

LEXGO AFTER-SALES SERVICE POLICIES

These LEXGO After-Sales Policies include the following four parts:

Part I - General Terms

Part II - Warranty Period Schedule for Main Parts and Accessories

Part III - Return and Replacement Policy

Part IV - Frequently Asked Questions

Part I: General Terms

Service Coverage

These LEXGO After-Sales Policy only apply to products you purchase from LEXGO brand official website <https://lexgogogo.com> for your own use rather than for resale.

For products you purchased from other channels, you can consult about customer service through the customer service window of the purchasing channel.

After-Sales Service Channels and Service Hours

- **The United States**

Service channels	Contact information	service hours
Email	lexgo@afterservice.vip	Mon.-Fri.: 09:00 - 17:00 (DST)
Chat	Live-chat	
Call	+1 833 860 2269 (US)	

Service Content

We provide comprehensive after-sales services, including but not limited to the following:

- **Product Consultation:** We will provide detailed answers and guidance for questions about product functions, usage, etc.
- **Delivery Inquiry:** If you encounter delivery delays, losses, etc., we will actively contact our logistics partners and solve them for you in a timely manner.
- **Non-quality Issue:** For general non-quality issues, such as size discrepancies, color deviations, etc., we will provide solutions based on specific circumstances, such as returns, exchanges or partial refunds.

Preparations before Obtaining Customer service

Before reaching customer service, please provide the important information below:

- Your purchase channel and order number

- Problems you encounter and your demands

We list the following common after-sales issues and the information required for your reference, including but not limited to the following:

Product related questions	
Product broken/damaged	-Photos or videos showing the extent and details of the breakage or damage to the product. -Photos of the box showing if the packaging is damaged. -Purchase date and order number
Wrong delivery/missing delivery	-Photos or videos showing incorrect or missing products received. -A photo of the box showing the label and product information on the package. -Purchase date and order number.
Missing parts/accessories	-Photos or videos showing missing parts or accessories. -A photo of the box showing the label and product information on the package. -Purchase date and order number.
Unpleasant odor	-Photos or videos showing how the product looks and showing the smelly parts. -Description of product usage time and storage environment. -Purchase date and order number.
Product defect	-Photos or videos, showing specific situations when the product is not working, such as being unable to turn on, unable to charge, functioning abnormally, etc. -The time and frequency of fault occurrence. -Description of the product's usage environment, such as whether it is used under appropriate temperature and humidity. -How and how to use the product, and whether it is operated correctly according to the instructions. -Purchase date and order number
Non-product related questions	
dislike/wrong size, etc.	-A description of the reason for return. -A description of the age and condition of the product. -Purchase date and order number.

Part II: Warranty Period Schedule for Main Components

Product number	The main components	warranty period
L10	Whole Unit	12 months
L20	Whole Unit	12 months
L20 Lite	Whole Unit	12 months

L30	Whole Unit	12 months
L30 MAX	Whole Unit	12 months

Part III: Return and Replacement Policy

LEXGO provides you with the following customer services: return service, and replacement service. For more information please contact LEXGO customer service agent.

You can apply for return and refund if the following conditions are met:

- √ Within [30] calendar days after the customer receives the goods, submitting a return request due to non-product related issues. product packaging, accessories, gifts and instructions are intact without any man-made damage, being activated for use, and affecting secondary sales.
- √ Within [30] calendar days after the customer receives the goods, it is discovered that the product has a defect that is not caused by man-made damage.

We have the right to reject the customer's request for return or refund under the following circumstances:

- × Submitting a return request more than [30] calendar days from the date of receipt.
- × The returned goods are incomplete, the outer packaging, accessories, gifts, instructions are incomplete, or the appearance is damaged due to artificial reasons.
- × Failure to provide legal proof of purchase or documents when returning goods, or the documents are forged or altered.
- × The occurrence of collisions and burns that are not caused by quality problems of the product itself, as well as product quality problems caused by unauthorized modifications, introduction of foreign matter (water, oil, sand, etc.), incorrect installation, and failure to use and operate according to the instructions.
- × labels, machine serial numbers, waterproof marks, anti-counterfeiting marks, etc. are torn off or altered.
- × Products damaged due to unavoidable factors, such as fire, flood, lightning strike, traffic accident and other force majeure.
- × After contacting LEXGO customer service and confirming the return procedures, the corresponding items were not returned within [7] calendar days.
- × Other situations described in the policy.

If one of the following conditions is met, you can request an exchange:

- √ Customer receives the goods [30] within three calendar days, the product is found to be damaged during transportation and the damage certificate provided by the transportation company can be provided.

√ Within [30] calendar days after the customer receives the goods, the customer discovers that the product is seriously inconsistent with the original product description in one or more important aspects.

√ Within [30] calendar days after the customer receives the goods, it is discovered that the product has a performance failure that is not caused by human damage.

√ Within [30] calendar days after the customer receives the goods, the customer finds that the product has been damaged during transportation and can provide the damage certificate provided by the courier.

√ Within [30] calendar days after the customer receives the goods, the customer discovers that the product is seriously inconsistent with the original product description in one or more significant aspects.

√ Within [30] calendar days after the customer receives the goods, it is discovered that the product has a defect that are not caused by man-made damage.

We have the right to reject the customer's replacement request under the following circumstances:

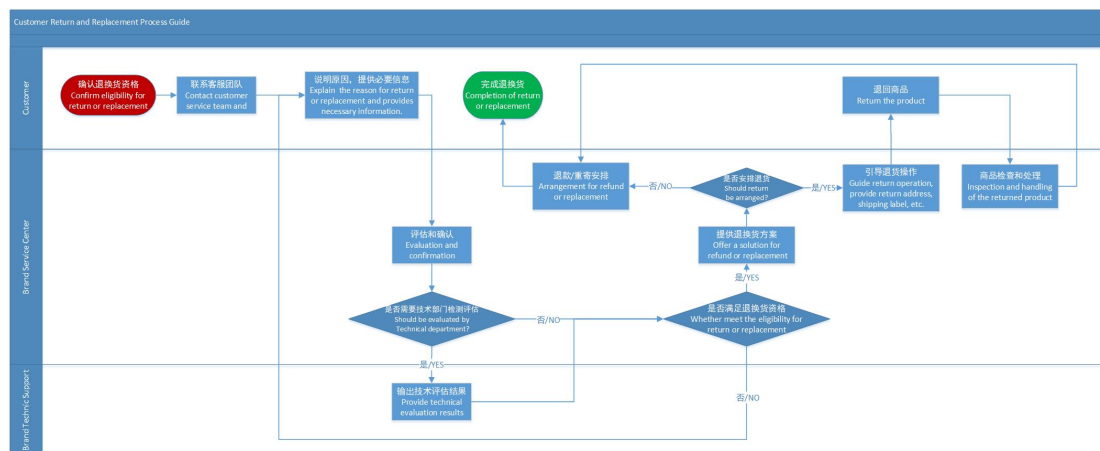
- × Requesting for replacement more than 30 calendar days from the date of receipt.
- × Failure to provide legal purchase vouchers or documents when replacing goods, or the documents are forged or altered.
- × The replacement product is incomplete or the appearance is damaged due to artificial reasons.
- × After testing by the **LEXGO** technical support department, there is no quality problem with the product.
- × Collisions and burns that are not caused by quality problems of the product itself, as well as product quality problems caused by unauthorized modifications, introduction of foreign matter (water, oil, sand, etc.), incorrect installation, and failure to use and operate according to the instructions.
- × Tear off or alter labels, machine serial numbers, waterproof marks, anti-counterfeiting marks, etc..
- × Products damaged due to unavoidable factors, such as fire, flood, lightning strike, traffic accident and other force majeure.
- × After contacting **LEXGO** customer service and confirming the replacement procedures, the corresponding items were not returned within [7] calendar days.
- × If the goods are damaged due to transportation and you propose to replace the goods but fail to provide the damage certificate issued by the transportation company.
- × Other situations described in the policy.

Regarding return shipping costs:

Party responsible for the problem	Example	Whether to require the buyer to return the product	Return shipping costs	Shipping costs for reshipping items
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Issues caused by the seller	A: Serious quality problems, inability to use properly, serious damage, etc. that affect user experience and safety. B: General quality issues, size discrepancies, mis-delivery /missing delivery, and other issues that have a certain impact on user use and experience.	Required	Seller	Seller
Problems caused by buyers	Some minor problems (such as surface scratches), product dislike, color/size discrepancies, etc. that have a minor impact on user use and experience	Required	Buyer	Seller
Problems caused by shipping companies during transportation	Breakage or damage caused by the transportation company's fault affects the user's use and experience: A: Severe impact, unusable B: It has a certain impact and can be used	Required	Seller	Seller

Return and exchange process:



Part IV: Frequently Asked Questions

Product Model	Question Type	Question	Answer
L10	Package Content	What are the parts that will come with the product?	Charger*1, Charging cable*1, NFC bracelet*1, NFC card*1, Screws, Allen keys, and Pump adapter*1.
L10	Usage Consultation	How long will the battery get a full charge?	About 4 to 5 hours.