

# Overseas After Sales Policy

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## 1. Scope

This after-sales policy is only applicable to Products sold directly by Keenon robotics co., ltd. and its overseas wholly owned subsidiaries (" Keenon ") to distributors outside mainland China and/or direct selling customers outside mainland China (" BBuyers ot Buyer"). The Products referred in this After Sale Policy are robot products sold by Keenon to the Buyer.

## 2. Product acceptance

### 2.1 Quantity and packaging Inspection and acceptance

2.1.1 It is the onus of the Buyer to notify any quantity discrepancy and packaging damage within 2 working days after delivery of the Products to Buyer's location. If no notice is raised within the aforementioned period, it will be deemed that both the quantity and the packaging of the Products have been accepted by the Buyer.

2.1.2 If the Buyer discovers any quantity differences in the Products of Keenon, the Buyer shall notify the quantity, type and status of the products within the time set forth in Section 2.1.1. In the event of quantitative discrepancy, the parties involved may discuss and exercise the following terms below in whole or in part.

- a. Modify the order quantity for the case of more or less products.
- b. For the case of a small number of products, the insufficient number of products will be reissued.
- c. For the case of excessive product delivery, Keenon will handle excessive products and bear the corresponding costs.

### 2.2 Quality acceptance

2.2.1 The product acceptance period is within 10 days from the date of customs clearance at the port of destination.

2.2.2 During the product acceptance period, the Buyer is to notify Keenon of any objection to the product quality via email with the acceptance inspection form (refer to appendix a). Product will be deemed qualified and accepted by the Buyer if no email notification is received.

2.2.3 After receiving the acceptance inspection form. If it is verified by Keenon that there is a quality problem, or the supplied product does not conform to the contract specifications, Keenon will carry out the necessary rectification.

## 3. Warranty policy

### 3.1 Warranty period

We provide quality assurance for general spare parts and consumable parts. The warranty period starts on the date when the machine is dispatched from Keenon warehouse. Essential protection refers to the consumption of battery, adapter, tray pad, universal wheel.

Keenon provides a 25-month warranty period for the general spare parts of the whole machine except the consumable parts which have a 7-month warranty period. If the product is shipped from the overseas front warehouse, Keenon provides 24 months of warranty service for ordinary spare parts and 6 months of warranty service for consumable parts. The warranty of the battery is firstly calculated according to the operating mileage of 500KM of the robot. If the buyer cannot provide the operating mileage (and there is no corresponding record on the cloud), the warranty will be calculated according to the delivery time of the robot for 6 months

For the products that have been replaced, the starting time of the warranty service will start again according to the outgoing of the new machine.

### 3.2 Spare parts extended warranty service

The Buyer may opt for ordinary spare parts (excluding consumables) extended warranty service along with their purchase. The purchased ordinary spare parts extended warranty service must be the same as the number of robot Products purchased in the same batch. The extended warranty date is calculated by extending the ex-factory date by 12 or 24 months corresponding to the plan purchased.

### 3.3 Maintenance within warranty period

During the warranty period, the main parts and shipping costs will be paid by Keenon, the labor costs, transportation costs and other service costs will be paid by the Buyer. The parts replaced during warranty period belong to Keenon and should be returned, stored and disposed of according to the requirements of Keenon. If Keenon agrees to give the ownership of the used spare parts to the Buyer, the Buyer should be responsible for the treatment of the used spare parts and the corresponding treatment expenses.

### 3.4 Warranty conditions:

3.4.1 Product quality failures that occur under normal use conditions during warranty period.

3.4.2 The original factory label on the robot must be kept intact.

3.4.3 Provide a valid proof of purchase.

### 3.5 If any of the following conditions occur, Keenon will not undertake the warranty responsibility for this product:

3.5.1 Unauthorized disassembly or modification without the guidance of Keenon.

3.5.2 The damage is not caused by the product's own problem.

3.5.3 Problems caused by act of nature such as lightning and fire, etc.

3.5.4 Damage caused by repair without official instructions or guidance.

3.5.5 Damage caused by forced operation when parts are aged or damaged.

3.5.6 Any failure or damage caused by the use of unofficial parts for repairs.

3.5.7 Change or tear off the label on the parts.

3.5.8 Damage caused by insufficient power or using a battery with quality problem.

3.5.9 Damage caused by customer operation not in accordance with the product

manual (including but not limited to the following situations):

- a. Damage to the battery caused by improper charging.
- b. Robot failure caused by not setting according to the corresponding scene.
- c. Damage to the robot caused by improper operation during transportation.
- d. Use hardware or sharp objects (such as decoration scraps, glass, iron nails, etc.) To hit the robot to damage it.
- e. Damage caused by spilling liquid into the robot.
- f. The robot is damaged when the environment is higher than 50°C or lower than 0°C.
- g. Damage to the robot caused by using it in an environment with liquid or viscous material on the ground.
- h. Damage caused by placing objects (including children and pets) that are not designed for delivery on the robot.
- i. Wiping of contacts of the charging pile with a damp cloth or wet hands.

3.5.10 Damage caused by exceeding the load limit.

3.5.11 The product fails after the warranty period.

3.5.12 Failure to provide legal formal channels to purchase vouchers or documents, or to forge or alter the documents, or to provide sales vouchers or product purchase vouchers with content inconsistent with the product.

3.5.13 Other circumstances not expressly provided for but comparable to the above acts.

### 3.6 After the product has exceeded the warranty period:

3.6.1 After the warranty period has expired, Buyer can purchase spare parts from Keenon. Related parts costs and shipping costs are borne by the Buyer.

3.6.2 After the warranty period has expired, if the product itself has batch quality problems (determined by the quality department of Keenon), Keenon will provide solutions.

3.6.3 After the warranty period of Keenon, the spare parts paid by the customer will enjoy 1 year warranty period from the purchase date, and the consumed parts will enjoy 6 months warranty period.

## 4. Training services

### 4.1 Online training:

After the Products are delivered as agreed in the contract, Keenon will provide the Buyer with 18-36 hours of free online technical training and related materials according to the Buyer's category, to support the Buyer in mastering basic product knowledge and practical skills.

### 4.2 Offline training:

4.2.1 The Buyer can send technicians to the Shanghai Head Quarter for 18-36 hours of theoretical and practical training. During the training, Keenon will provide prototypes and related training materials, and conduct training assessments in strict accordance with the company's training standard procedures. The training can only be completed after confirming that the trainee's ability meets the requirements of Keenon. Keenon does not charge training fees, but the Buyer shall bear all other expenses incurred during the training of technicians.

4.2.2 The buyer can invite the manufacturer's training personnel to on-site training. The training course includes 18-36 hours of theoretical and practical training. The trainer can assist the Buyer to deploy 1-2 projects to demonstrate the training content during the training at the Buyer's location. The Buyer needs to provide the prototype and bear the corresponding round-trip transportation expenses (including air tickets), room and board, etc. of the Keenon trainer and pay the Keenon technician staff time fee (100 USD or equivalent currency/hour per person).

4.3 Keenon will conduct after-sales theoretical and operational assessments on all trainees of the Buyer from time to time. If they fail the assessment, Keenon has the right to request the failed trainees to re-take the training and assessment.

## 5. After-sales service Standard Operating Procedure

### 5.1 Service time and mode

5.1.1 Buyer can choose the following period to contact with Keenon after-sales team according to the needs:

Period 1: working day - Beijing time: 09:00-18:00

Period 2: working day - Beijing time: 15:00-24:00

5.1.2 Keenon HQ will provide timely response and comprehensive services during the above-mentioned period. During non-working time, if necessary, the Buyer can make an appointment with the Keenon after-sales team 24 hours in advance.

5.1.3 Communication methods: WeChat, DingTalk, E-mail or other communication software.

5.1.4 Communication language: Chinese/English/Japanese/Korean.

### 5.2 Service handling process

5.2.1 Basic fault.

Buyers need to handle the basic faults by themselves. During the warranty period, all software and hardware maintenance work orders need to be reported to Keenon (see the repair report statistics table).

Repair Statistics Form			
Basic information			
In warranty or not?		Date	
Model		Machine	
On-site after-sales details			
No	Problem	Reason	Reactions
1.			
2			
3			
Use spare parts list			
No	Item	Spare parts number	Reason
1			
2			
3			
4			

#### 5.2.2 Complex fault:

If the Buyer encounters complex problems, they can seek technical support from the after-sales team of Keenon. During working hours on working days, the after-sales technical team of Keenon will respond within 0.5 hours and provide preliminary solutions within one working day.

5.2.3 If the Buyer is dissatisfied with the after-sales service, he can complain directly to the overseas technical manager. Email: [overseasservice@keenon.com](mailto:overseasservice@keenon.com)

### 5.3 Other service

5.3.1 Keenon promises to buyer to provide one on-site deployment service and one on-site maintenance service within one year

5.3.2 Keenon provides paid after-sales service, including on-site maintenance, on-site deployment, remote support, etc. Contact Keenon sales or after-sales personnel for specific quotation.

## 6. Only after-sales commitment

Buyer agrees and accepts: the warranty provided to the Buyer in this overseas after-sales policy is the sole and exclusive, and supersedes all other representations and warranties, whether express or implied. Keenon hereby disclaims and excludes all implied warranties and guarantees of merchantability, or fitness for a particular purpose and all arising in the course of dealings and business practices. Any descriptions of Products sold and confirmed by Keenon, including descriptions of product attributes and performance, and recommendations regarding the application, use, or suitability of Products, whether made in writing or orally by Keenon employees or their agents, or public statements, endorsements or advertisements made are not binding on Keenon and should not be construed as express warranties.


## 7. Others

Unless otherwise agreed, this overseas after-sales policy is only applicable to the Products produced or sold after the release date, and has no retrospective effect on the Products produced or sold before the release date.

Keenon and the Buyer agree that both parties acknowledge that they have fully reviewed and understood all terms of the overseas after-sales policy. Keenon has fully reminded the Buyer of the meaning of all terms and the legal effect of the terms, and the Buyer has obtained a satisfactory explanation of the relevant matters and terms. The essence of the overseas after-sales policy in no event shall any of these terms be deemed to be standard form terms for either party.

This Overseas After Sales Policy is written in both Chinese and English. If there is any inconsistency between Chinese and English, the Chinese version shall prevail.

## Appendix A - Acceptance inspection form

 <b>Acceptance Inspection Form</b>					
Product id:		Mac:		Date:	
No	Items	Regulations	Result		Note:
1	Packing and quantity	1. Shortage of quantity 2. Whether the carton is damaged. 3. Is the wrong model sent?	Ok  <input type="checkbox"/>	Ng  <input type="checkbox"/>	
2	Appearance	1. There is no obvious scratch or dirt on the surface of the product; 2. The peripheral fixing screws have no missing parts and are not locked; 3. Uniform matching gaps everywhere;	Ok  <input type="checkbox"/>	Ng  <input type="checkbox"/>	
3	Pallet	1. Pull the pallet without looseness 2. There is no missing packing on the pallet edge	Ok  <input type="checkbox"/>	Ng  <input type="checkbox"/>	
4	Power switch	1. Press and pop up smoothly without jamming 2. It can control the machine to turn on and off normally	Ok  <input type="checkbox"/>	Ng  <input type="checkbox"/>	
5	Emergency stop button	1. Press and pop up smoothly without jamming; 2. After pressing, the motor is unlocked and can be pushed forward and backward normally; after being bounced, the motor is locked and cannot be easily pushed;	Ok  <input type="checkbox"/>	Ng  <input type="checkbox"/>	
6	Screen	1. Visually check that the color display is normal, without white spots, black areas and unclear display; 2. The screen is touched normally, there is no different color, no vertical lines, scratched and always response when touched;	Ok  <input type="checkbox"/>	Ng  <input type="checkbox"/>	
7	Power display	The power information can be display normally;	Ok  <input type="checkbox"/>	Ng  <input type="checkbox"/>	



8	Top vision module	All led lights are on, with normal brightness and no dimming;	Ok <input type="checkbox"/>	Ng <input type="checkbox"/>	
9	WIFI	1. Can connect to WIFI 2. Enter www.google.com in the browser, it can successfully open the google webpage	Ok <input type="checkbox"/>	Ng <input type="checkbox"/>	
10	Firmware and application	The application and robot have been installed;	Ok <input type="checkbox"/>	Ng <input type="checkbox"/>	
11	Speaker	The sound is played normally, no current sound or noises	Ok <input type="checkbox"/>	Ng <input type="checkbox"/>	
12	Anti-collision bar	Trigger the anti-collision bar, the machine can be unlocked and pushed	Ok <input type="checkbox"/>	Ng <input type="checkbox"/>	
13	Motor wheel, universal wheel	After manually pushing the machine , the wheels run normally, check whether the chassis casters rotate smoothly and there is no unevenness, bumps, etc.	Ok <input type="checkbox"/>	Ng <input type="checkbox"/>	
14	Auto charge	1. The charging pile can be matched normally after using the "automatic charging" function 2. The indicator light of the charging pile changes from blue to red when charging, and the indicator light of the charging device changes from red to blue when charging is exited. 3. The app interface can jump to the charging page normally	Ok <input type="checkbox"/>	Ng <input type="checkbox"/>	
15	Manual charge	1. The adapter joint and the machine fit normally without being too loose or too tight. 2. After the machine is connected to the adapter; the adapter indicator turns red	Ok <input type="checkbox"/>	Ng <input type="checkbox"/>	
16	UV lamp test	The robot can be normally controlled to turn on/off the UV lamp.	Ok <input type="checkbox"/>	Ng <input type="checkbox"/>	

17	Test the tightness of the tank	Add 5L of water into the Robot tank , then let it stand still for at least half an hour and check if the water is leaking or not.	Ok <input type="checkbox"/>	Ng <input type="checkbox"/>	
Final result :		Ok <input type="checkbox"/> Ng <input type="checkbox"/>			
Product is qualified :		Ok <input type="checkbox"/> Ng <input type="checkbox"/>			
Explanation: mark "√" after "ok" if the test is qualified, mark "√" after "ng" if the test is unqualified.					