

售后服务政策

After-sales Service Policy

特别声明

Special Instructions

1. 本服务政策针对西安青松光电技术有限公司（以下称“青松”）的 LED 产品（以下简称为“产品”）维修服务。

This Policy applies for the maintenance service of the LED Products (hereinafter “Products”) produced by QSTECH Co.,LTD.(hereinafter “QSTECH”)

2. 本协议系双方签署《供货合作协议》或其他产品供货协议的有效组成部分，与其具有同等法律效力。前述中采购产品一方以下统称为“客户”

This Policy is an effective part of the Supply Cooperation Agreement or other supply agreement of the Products signed by the parties and has the same legal effect. The party purchasing the Products from QSTECH under the aforementioned agreements shall be mentioned as “Customer” in this Policy.

青松售后服务内容

After-sales Services by QSTECH

1. 针对产品，青松向客户提供为期两年的质保期，质保期起始时间从产品发货之日起。质保期内青松应根据产品实际状况选择质保方式（包括但不限于维修，付费上门服务等）。

QSTECH shall provide Customer with 2-years warranty for Products, to be started from the date of shipment of the Products. During the warranty period, QSTECH may provide warranty service by means of, including but not limited to, repair, and paid service on site, subject to the actual conditions of the Products.

2. 质保期内青松为客户提供产品非人为故障维修所需的备件，视具体情况由青松确认。

During the warranty period, QSTECH shall provide Customer with spare parts as required for the correction of failure not caused by human errors, subject to the confirmation of QSTECH depending on the actual situation.

3. 青松可向客户及相关服务人员提供技术培训。

QSTECH may give technical training to Customer and related service personnel.

4. 产品发生以下情况的, 属于非保修范围。

The following circumstances are not covered by product warranty:

1) 物流原因导致故障, 遗失, 操作不当等产品运输过程中因客户疏忽造成的损坏;

Failure or loss due to logistics reasons, and damage caused by the improper operation due to the negligence of Customer during transportation of the product;

2) 错误或者不适当使用, 维护或保管导致的故障或损坏, 包括但不限于: 不当搬运, 不当插拔外接设备, 跌落或不当外力挤压, 接触或暴露于不适当温度, 湿度, 溶剂, 酸碱, 水侵或潮湿环境, 不正确的使用本机配件;

Failure of or damage to the Products caused by incorrect or improper use, maintenance or storage, including but not limited to: improper handling, improper connection or disconnection with external devices, collapse or undue squeeze by external force, contact with or exposure to inappropriate temperature, humidity, solvents, acids and alkali, water or humid environment, improper use of accessories other than those supplied with the Products;

3) 安装过程中损坏的 LED 模块 (PCB 板) 超过项目 LED 模块总数的 2%;

LED modules (PCB boards) which are damaged during installation exceed 2% of the total number of LED modules under the project;

4) 因不正确或不当使用电源而造成的损坏;

Damage caused by incorrect or improper use of power supply;

5) 未经青松授权的维修、改动、拆动等导致的产品或部件 (包括但不限于箱体、模组、下边框等) 碎裂、变形、损坏等质量问题;

Products or spare parts (including but not limited to, containers, modules, lower frames) are broken, deformed, damaged or are subject to other quality problems caused by repair, alteration, or disassembly carried out without the authorization of QSTECH;

6) 由非青松指定的任何服务商维修或服务造成的损失;

Damage caused by repairing or service from any service supplier not appointed by QSTECH.

7) 因不可抗力造成的损坏。包括但不限于因地震、恐怖主义行为、战争、骚乱、罢工、无法获得足够的劳动力、材料或产能、技术或产量故障以及无法合理控制的不可预见事件。

Damage caused by force majeure, including but not limited to, earthquakes, terrorist acts, wars, riots, strikes, failure to retain sufficient labor or materials, production capacity, technique or production failure, and other unforeseeable events beyond reasonable control.

8) 其他非因产品品质问题或非因青松原因造成的产品故障。

Others causes not attributable to QSTECH and/or the Products' quality defect.

青松支持

Support by QSTECH

1.青松通过电话、邮件、视频等即时消息传递工具提供的远程技术指导, 以帮助解决简单和常见的技术问题。本服务适用于技术问题, 包括但不限于信号线和电源线的连接问题, 软件使用和参数设置的系统软件问题, 模块、电源、系统卡等的更换问题。

QSTECH shall provide remote technical support through instant

messaging tools such as telephone, email and video, helping to solve simple and common technical problems. This service applies to technical problems, including but not limited to the connection of signal cables and power lines, system software problems such as the use of software and configuration, and replacement of modules, power supply, system card, etc.

2. 针对青松的硬件与软件产品，青松将提供产品使用培训、技术培训以及维修培训，并提供相关的培训资料、培训视频。培训方式包含但不限于远程培训、现场培训、视频资料培训等。

In respect of hardware and software Products, QSTECH will give training on the use of the Products, technical training and maintenance training, as well as training materials and training videos. Training will be given in various forms, including, but not limited to, remote training, onsite training, and video training.

不良品处理

Disposition of Nonconforming Products

1. 客户需按照青松提供的模板，每月提供不良品退回申请及该批次故障统计情况。对于在线远程服务无法解决的产品问题，青松将根据产品故障原因决定是否返厂维修服务。

Customer shall, in the template provided by QSTECH, submit a monthly report of the applications for return of nonconforming Products and the total failures for the lot of Products. For product problems not to be solved through online remote support, QSTECH will decide whether to have the Products repaired at the factory depending on the cause of failure.

2. 青松不接受通过货到付款的方式和未经授权确认的退货，有权不承担此方式产生的任何关税和清关费用。

QSTECH does not accept the return of Products on cash-on-delivery term and without return authorization, and QSTECH has the right to reject payment of any customs duties and clearance costs incurred thereby.

3.如果需要工厂维修服务, 客户将承担退回产品或部件到青松维修处的运费、保险、关税和清关费用。而青松则将修复后的产品或零部件寄回给客户,只承担单程运费。

If factory repair is required, Customer shall bear the freight, insurance, customs duties and clearance costs for returning the Products or parts to the repair offices of QSTECH. QSTECH will return the repaired Products or parts to Customer and bear the costs for such return.

4.可修复的不良备件须按照青松出厂方式确保不良备件的运输、转运、包装 (如 LED Module 包装和封口)、存储环境 (洁净度、温湿度等) 等。青松对因运输或不当包装造成的修理后产品或部件的任何缺陷、损坏或损失不承担责任。质保期外可能会产生费用); 质保期满后, 如果青松没有其他要求, 客户可以安排报废。

Repairable defective spare parts must be transported, transshipped, packaged (such as the packaging and sealing of LED modules) in the same manner and stored in the same environment (e.g. cleanliness, temperature, humidity) as that provided by QSTECH at delivery. QSTECH shall not be held liable for any defect of, damage to or loss of the repaired Products or parts due to carriage or improper package. Costs may occur beyond the warranty period; upon expiry of the warranty period, customs may scrap the Products if no requirement is made by QSTECH.

5.客户上门服务以及产品维修产生的不良备件, 需要按照青松的要求处理: 无法修复的不良备件, 需经过青松确认后方可进行拆解报废处理, 需要提供当地报废文件证明。

Defective spare parts resulted from Customer onsite service and repair service shall be disposed of as instructed by QSTECH: defective spare parts beyond repair shall be destroyed upon QSTECH's confirmation, and a document shall be provided to certify such destruction.

免责声明

Disclaimer

在任何情况下, 对于产品发生的与安卓系统相关的以下问题, 青松均不承担任何责任及损失, 包括但不限于:

In no event shall QSTECH be held liable for any liability or loss of the Products caused by the following issues related to the Android system, including but not limited to:

1) 客户资料、数据及记录损坏与丢失引致之损失;

Loss caused by damage to or loss of the information, data, and records of Customer;

2) 客户因资料、数据及记录损坏与丢失以致第三方遭受的损失;

Loss caused by Customer to a third party due to the damage to or loss of information, data, and records;

3) 客户在安装第三方软件造成的系统故障问题;

System failure caused by the Customer's installation of third-party software.

4) 客户购买的青松产品停产后的三年内青松可以提供备件。对于停产产品青松不做出通知。

The QSTECH's Products purchased by Customer have been discontinued, QSTECH provide spare parts inventory for a period of 3-years. For the discontinued Products QSTECH will not make any notification.

特殊事件

Special Events

1.如果出现产品质量问题, 青松认为有必要, 将免费提供现场工程师服务。

If Products are subject to quality defects, QSTECH will, if it considers necessary, assign engineers to provide on-site services free of charge.

2.在这种情况下, 客户应向青松提供故障报告, 以便进行现场服务申请。故障报告的内容应包括但不限于照片、视频、故障数量等, 以便青松进行初步的故障判断。如果经青松工程师现场调查后发现不属于

质量事故及我方责任，客户应支付由此产生的差旅费和技术服务费。

In such events, Customer should report the failure to QSTECH, so that an on-site service request will be raised. Such report should include, without limitation to, photos, videos, and number of failures, to facilitate preliminary troubleshooting by QSTECH. If, upon the field investigation by QSTECH's engineers, it is found that the failure is not a quality defect or is not caused due to the fault of QSTECH, the Customer shall pay the travel expenses and technical service fees incurred thereby.

对客户服务的协助

Assistance to Customer's Service

1.在青松质保期间，经青松确认的，青松可在保修范围内提供必要协助；如客户向其终端客户承诺的产品质保超过青松承诺的质保期限的，则超出质保期部分由客户自行承担终端客户的售后服务。

During the QSTECH's warranty period, upon its confirmation, QSTECH may provide necessary assistance to the extent covered by the warranty. If Customer grants its end users a warranty longer than the period promised by QSTECH, the Customer shall be solely responsible to end users for such period exceeding the warranty period given herein.

2.客户向终端客户提供售后服务时造成的相关损失，由客户自行承担。客户在服务过程中如遇相关的任何投诉或纠纷难以妥善处理，青松可视情况提供必要协助；

Customer shall be solely responsible for any related loss caused during its provision of after-sales service to the end users. If, during the provision of services, the Customer is unable to properly handle any relevant complaints or disputes, QSTECH may provide necessary assistance according to situation.

3.客户在服务中如发生现场突发事件（例如：着火、机器跌落、人身损害等），青松可视情况提供必要协助，但客户应立即通知青松，告知事故、分析原因和责任承担情况，以便双方共同处理突发事件。

In the event of an on-site emergency (such as fire, collapse of machine, personal injury) during the service by Customer, QSTECH may provide

necessary assistance as the case may be, provided that the Customer shall notify QSTECH immediately to give details of the accident, and analyze the cause and liability, so that the parties are able to address the situation together.

4.未经青松书面同意，客户及其服务人员不得自称青松代表或以青松名义进行任何行为；否则，对青松名誉造成不良影响或给青松造成损失的，视为严重违约并应承担因此导致的责任和损失。

Without the written consent of QSTECH, Customer and its service personnel shall not act in way as a representative of QSTECH or act in the name of QSTECH; in case of any adverse impact on the reputation of QSTECH or loss to QSTECH, the Customer shall be deemed in material breach of contract and shall bear the liability and loss incurred thereby.

5.客户聘请的从事售后服务的全部人员与青松均无劳动关系或其他法律关系，客户应自行负责对该等服务人员的监督、管理和指导等用人单位义务，及 时为服务人员结算报酬、购买保险和规范作业培训，否则由此给青松造成 损失的，由客户承担赔偿责任。

None of the personnel engaged by the Customer in after-sales service is bound by a labor relationship or other legal relationship with QSTECH. The Customer shall, as an employer, be responsible for the supervision, management, and guidance of such service personnel, and shall settle payment, arrange insurance, and provide operation training to these service personnel in a timely manner, failing which the Customer shall be liable to compensate for any loss to QSTECH incurred thereby.