

**SELLER:** Hisense International (Hong Kong) Europe Investment Co., Limited  
 RM 3101-05, Singga Commercial Centre No. 148 Connaught Road West Hong Kong

**2025-04-24**

**OBJECT: PO No. SMHIF225**

**1. Agreed range and specification**

Repetitive models keep the same as before.  
 For the new item please ref to the attached "Datasheet".

**2. Approval and certificates**

- **RoHS and Reach:** above products must be RoHS Approved.
- **CE approval:** products must in compliance with all EU directives.
- **ERP;** products must be in compliance with ERP EU Regulation.

**3. Customisation**

- **Brand Name:** SMARTWAY
- **Art-works:** as per our instruction.

**4. Quantities and amount: 3X40HQ**

Brand	Item	EAN	Model No.	Price €	Q.TY	Amount €
Smartway	RS-13DR4SA4/A2	8054341710564	WHSCP12SMWE0	61,00 €	287	17.507,00 €
Smartway	RS-12DL4SB2	8054341711653	WHSTT94SWE0	56,00 €	359	20.104,00 €
Smartway	RS-16DR (BC-117)	8054341711660	WHSTT117SWE0	80,00 €	238	19.040,00 €
<b>TOTAL</b>					<b>884</b>	<b>56.651,00 €</b>
<b>Upcost to Venezia</b>				<b>300,00 €</b>	<b>3</b>	<b>900,00 €</b>
<b>GRAND TOTAL</b>						<b>57.551,00 €</b>

**5. Sales condition**

**All documents must show our PO No. as above.**

- **Prices:** CNF Venezia.
- **Payment:** by LC at 60 days.
- **Bank's charges:** all bank charges and commission outside Italy are on beneficiary's account.
- **Presentation documents:** documents must be sent to the buyer within 18 days after the shipping date.

**6. Loading plan and required ETD**

- Please ref to the attached "Loading plan".

**7. Required documents (one set for each port of delivery)**

- Commercial invoice original + 3 copies of original commercial invoice.
- China origin certificate, verified by the competent authorities.
- Packing list 1 + 3 original copies of packing list.
- 3/3 full set + 2 N/N copies bill of lading marked freight prepaid.
- CE certificates copy and European energetic test copy – to be sent by email in advance and no need to attach to the LC.
- RoHS declaration of compliances in copy.

**8. Spare parts, warranty and failure rate agreement**

- **Spare parts:** 1% FOC spare parts are included in the above prices
- **Failure rate:** please ref to the "Failure rate Agreement" at following page 2.

Thank you and best regards.  
**Planet CE S.r.l.**

## Failure rate agreement

### 1) GUARANTEE AFTER SALE SERVICE

It's established that the official after sale service for the appliances above mentioned, will be performed by M. & C. S.r.l. company, in accordance with the contract that they have signed with the Buyer. The after- sale service will collect all the product fault calls from the end users and / or from Buyer's Shops and/ or warehouses and will repair or replace the units that have a production defect, accordingly to the Italian warranty law. All the replacements and repairs will be recorded in a digital database, specifying the cause of defect and the consequent kind of repair done.

### 2) DURATION OF THE WARRANTY AGREEMENT

The duration of the guarantee period is established by the Italian law and foresee a period of **12 +2 months** after the sale for each unit sold to the end user, while the total duration of this agreement, for the fault rate calculation period, will be of **24 months** after the delivery of the units the Buyer as indicated in the B / L.

### 3) FAULT RATE CALCULATION TYPES and DEFINITIONS

3.a) The single cause of fault rate, which is the same type or description in the same part or component of the products, hereinafter collectively called 'Epidemic Failure' or 'Epidemic rate' (ER) that will occur to the above mentioned type of goods, specifically to the same factory model, it will be calculated as the percentage of the total repairs or replacements caused by production defects, that will be performed by the after-sale service defined at paragraph 1), at any time during the period of 14 months from each shipping date or purchase date of the end-user. They are expressly excluded all the repairs or faults due to transportation accidents, and / or incorrect use by the end users and / or the vendors.

3.b) The multiple cause of fault rate, hereinafter collectively called 'Service Call rate' (SCR) that will occur to the above mentioned type of goods, specifically to the same factory model, it will be calculated as the percentage of the total repairs or replacements caused by production defects, that will be performed by the after-sale service defined at paragraph 1), during the warranty period defined in the above paragraph 2). They are expressly excluded all the repairs or faults due to transportation accidents, and / or incorrect use by the end users and / or the vendors, in the event they will be done. The check of the fault rate trend will be done at least every 6 - 9 months, starting from the date of the first sale of the above- mentioned goods.

### 4) FAULT RATE LIMIT AND RESPONSABILITY.

4.a) It is established that the Buyer will take own responsibility of the single cause fault rate (ER – epidemic failure) in the warranty period, calculated as explained in the paragraph 3), up to a limit of **3% (three per cent)**.

4.b) It is established that the Buyer will take own responsibility of the total fault rate (SCR- service call rate) in the warranty period, calculated as explained in the paragraph 3), up to a limit of **6% (six per cent)** and 9.5% (nine point five cent) not include wrong installation or other failures not caused by products) for model RC-70WS.

4c) If a single cause of fault rate will exceed, the quantity of exceeding units that will be reimbursed by the Seller, will be deducted from the sum of the total fault rate calculation. All the replacements or repairs that will exceed the above limit, they will be part of the responsibility of the Seller starting from the date in which the above limit will overcome.

### 5) REIMBOURSE OF FAULT RATE LIMIT OVERCOMING.

In case the fault rate limits defined in paragraph 4) (regardless of whether ER or SCR) will overcome, the Buyer will collect in his warehouse the exceeding defective units, to place them at disposal of the Seller for a maximum period of 60 days. The Seller will have the right to check those units in the Buyer's warehouse, or to pick them up at his own expenses and costs.

In any case, within 90 days from the advice received from MC srl or PLANET CE , the Seller must reimburse the Buyer or, in case of Buyer's mandate, will reimburse MC srl or PLANET CE with a money refund solution or in equivalent units with **SMARTWAY** brand.

In case the reimbursement will be done in equivalent units, the units must be supplied ddp to the Buyer's warehouse in Italy (Country) within 180 days.

In case the reimbursement will be done in money, the cost of each unit will be calculated DDP to the buyer's warehouse in Bologna.

For and on behalf of (**sign and stamp**):

The SELLER

The BUYER

The service Company

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