

# **After-sales Service Policy for iFLYTEK Smart Translator**

## **of SYNLAN TECHNOLOGY PTE LTD**

The After-sales Service Policy for the SYNLAN TECHNOLOGY PTE LTD, iFLYTEK Smart Translator, applicable to units delivered in original packaging to purchasers, will adhere strictly to Malaysian laws and regulations, observe industry standards, fully respect consumers' rights, and provide consumers with comprehensive service coverage. In accordance with national regulations, SYNLAN TECHNOLOGY PTE LTD assures consumers that in the event of product performance failures, appropriate after-sales services will be available. We strongly advise you to thoroughly read through this policy, ensuring your full comprehension of your rights and obligations contained herein.

Nothing within this policy is intended to restrict, amend, deprive, waive, exclude, or suspend any mandatory warranty entitlements or non-excludable statutory rights you may have under the law. In case any section, provision, clause, sentence or part thereof of this policy be deemed invalid or unenforceable, it will be modified to the minimal extent necessary to render it valid and enforceable, with the remainder of the policy unaffected and remaining in full force and effect.

Unless otherwise explicitly stipulated, the terms and conditions contained within this policy are exclusively those expressed herein. Any other agreements, provisions, or declarations, regardless of their origin, shall not be considered to extend, augment, reduce, or otherwise alter the warranty terms of this policy. No warranty or guarantee given by any other person, firm or corporation with respect to the Products shall be binding on SYNLAN TECHNOLOGY PTE LTD.

### **I. 7-day Free Return, Replacement, and Repair**

The Product is warranted under normal non-commercial use to be free from defects in materials, design, and workmanship (collectively referred to as "Defects", and the term "Defective" shall be interpreted accordingly) within the specified Warranty Period. For the avoidance of doubt, minor defects in design specifications, as well as defects that do not substantially alter the function of the Product, are not considered "Defects" under this warranty.

If you found any Defects in the Product within 7 days (inclusive) from the date of purchase, you may choose to:

- (i) receive a one-time refund of the price you paid for the Defective Product;
- (ii) have the Defective Product replaced with another product of the same model and specification; or

(iii) accept free repair services for the Defective Product as per the provisions outlined in the Section VI below.

## **II. Free Product Replacement and Repair Within 15 Days**

If you found any Defects in the Product after 7 days but within 15 days (inclusive) from the date of purchase, you may choose to:

- (i) have the Defective Product replaced with another product of the same model and specification; or
- (ii) accept free maintenance services for the Defective Product as per the provisions outlined in the Section VI below.

## **III. Free Repairs Within One Year**

In the event that the product experience performance issues within one year (inclusive), customers can avail themselves of our complimentary repair services. However, this does not include failure scenarios as defined in Section V.

Coverage	Description	Warranty Duration	Method of Service
Product	Product and Accessories	1 year (inclusive)	<b>Mail-in or Walk-in Repair</b>

1. For products requiring activation, the warranty period commences on the activation date, which is defined as the moment when the consumer first activates the SYNLAN TECHNOLOGY PTE LTD product by connecting to the internet via, but not limited to, WIFI, 2G, 3G, 4G, and 5G mobile data networks. In case the final day of the valid warranty period coincide with a public holiday, the immediate following working day will be considered the concluding day of the warranty period;
2. For products without an activation date, the commencement of the warranty period corresponds with the date specified on the customer's product purchase invoice or proof of delivery (POD);
3. In the event that the customer cannot provide the aforementioned invoice or POD, the commencement date will be deferred by 90 days from the manufacture date indicated in the product's serial number (SN);
4. Warranty claims for product accessories, such as chargers and data cables, require the presentation of the product's warranty certificate to verify their continued coverage under the warranty.

#### **IV. Commitment to Repair Quality**

1. Within the warranty period, if the product (excluding accessories) undergoes a replacement, the warranty period for the replaced product will restart; in the event of part replacement, the original warranty period for the main unit continues, with the replaced part extending the remaining warranty period of the main unit or enjoying a 90-day warranty, whichever is longer.
2. Any parts replaced or repaired beyond the warranty period will enjoy a 90-day complimentary warranty period.

#### **V. Exceptions to the Warranty Coverage**

1. Products without a warranty certificate and valid invoice; products where the warranty certificate does not match the product model; where the warranty certificate has been altered; products that have surpassed the warranty duration;
2. Products where the nameplate, SN barcodes, or tamper-proof labels have been torn off, damaged, or are unreadable;
3. Faults or damages arising from modifications, disassembly, firmware flashing, or repairs not authorized by SYNLAN TECHNOLOGY PTE LTD.
4. Failure or damages resulting from transport-related issues, loading and unloading, or falls during the returns, replacements, and shipping for repairs;
5. Accidental or human-induced product damages, such as liquid ingress, impact damage, unsuitable voltage input, excessive compression, motherboard warping, etc. In the case of power adaptors, notable physical harm, fractures, broken legs, severe deformation, power cord damage, severed wires, exposed cores, etc.
6. Product failures or damages caused by not following the instructions for installation, usage, maintenance, or storage as specified in the user manual;
7. Failures or damages caused by other unavoidable factors (such as fire, earthquake, flooding, etc.).
8. Counterfeit or incompatible products/parts or any accompanying products/parts;
9. Deterioration of the product due to normal wear and tear, including but not limited to rust or stains.

## **VI Guidelines for Returns, Replacements, and Mail-in and Walk-in Repair Services**

1. Before initiating a return, replacement or repair, please ensure the following items are prepared:

	Complete Main Unit Accessories	Complete Packaging	Invoice (Unaltered)	Gift (If Any)
Return	√	√	√	√
Replacement	√	√	√	
Repair	√		√	

For customers who satisfy the conditions for a return, please reach out to the seller to process the return.

2. Prior to repairs, we advise you to back up your personal data. The repair process might lead to the loss of your personal data. While SYNLAN TECHNOLOGY PTE LTD is committed to protecting your personal privacy and will not access data stored on your product, we do not assume responsibility for any damage or loss of personal data incurred during the repair process.

3. For repairs, the product must undergo SYNLAN TECHNOLOGY PTE LTD's professional testing. Upon confirmation of a defect, SYNLAN TECHNOLOGY PTE LTD will determine the appropriate repair scheme. For products within the free warranty period and within the validity period of the agreement, consumers are entitled to repair, replacement, or returns as stipulated herein. If repair or replacement is opted for, the replaced defective parts will be the property of SYNLAN TECHNOLOGY PTE LTD; and products without faults following inspection will be returned in their received condition.

4. It is essential that you retain your product's warranty certificate and present it upon request to SYNLAN TECHNOLOGY PTE LTD or its representative as evidence of the warranty period. For products without warranty certificate, SYNLAN TECHNOLOGY PTE LTD reserves the right to refuse to provide after-sales services.

5. If the product fails to meet the warranty conditions, SYNLAN TECHNOLOGY

PTE LTD offers paid services.

6. SYNLAN TECHNOLOGY PTE LTD will maintain records of consumer's warranty claims, documenting the following:

- (a) The consumer's name and address;
- (b) The product name, model, and purchase price;
- (c) The date SYNLAN TECHNOLOGY PTE LTD fulfilled the contract;
- (d) The date the defect was reported;
- (e) Description of the defect;
- (f) The rights the consumer wishes to exercise in line with their warranty claim; and
- (g) The resolution or rejection of the warranty claim, or the right to enforce the claim.

7. To the maximum extent permitted by law, SYNLAN TECHNOLOGY PTE LTD does not assume liability for the following:

- (a) Any damage caused to your product;
- (b) Any loss of income, profits, sales, contracts, business opportunities, business or anticipated savings;
- (c) Loss of goodwill or reputation;
- (d) Loss or damage to your data;
- (e) Any property damage or personal injury (including death) to any party; and
- (f) Any incidental, consequential, punitive, special, penal, multiple, pure economic loss, or other indirect damages arising from or related to the use of the product, whether based on warranty, contract, tort, regulation, strict liability or otherwise, even if SYNLAN TECHNOLOGY PTE LTD has been advised of the potential for such damages or losses.

8. To the maximum extent allowed by law, the warranty expressly stipulated in this Agreement is the sole and exclusive warranty related to the product, excluding any other warranty, statement, endorsement, or condition, whether oral, written, express, implied, or statutory, including but not limited to any implied warranty of quality, merchantability or fitness for a particular purpose, or warranty against hidden or latent defects. Where any warranty cannot be excluded, such warranties should be limited to the terms and duration specified in this warranty.

## **VII Special Provisions**

- 1. This Agreement shall be governed by and interpreted in accordance with the laws of Malaysia;
- 2. The above terms and conditions apply solely to end products sold by SYNLAN TECHNOLOGY PTE LTD in Malaysia;
- 3. This warranty agreement is non-transferable;
- 4. We shall bear no liability for any other warranties given by the seller to the

consumer without the explicit commitment from SYNLAN TECHNOLOGY PTE LTD.