarantee period.

Please note that SUBLUE does not burden the additional taxes arising from the local national tax policies. Such as customs duties and other expenses in your receiving areas need to be paid by yourself or collected by SUBLUE in advance.

Services	Materials Expense	Labor Expense	Logistics Expense
Product Replacement	Need to pay the replacement fee	SUBLUE burdens	SUBLUE burdens one way sending fees
Give 50% off to buy battery	Need to pay 50% off the original price of the battery	SUBLUE burdens	SUBLUE does not burden relevant shipping fees and taxes
Extended Warranty	SUBLUE burdens	SUBLUE burdens	SUBLUE burdens one way sending fees

Note: Due to the product characteristics of Hagul, this battery purchase on 50% discount is not applicable to Hagul series products, therefore, the relevant fees of 50% off battery purchase are not applicable to Hagul series products.

4. Exclusions The losses, expenses, and liabilities listed below are not covered by all services

- 1) The part is not covered by the service;
- 2) Damage to a non-SUBLUE product;
- 3) Damage caused by using your SUBLUE product together with a non-SUBLUE

- product or third-party accessory/software that is not authorized by SUBLUE;
- 4) Some or all of the SUBLUE product's parts that are covered by the replacement service have been stolen, looted, or discarded;
 - 5) Damage to components caused by unauthorized repair or replacement;
 - 6) Damage to product caused by deliberate actions;
 - 7) Damage to the SUBLUE product caused by installation, usage, or operation not in accordance with the user manual's recommendations;
 - 8) Damage to the SUBLUE product caused by using the product to engage in illegal activities;
 - 9) Direct or indirect loss caused by natural disaster, war, military action, riot, coup, terrorist activities etc.;
 - 10) Damage to the SUBLUE product caused by nuclear radiation, nuclear explosion, nuclear pollution and other radioactive pollution ;
 - 11) Additional requirements for raising and improving product technical standards and performance ;
 - 12) Indirect loss and/or anticipated profit in any form; 13) Any litigation, arbitration and/or any other legal fees relating to replacement service.

5. Return and Transfer of SUBLUE Care

If your SUBLUE product is returned according to SUBLUE's return policy, you can also apply to return your SUBLUE Care. If your SUBLUE product has not been returned, or one or more services under SUBLUE Care has been used, then you cannot return SUBLUE Care. SUBLUE Care cannot be transferred after purchase

6. Termination of Service

SUBLUE has the right to refuse to provide services under the following situations:

- 1) Products are purchased from non-SUBLUE official or authorized channels;
- 2) SUBLUE Care and the corresponding product are not purchased from the same country or region;
- 3) The service is applied for outside of the coverage area;
- 4) The date when you apply for the services not within the period of validity of the service;
- 5) Failure to apply for the service in accordance with the service process.

SUBLUE has fully fulfilled the obligations of SUBLUE Care service, and the service will be terminated under one of the following circumstances:

- 1) The coverage period agreed for each service has been reached;
- 2) The number of coverage times agreed for each service has been reached;
- 3) Its user has initiatively requested to exit SUBLUE Care, and the request has been confirmed by SUBLUE.