

A large industrial robotic arm, likely a Flexiv model, is shown in a dark blue, semi-transparent overlay. The arm is positioned diagonally across the frame, with its end effector (a gripper) visible. The background is a solid dark blue.

Customer Service Guidelines (I) Warranty Terms and Conditions

Shanghai Flexiv Robotics Technology Co., Ltd.

F05-HB-22-711

www.flexiv.com



FLEXIV
Dexterous and Intelligent

Preface

Dear Customers,

First of all, thank you for your trust and support of Shanghai Flexiv Robotics Technology Co., Ltd. (hereinafter referred to as Flexiv Tech) for choosing Flexiv Tech robots; Flexiv Tech is a global technology leader in AI robots, focusing on research and development, production of adaptive robots that integrate high precision force control, computer vision, and AI technologies. To provide overall innovative solutions and services based on Flexiv robotic systems to customers in a variety of industries.

In the following chapters, we have defined and explained the general terms and conditions of the warranty for all Flexiv Tech products, and published it as an official guidance document to ensure you have a deeper understanding. The content of this document has included, but not limited to, all the agreements on warranty terms in the standard contract of Flexiv Tech. If there is a conflict in content, the contract agreement shall prevail. At the same time, Flexiv Tech warranty terms follow the local laws and regulations on product warranty agreement. Flexiv Tech reserves the right of final interpretation and revision of all terms and conditions described herein without prior notice to the users, the sellers or other persons, companies or institutions that may be involved.

Flexiv Tech Customer Service Department:

Hotline: 400-888-8105

Service Time: 7/24

E-mail: service@flexiv.com

Service Time: 09:00-18:00 on workdays

WeChat public platform: Flexiv Tech-Contact
Us-Customer Service

Service Time: 09:00-18:00 on workdays

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1 Introduction

This Service Guideline applies to all Flexiv products, applications, and service products delivered by Shanghai Flexiv Robotics Technology Co., Ltd. (hereinafter referred to as "SF") or other local Flexiv Robotics business units (hereinafter referred to as "LF"), which assume the product liability.

Supply Unit:

Shanghai Flexiv Robotics Technology Co., Ltd.

2 Definition

Definition	Description
Peripheral Application Products	Products delivered by SF mounted on or with a robot, enable the robot to execute an application, e.g. gripper, 6D sensors, AI Computer, Dress Pack, etc.
Spare parts	Parts are purchased separately from a standard product for service or repair of a product or a part of a product.
Warranty Parts	Parts delivered under warranty by SF/LF in accordance with the warranty conditions described in Section 5.
Replacement Parts	An equivalent part will be delivered by SF/LF to replace a defective warranty part.
Software	Operating systems and programming tools.

3 ABBREVIATIONS

Abbreviation	Description
GDD	Goods Delivery Date
GRD	Goods Receiving Date
GSP	Global Selling Price
LCM	Life Cycle Management
LF	Local Flexiv Robotics Business Unit
LTB	Last Time Buy
RFQ	Request for Quotations
RMA	Return Material Authorizations
RMI	Return Material Instructions
SF	Shanghai Flexiv Robotics Technology Co., Ltd., i.e. supply unit

4 Flexiv Commitments

4.1 Parts validity

The validity of the parts depends on the lifecycle stage of the product. The description of the lifecycle stages for each product is detailed in the LCM (Life Cycle Management) document.

4.2 Product Support

Our goal is to provide product support for all accepted standard products with minimal response and resolution times. Product support is based on available technology and resources, and we are unable to guarantee support for products in the obsolete stage (see Section 4.1). Products in the Active and Classic phases have a higher priority and support for products in the Limited or Obsolete phases will be charged a support fee based on cost.

4.3 Warranty Request

Warranty requests will be approved as long as the customer submits and completes warranty issues in the Flexiv Service Portal/Warranty Request and returns the broken goods to SF/LF or other locations as specified within 60 days. Alternatively, in accordance with the agreement or requirements, material obsolescence is documented.

5 Warranty Agreement

We will ensure that our customers have the best experience with the quality of our products, and we will actively respond and provide feedback on any product issues they encounter. The goal of the warranty is to always put the customer first, and we will respond and resolve product quality issues quickly, thereby improving customer perception of product quality and reducing the total cost to our customers.

5.1 General Conditions

Eighteen (18) months from the time the goods are dispatched from Seller's factory or at any other place indicated by Seller's notice to Buyer or twelve (12) months from the date of signing of the acceptance documents by Buyer and Seller, whichever is shorter. For repaired or replaced parts and spare parts, a warranty period of twelve (12) months applies, but this period ends with the expiration date of the main term mentioned above.

The repair or replacement of a warranted part does not imply a renewal or extension of the applicable original warranty period. However, any such repair or replacement parts are guaranteed for the remainder of the original warranty period or for 30 days, whichever is the longer.

For defects occurring on or during the last day of the warranty period, warranty requests made within 14 days (inclusive) after the warranty expiration date set in the order remain valid, after 14 days the warranty will be deemed to have expired and the warranty requests will be rejected.

The foregoing warranties are exclusive and in lieu of all other written, oral, or implied warranties of quality and performance, and Flexiv and all equipment manufacturers hereby disclaim all other warranties, including any implied warranties of merchantability or fitness for a particular purpose.

The initial approval/rejection of a warranty request shall be determined by SF/LF and the submitted warranty request shall be reviewed and approved on the Flexiv Service Portal/Warranty Request. Once the warranty request has been verified and

approved, the defective parts shall be returned and the warranty approval shall not be finalized until the SF/LF receives the returned defective parts.

The applicant for a warranty request must ensure that the request is valid, thereby reducing other costs incurred as a result of an invalid warranty request. A warranty request is void if the person or entity making the application has concealed or misrepresented any material fact or circumstance relating to coverage or, in any case, if the person or entity making the application has committed fraud or attempted fraud in connection with any matter or subject matter of this warranty, whether before or after the defect occurred. In the case of misrepresentation and fraud, SF/LF shall be entitled to charge the warranty applicant the amount of the corresponding warranty request as reimbursement for the cost of the investigation. SF/LF will also report the misrepresentation or fraud as a conduct issue.

5.2 Type of Warranty

5.2.1 Warranty for standard products, peripheral application products

SF/LF assumes the relevant warranty obligations for the quality of the products it provides. This warranty covers design problems and product defects in terms of product materials, and parts of equal value shall be replaced with parts and materials that fall under the warranty. However, for its standard products and delivered projects, workstations, and complete sets of products, it does not assume warranty liability for the workmanship, yield rate, cycle time, etc. that are not related to the quality of the products themselves.

SF/LF's responsibility during the warranty period is limited to the repair or replacement of defective equipment. Factors such as the use of the equipment, the environment in which it is used, and the manner in which it is used can have a significant impact on the operation, maintenance, quality assurance, and life of the equipment, and SF/LF can only ensure good warranty service to the buyer if it is fully aware of the above information. The customer shall provide SF/LF with the following basic information

about the equipment: 1) the company name, address, and contact information of the end-user of the equipment; 2) the purpose of the equipment and the environment in which the equipment is used.

If the customer fails to provide the above information to SF/LF in a timely and accurate manner, SF/LF shall not be able to guarantee warranty service for the equipment.

5.2.2 Warranty of spare parts

SF/LF is responsible for the warranty of the spare parts and the warranty period for the spare parts delivered by SF/LF is twelve (12) months from the date of shipment by SF/LF. This warranty covers design problems and product defects of spare parts in respect of materials. SF/LF will provide equivalent spare parts to replace the spare parts covered by this warranty. When a spare part is replaced with an equivalent spare part as a result of this warranty, the general conditions of the warranty agreement apply. SF/LF will not compensate for other costs such as labor and travel expenses. In the case of spare parts with only LTB, SF/LF shall pay the value of the warranted parts when SF/LF cannot deliver equivalent spare parts and replacements under the spare parts warranty.

There is a strict management process for spare parts warranty requests, which requires the applicant to provide the required fault description, fault photos, videos, etc., and cooperate with Flexiv service personnel to verify the situation, which will be verified by the Flexiv Customer Service Department as a counterpart for approval, SF/LF will complete the approval of the application process within 3 working days after receiving the spare parts warranty request.

The main parts of the Flexiv product have a unique identification code that matches the robot serial number. Be sure to provide accurate information when applying for a warranty, and do not mix parts, otherwise the warranty request will be affected.

5.2.3 Warranty of software

The software warranty period will run from the activation date of the software to its expiration date. If an update or upgrade is made to the software, the end date of the warranty period shall remain the expiration date of the software when it was originally installed on the system.

The warranty covers only the official software products released by SF. Any additional or extra software added by LF or third parties is not covered by the software warranty. Upgrade packages for the software are available free of charge during the warranty period, but do not include the cost of service by SF/LF assigned field engineers.

In order to continuously optimize the performance of the equipment, SF will release software and system upgrade information to the public from time to time as needed. For details, please consult the Flexiv customer service window.

In the following examples SF/LF will not provide software warranties:

- a) Software is not delivered by SF;
- b) Any malfunction between SF's software and software added by a company other than SF or not approved by SF;
- c) The failure of the robot control system due to improper additional software or program settings.

5.3 General delivery of warranty parts

5.3.1 General Delivery Terms

Parts that meet the warranty conditions specified in Section 5 shall be replaced free of charge. Defective warranty parts must be returned to SF/LF within 60 days of the date of delivery of the replacement parts, unless otherwise agreed in writing. If the parts are not returned within 60 days, the replacement part will be invoiced as the new parts for the cost of the parts.

SF reserves the right to change the price and stock quantity without prior notice.

5.3.2 Shipping Methods

Apply the Incoterms DDP.

When warranty/replacement parts are from SF/LF to the customer, the delivery expense (including packaging cost and transport costs) shall be paid by SF/LF. The delivery expense for return shipments shall be borne by the customer. When delivery expense is paid by SF/LF, SF/LF will only bear the cost in the "economy" mode. If requested to send by a more expensive mode, such as "Urgent" or "Express", the customer shall bear all delivery expense, unless otherwise agreed between SF/LF and the customer. However, if the spare parts delivered in the "Economy" mode do not arrive in time, which would result in a loss of production for the customer, the Urgent/Express mode may be used at no charge.

5.3.3 Ownership of parts and scrap disposal

Ownership of all returned parts will be transferred to the recipient, SF/LF, at the moment of receipt of the shipment. Returned parts will be scrapped or reprocessed after inspection/investigation.

5.4 Final warranty acceptance and rejection procedures

When the customer submits and completes the warranty request and returns the defective goods to SF/LF within 60 days, the system shall complete the final approval of the warranty request after SF/LF confirms that the customer returns the goods correctly.

If there is a "dispute" regarding the warranty, the final approval and rejection of the warranty request rest with SF.

Warranty requests may be denied (or closed) for the following reasons:

- a) Obvious human negligence or damage caused intentionally;
- b) Normal wear and tear;
- c) Failures occurring after the warranty period;

d) Failure to update warranty issues in a timely manner in the service portal/warranty request with correct data, fault descriptions, part information, etc., i.e., incomplete warranty issue status;

e) Defective parts are not returned to SF/LF or are returned in excess of the 60-day time limit;

f) Returning new or unused parts;

g) Returned parts that do not match the robot serial number;

h) The returned parts belong to the old system (out of warranty), but are applied for the warranty on the new system (valid warranty period);

i) Faults caused by reasons other than the normal use of the robot system;

j) SF/LF did not find material defects in the product when fault tracing was performed at customer site;

k) Inadequate marking and/or incorrect documentation;

l) Damage to returned parts due to incorrect packing methods;

m) If the person or entity making the warranty request has concealed or misrepresented any material fact or circumstance relating to the claim;

n) The customer does not store products or parts in good warehouse conditions;

o) Any damage or defect caused by modification of the equipment without SF's permission;

p) Any damage or defect resulting from operation, maintenance, and overhaul not performed in accordance with the operating manual and/or any other relevant instructional documents provided by SF;

q) Any damage or defect caused by the responsibility of the customer and/or third parties;

r) Any damage or defect caused by force majeure, "force majeure" means including but not limited to earthquakes, typhoons, floods, fires, wars (whether war is declared or not), government bans, strikes, social unrest, natural disasters, trade embargoes and other unforeseen, unpreventable or unavoidable events;

s) Any spare parts not purchased through official SF/LF channels or officially designated channels are used on SF/LF products;

t) Violation of patent infringement, software licensing, intellectual property rights, and confidentiality provisions of SF/LF Standard Contract by any party of the Customer or a third-party service company designated by the Customer.

5.5 Return of warranty parts

5.5.1 Return of parts

Returned defective warranty parts need to be packaged in their original packaging or in the appropriate packaging in accordance with the packaging instructions. Returned parts must be identified by attaching an RMA form and making sure to mark the referenced original order (e.g., the warranty request number) when returning the part under warranty.

To reduce unnecessary costs to SF/LF, if the returned part is an unused warranty part, please mark "Never Used" on the RMA form. Unless otherwise noted, all parts with an RMA shall be considered used/damaged and shall be scrapped or reused as specified upon receipt of the returned parts.

5.5.2 Fill in the Shipping Order No.

To ensure proper tracking of logistics information, please fill out the shipping order No. correctly.

5.5.3 Special packing instructions for returned goods

For parts for which special packaging materials have been developed (such as ESD packaging for circuit boards), such special packaging materials must be used.

5.5.3.1 Cargo weight

Lightweight cargo (<20 kg) must be packed in cardboard boxes, while using plastic sheets, foam, or paper pads for shock and collision prevention.

Heavy equipment (≥ 20 kg), such as mechanical devices, must be packed in wooden boxes. These devices must usually be locked with wooden crossbars to prevent the device from moving around inside the box. Heavy equipment needs to be packed individually.

5.5.3.2 Shipping Documents

The recipient must be able to clearly and unambiguously identify the returned goods. All returned parts must be marked with an SF/LF reference, such as an RMA or RMI form, etc. Returns without sufficient information will not be accepted and be invoiced to the customer for the cost of the associated replacement parts and/or substitute parts.

5.6 Invoice for warranty claims

SF/LF reserves the right to invoice the customer for the cost of spare parts when the warranty request is "approved" and the warranty parts to be returned are not returned within 60 days of the delivery of the replacement or substitute parts.

Invoices should be sent monthly and no later than 90 days after the GDD (Goods Delivery Date) update.

5.7 Warranty period query

Users can check the warranty period of the equipment by providing the serial number of the product through the Flexiv Customer Service Department; Any dispute on the warranty period will be forwarded to the corresponding Flexiv Sales by the Flexiv Customer Service Department for handling.

5.8 Extended Warranty Service

Flexiv can provide paid extended warranty service beyond the standard warranty period according to the customer's needs, please consult the official Flexiv customer service staff for details.

6 Acceptance, Return & Exchange of Goods and Storage

6.1 Acceptance

Whether the equipment is picked up by the customer or arranged for shipment by SF/LF or a third-party carrier, the customer shall inspect the equipment as soon as it arrives at its destination. If any damage is found to the goods or if the specifications and/or quantities do not conform to the contract due to SF/LF's responsibility, the customer shall inform SF/LF, which shall be responsible for repairing the damaged goods, and/or replacing the goods that cannot be repaired, and/or providing the goods in short supply. If necessary, SF may appoint a testing agency to visit the site for testing and decide the costs to be borne according to the test results.

Claims for appearance and quantity found during the unpacking inspection should be submitted to SF/LF no later than five (5) days after the discovery of the claim. Before unpacking, it shall be needed to prepare suitable tools and labor protection supplies. Please take a continuous uninterrupted video of the whole unpacking process for possible subsequent claims, and verify the product packing list to understand the product contents inside the box to avoid product damage caused by brute force and excessive vibration. Carefully check to ensure that no spare parts, accessories, documents, and other items are left inside the box.

SF/LF will not accept any claim for the missing portion of the goods unless SF/LF receives written notice of the inspection certificate or discrepancy report from the address of receipt within seven (7) days of the date of delivery of the goods.

6.2 Return & Exchange of Goods

When the customer finds that the shipment is wrongly shipped due to SF/LF's responsibility, the customer shall inform SF/LF within seven (7) days of finding the problem, SF/LF will send an RMI form for each event and the shipment must be sent back with the RMI form. The customer is requested to fill in the form content accurately and confirm the original order information (e.g. Warranty Request No.) marked for

reference, pack the RMI form correctly with the shipment and send it back to the SF/LF where the original shipment was made.

6.3 Storage

If the customer needs to make secondary storage for SF/LF delivered products, the storage conditions should meet the humidity, temperature, and other environmental conditions specified for Flexiv products.