

Warranty Agreement

This document outlines the warranty agreement provided by Shenzhen MilkV Technology Co., Ltd. (hereinafter referred to as “MilkV Technology”) for its products.

1. Objective

MilkV Technology is committed to delivering top-tier service quality and the fastest possible repair times, adhering to our strict maintenance and operational standards.

2. Warranty Provisions

2.1 Duration of Warranty

The standard one-year warranty coverage commences the day after the product's receipt.

2.2 Warranty Inclusions

- ✧ Products identified as defective on arrival (DOA: Defect-on-Arrival) within the first month from the dispatch date will be replaced.
- ✧ Defective products returned within the warranty period must show no signs of external damage, modifications, scratches, or markings, and all shipped accessories must be returned. Non-compliance may result in a partial processing fee.
- ✧ Defects due to customer configuration errors or misuse, not hardware malfunctions, will incur associated processing fees.

2.3 Warranty Exclusions

The warranty does not cover:

- ✧ Issues arising after the warranty period.
- ✧ Products or components that have been altered, or serial number labels that have been removed.
- ✧ Damage or functional issues due to misuse, unauthorized disassembly or modification, poor operating conditions, improper maintenance, accidents, or other causes.
- ✧ Damage caused by natural disasters.
- ✧ Product upgrades or testing requests made post-warranty.

3. Repair Process

3.1 Sending Back Defective Products

We recommend door-to-door courier services for returning defective items. The product should be securely packed in an anti-static bag or ESD material. A lower value should be declared for the defective product on the shipping invoice to avoid excessive customs duties.

3.2 Repair Charges

Charges apply for repairs under the following circumstances:

- ✧ Post-warranty period.
- ✧ Altered products or parts, or removed serial number labels.
- ✧ Damage or functional issues due to misuse, unauthorized disassembly or modification, poor operating conditions, improper maintenance, accidents, or other causes.
- ✧ Damage due to natural disasters.

3.3 Turn-Around Time (TAT) for Repairs

TAT, the duration from the receipt of the defective product to the dispatch of the repaired product, is typically around 15 business days for a single repair of fewer than 30 units. For larger quantities, an estimated schedule will be provided.

3.4 Repair Report

A repair report detailing the results and any replaced components will be included with the returned product.

3.5 Transportation of Repaired Products

Repaired products will be returned via our partnered courier service. Alternative courier services can be requested at the customer's expense.