

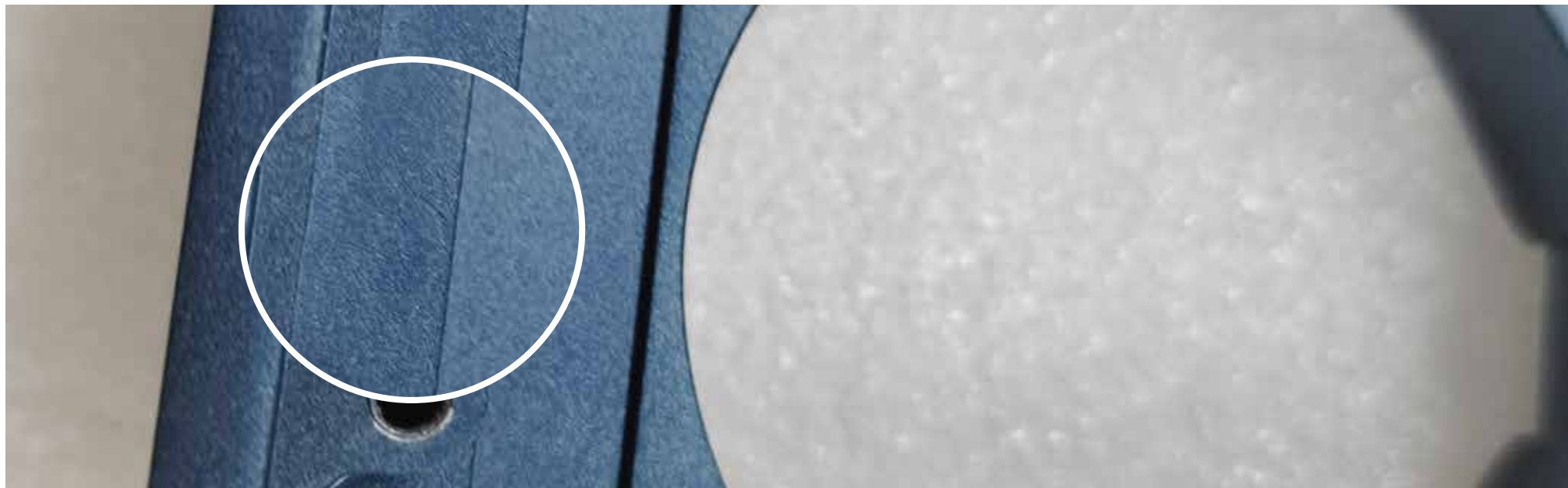
# Freya Product Disclaimer

The delivery will be made on the scheduled date unless there is a force majeure event such as a natural disaster, including epidemics. If there is any other unforeseen force majeure interference, such as an epidemic, the delivery time will be postponed and updated on the official website.

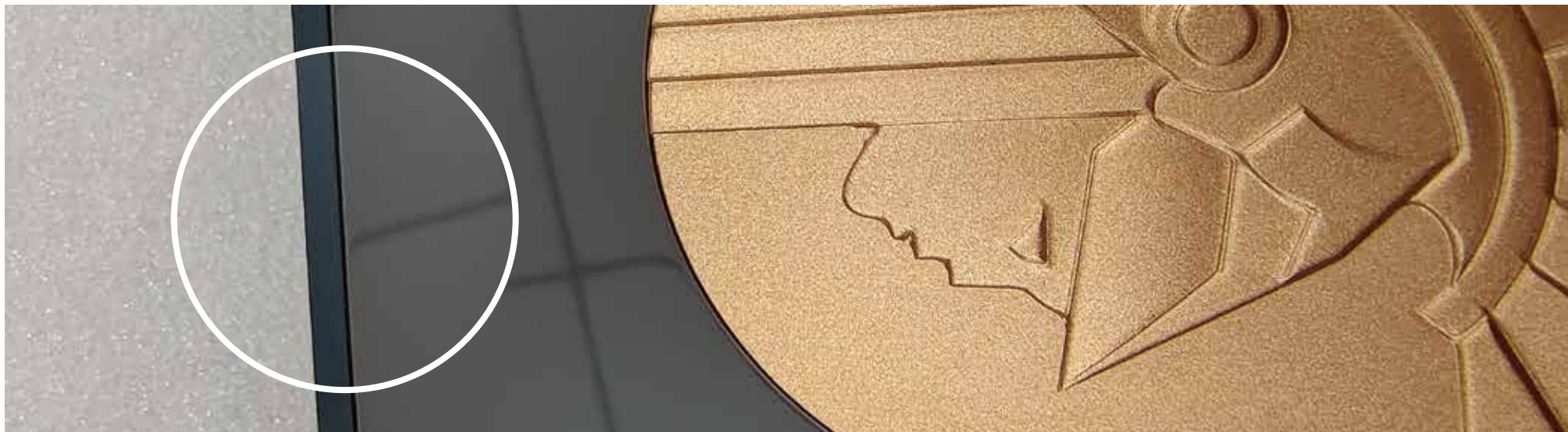
Return or exchange within seven days from the date of receipt. If you want to return or exchange, you must keep the entire package, accessories and gifts, and the appearance of the product intact.

The Freya coating process involves anodizing, plating, and electrophoresis. Due to the special surface processing properties, minor and unavoidable dust spots, but it will not affect the product use experience and will not be visible from normal viewing distance after assembly.

1. Due to the nature of CNC processing, there may be minor and unavoidable machining marks or slight defects on the inside of the upper and lower shells. However, once the keyboard is fully assembled, these marks do not affect the appearance, and they fall within the scope of our quality inspection.



2. After the kit is assembled, there may be slight gaps depending on the individual's hands-on ability. Our quality control standard for gaps is  $\leq 0.2\text{mm}$ . If the gap is greater than  $0.2\text{mm}$ , please contact our customer service for after-sales service.



3. Because of the limitations of the bottom case electroplating mirror process, it is challenging to achieve a mirror surface completely free of blemishes or specks. Visually, at a distance of  $30\text{cm}$ , any spots on the surface smaller than  $0.1\text{mm}^2$  and not more than 2 spots or scratches on the entire surface will be considered acceptable according to our quality control standards.

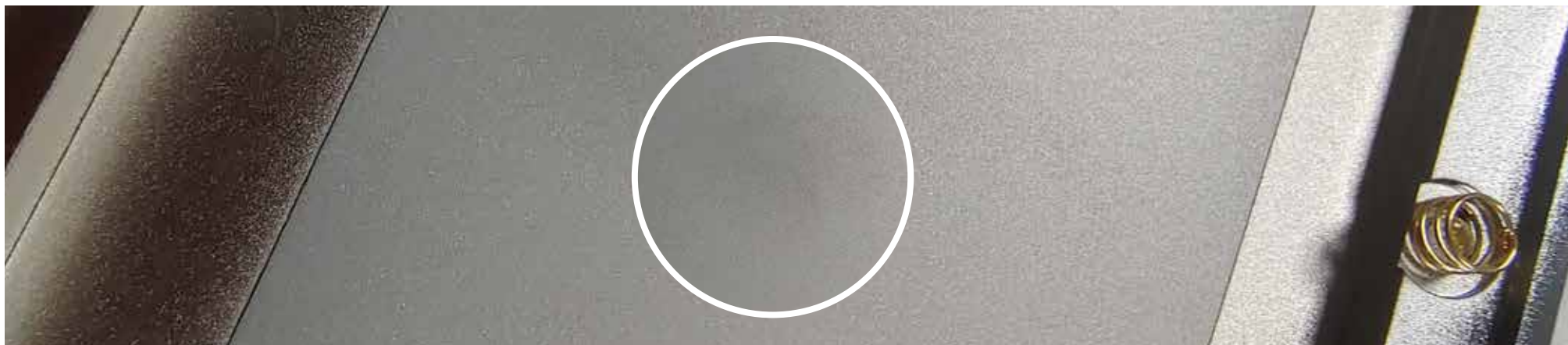


4. Due to the numerous internal steps on the bottom panel, it is not possible to achieve a uniform plating process on all surfaces. As a result, there may be differences in the internal plating effect. However, after assembly, it does not affect the overall appearance, and this falls within the scope of our quality acceptance.



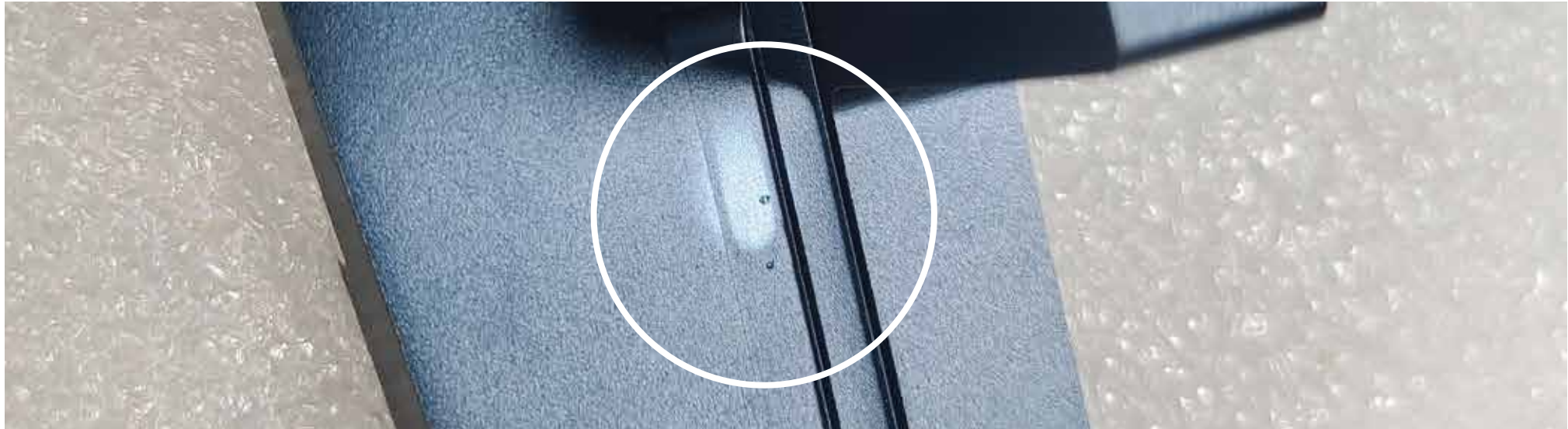
5. The internal stainless-steel counterweight has undergone sandblasting treatment. However, inevitable fingerprint marks may appear upon touch. These can be removed using alcohol wipes. This falls within our quality acceptance standards, and post-sales support is only provided for significant defects on non-assembly surfaces.

Due to the relatively thin nature of the internal stainless-steel counterweight, there may be noticeable differences in flatness before screw tightening. However, after screwing, it does not affect assembly and is considered acceptable if it does not impact normal usage.

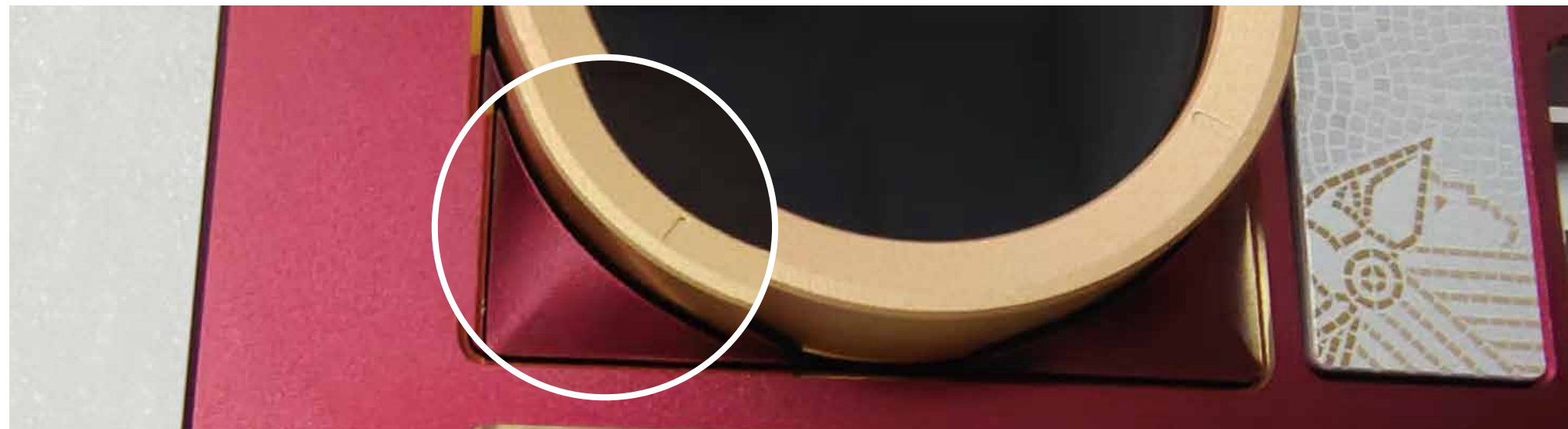




6. Due to the process characteristics of anode/electrophoresis, there will be slight unavoidable hanging points inside the product. When visually inspected from a distance of 30cm, these hanging points have a dotted area of less than  $0.2\text{m}^2$ , and the overall count should not exceed two points. This falls within the scope of our quality acceptance standards.



7. The Freya coating process involves anodizing and electrophoresis. Due to the process characteristics of anode/electrophoresis, there will be slight unavoidable color differences between different batches of face frames and accessories, which are within our acceptance range.



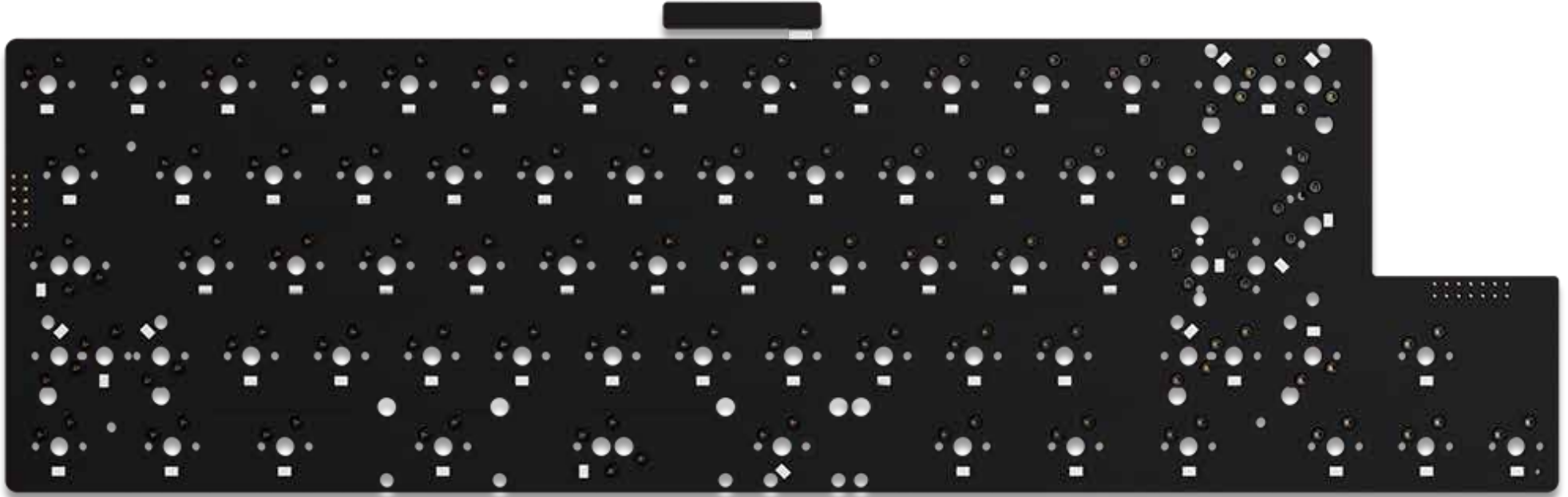
8.To ensure the effectiveness of the screw holes for transportation safety, the factory will lock each screw hole in advance during assembly. There may be slight wear on the edges of the screw holes of the top case after disassembly, but the wear will be covered after the installation is completed, which will not affect the final visual experience. This is within the acceptable range of our quality control inspection.



9.Since there are many embedded structural surfaces inside the screen, a slight friction sound will be produced when rotating the screen knob. We have applied lubrication to the internal structure of the screen to reduce the noise generated during rotation. This is within the scope of our quality inspection acceptance.



10. Upon receiving the PCB, please inspect the switch slots and test its functionality immediately. Any malfunctions caused by human error are not covered under the warranty. For non-human-induced faults, free maintenance is provided for 365 days. In the case of faults caused by human error, you can contact our official website customer service or send an email for repair.



This picture is for reference only, please refer to the real thing.