



ZHENHUAN 深圳市振欢电子有限公司

ShenzhenShi ZhenHuan Electronic Co., Ltd

## 售后服务说明(Warranty Policy)

振欢品质电源实行：一年包换，三年保修的售后服务承诺，具体细则如下：

1. 一年包换：电源自销售给客户之日起 12 个月内，出现非人为质量问题，国内客户可免费更换产品，国外客户可在下一个订单中提供同等数量的补品。
2. 三年保修：电源销售给客户 12 个月到 36 各月内，出现非人为质量问题，我们提供免费维修服务，客户仅需承担物流费用。
3. 超过保修期：凡超过三年保修期的振欢电源，如客户要求维修的，我们同样提供免费维修服务。客户仅需承担物流及原材料，零部件等费用。
4. 保修期的确定 “振欢电源在出厂时，产品贴纸上印有生产日期，以便客户准确计算保修期，判断产品是否在保修期内。振欢技术部门在收到需要维修的电源之后，3 个工作日内出具检测报告和处理意见。

Zhenhuan quality power supply implements the after-sales service commitment of one-year replacement and three-year warranty. The specific details are as follows:

1. One year replacement: in 12 months from the date of sale of the power supply to customers, in case of non-human quality problems, domestic customers can replace the products free of charge, and foreign customers can provide the same amount of supplements in the next order.
2. Three year warranty: within 12 months to 36 months after the power supply is sold to the customer, if there is any non-human quality problem, we provide free maintenance service, and the customer only needs to bear the logistics cost.
3. Beyond the warranty period: for Zhenhuan power supply beyond the warranty period of three years, if the customer requires maintenance, we also provide free maintenance service. Customers only need to bear logistics and raw materials, spare parts and other costs.
4. Determination of warranty period: "when Zhenhuan power supply leaves the factory, the production date is printed on the product sticker, so that the customer can accurately calculate the warranty period and judge whether the product is within the warranty period. Zhenhuan technical department shall issue inspection report and handling opinions within 3 working days after receiving the power supply to be repaired.