

## After-Sale Service Policy

Thank you for selecting Medigoods-simcare camera. We put in every effort to service you to the best of our ability in order to provide you with a flawless experience.

Our goal is to resolve your order problems in an efficient and economical manner, with minimal hassle on your end. The following terms and conditions will help you better understand our after-sale service.

### Warranty

#### Main device

This warranty is 1 year (365 days) from the purchasing day (hereinafter refer to the invoice date or receipt date issued by medigoods), applies to all main devices sold by medigoods.

#### Accessories

This warranty is 6 months (180 days) from the purchasing day applies to charger, data cable and other accessories sold by medigoods.

#### Warranty doesn't cover:

Product or accessories exceeded the warranty or failed to provide valid invoice or receipt purchasing this product

Damage due to operator's misuse including water infusion, physical damaging, PCB burnout

Any system bugs such as flashing screen, unable to turn on, unstable system running due to

unauthorized ROM flashing/system upgrading by operators

take down of the equipment or other consumable parts

Malfunction or damages of the product caused by unauthorized repair, disassembling or

alteration by any party other than medigoods

Short circuit of battery or cut-off of data cable by deliberated operation

Less than three (inclusive) bad pixel dot on LCD screen, touch screen broken or losing

function

#### Replacement

Free replacement is available for items hereinabove (customized items excluded) with original quality problem within one month from purchasing day.

medigoods would maintain a 1% extra stock of products to support warranty replacement at

distributor end. The property of 1% extra stock belongs to medigoods. This 1% extra stock would be

sent together with follow-up order. This term applies to order of 100 units or more.

#### Maintenance

Free repairing is available for items for their functional defects within warranty. In such case

shipping cost shall be born by both sides.

For malfunction caused by misuse within warranty, medigoods would offer maintenance while its

additional material cost shall be born by buyers. In such case shipping cost shall be born by buyers.

For malfunction exceeding warranty, medigoods may charge for repairing fee. In such case shipping cost shall be born by buyers.

\*medigoods reserves the right of final decision on the interpretation.