

## **After-sales Service Policy for iFLYTEK Smart Translator Product of Synlan**

The After-sales Service Policy (“**Policy**” or “**policy**”) for the iFLYTEK Smart Translator product, applicable to units delivered in original packaging to purchasers, will adhere strictly to the 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., (“**Synlan**”, “**we**”, “**us**”, “**our**”). 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. Any warranties or guarantees made by any other party, corporate or otherwise, with respect to the product are not legally binding on SYNLAN.

### **Important information for Australian Users:**

The benefits to you under this Policy or the warranty are in addition to other rights and remedies of a consumer under a law in relation to the goods and services to which the warranty relates. Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

1. to cancel your service contract with us; and
2. to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

### **I. Free Return, Replacement, and Repair**

If you purchased our product online (remotely), you have the right to apply for withdrawal from the contract without any reason in accordance with the requirements of the shopping platform rules.

You can contact us with the following address (e.g., by post or email):

Company name: SYNLAN TECHNOLOGY PTE. LTD.

E-mail: service@synlantech.com

Postal address: 8 MARINA VIEW #42-092 ASIA SQUARE TOWER 1 SINGAPORE (018960)

Phone number: 6407 6180

You may use the attached model withdrawal form, but it is not obligatory.

## II. Contractual warranty: Free Repairs Within Warranty Period

In the event that the product experience performance issues within one year (starting from the period described below), customers can avail themselves of our complimentary repair services, which constitutes a warranty against defects. However, this does not include failure scenarios as defined in Section IV below.

Coverage	Description	Warranty Period	Method of Service
Product	Product and Accessories	1 years (inclusive) starting from the warranty period commencement date described at section II(1), (2) or (3)	<b>Mail-in or walk-in repair</b>

The above warranty coverage is referred to in this Policy as “the warranty”.

This Policy sets out, amongst other things:

- a. what we will do so that the warranty will be honoured (section V(3) of the Policy);
- b. what you must do to be entitled to claim the warranty and the procedure for you to claim the warranty (section V sub-sections (1), (2) and (4) of the Policy);
- c. exceptions to the warranty (i.e., when it will not apply) (section IV and V(5) of the Policy);
- d. our contact details (see section I of the Policy); and
- e. the period within which you may claim the warranty (section (II) of the policy).

1. For products requiring activation, the contractual warranty period commences on the activation date, which is defined as the moment when the consumer first activates the SYNLAN 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 contractual warranty period coincide with a public holiday, the immediate following working day will be considered the concluding day of the contractual warranty period;

2. For products without an activation date, the commencement of the contractual

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. Contractual 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.

### **III. 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 case of replacement parts, the warranty period for the main unit will extend for additional period on top of its original warranty period.

2. Any parts replaced or repaired beyond the warranty period will enjoy a 90-day complimentary warranty period.

### **IV. Exceptions to the Contractual Warranty Coverage**

Except for any implied condition or warranty the exclusion of which would contravene any law or cause any part of this Policy to be void (**Non-excludable Condition**), the warranty will not apply to or when:

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;

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.

### **V. 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. If you purchased the Product online, you can contact the online seller, or contact us at the details set out at section I of this Policy to claim the warranty, though you must present us or provide us evidence of your warranty certificate and a valid invoice or receipt to claim the warranty.

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 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's professional testing. Upon confirmation of a defect, SYNLAN will determine the appropriate repair scheme. For products within the free contractual warranty period and within the validity period of the agreement, consumers are entitled at their choice to repair, replacement, or return of the product. If repair or replacement is opted for, the replaced defective parts will be the property of SYNLAN; and products without faults following inspection will be returned in their received condition. If it is determined that you are entitled to the Warranty when the Product undergoes our professional testing in accordance with this section V(3) of the Policy, we are responsible for your reasonable expenses incurred in claiming the warranty, which you can claim by sending proof of those costs (i.e., valid receipts or tax invoices) to us at the contact details set out in section I of the Policy.

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

5. If the product fails to meet the warranty conditions, SYNLAN offers paid services.

6. SYNLAN 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 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, and except to the extent we caused or contributed to the relevant damage, or to the extent the relevant liability relates to a Non-excludable Condition, SYNLAN 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 has been advised of the potential for such damages or losses.

8. Except for Australian Users (to which this clause will **not** apply), to the maximum extent allowed by law, the warranty expressly stipulated in this Agreement or by the law, 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.

## **VI. Special Provisions**

1. This Agreement shall be governed by and interpreted in accordance with the laws of the country where the product has been purchased;

2. The above terms and conditions apply solely to end products sold by SYNLAN in your country;

3. This warranty agreement is non-transferable; and

4. Except for any Non-excludable Condition, we shall bear no liability for any other warranties given by the seller to the consumer without the explicit commitment from SYNLAN.