

# **After-sales Service Policy for iFLYTEK Smart Translator of DANUTECH EUROPE KORLÁTOLT FELELŐSSÉGŰ TÁRSASÁG**

The After-sales Service Policy for the DANUTECH EUROPE KORLÁTOLT FELELŐSSÉGŰ TÁRSASÁG, iFLYTEK Smart Translator, applicable to units delivered in original packaging to purchasers, will adhere strictly to the laws and regulations of England and Wales, observe industry standards, fully respect consumers' rights, and provide consumers with comprehensive service coverage. In accordance with national regulations, DANUTECH EUROPE KORLÁTOLT FELELŐSSÉGŰ TÁRSASÁG 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 DANUTECH EUROPE KORLÁTOLT FELELŐSSÉGŰ TÁRSASÁG.

## **I. 14-day Free Return, Replacement, and Repair**

According to laws and regulations of England and Wales, you are entitled to a 14-day period to withdraw from the contract without any reason, with this refund/termination period expiring 14 days after the receipt of the product. If you intend to exercise your right of withdrawal/termination, you must send a clear statement of intent to the following address (e.g., by post or email): [[service@danutecheu.com](mailto:service@danutecheu.com)].

In the event of contract withdrawal, we pledge to refund all payments you have made promptly, but no later than 14 days after receipt of your refund notice, inclusive of shipping costs (excluding any supplementary costs resulting from your choice of a

delivery method other than our least expensive standard delivery). Refunds will be processed via the same payment method used for the original transaction unless you explicitly consent to a different mode; no extra fees will be incurred to you due to this refund process. You must return or hand over the product to us without undue delay, and in any event no later than 14 days from the day of your contract withdrawal communication. Compliance with the deadline is determined by the date of dispatch if you send back the product before the 14-day period has expired. DANUTECH EUROPE KORLÁTOLT FELELŐSSÉGŰ TÁRSASÁG reserves the right to withhold refunds until receipt of the returned product or until you provide proof of its return. In addition, you may opt for product replacement with an identical model and specification or avail of free repairs.

## II. Free Repairs Within 2 Years

In the event that the product experience performance issues within 2 years (inclusive), customers can avail themselves of our complimentary repair services. However, this does not include failure scenarios as defined in Section IV.

Coverage	Description	Warranty Duration	Method of Service
Product	Product and Accessories	X year(s) (inclusive) free warranty	<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 DANUTECH EUROPE KORLÁTOLT FELELŐSSÉGŰ TÁRSASÁG 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.

### **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 be reset; in the event of part replacement, the warranty period for the main unit will extend for an additional 6 months on top of its original warranty period.

2. Any parts replaced or repaired beyond the warranty period will enjoy a 6-month complimentary warranty period.

### **IV. 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 DANUTECH EUROPE KORLÁTOLT FELELŐSSÉGŰ TÁRSASÁG;

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.

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 DANUTECH EUROPE KORLÁTOLT FELELŐSSÉGŰ TÁRSASÁG 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 DANUTECH EUROPE KORLÁTOLT FELELŐSSÉGŰ TÁRSASÁG's professional testing. Upon confirmation of a defect, DANUTECH EUROPE KORLÁTOLT FELELŐSSÉGŰ TÁRSASÁG 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 DANUTECH EUROPE KORLÁTOLT FELELŐSSÉGŰ

TÁRSASÁG; 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 DANUTECH EUROPE KORLÁTOLT FELELŐSSÉGŰ TÁRSASÁG or its representative as evidence of the warranty period. For products without warranty certificate, DANUTECH EUROPE KORLÁTOLT FELELŐSSÉGŰ TÁRSASÁG reserves the right to refuse to provide after-sales services.

5. If the product fails to meet the warranty conditions, DANUTECH EUROPE KORLÁTOLT FELELŐSSÉGŰ TÁRSASÁG offers paid services.

6. DANUTECH EUROPE KORLÁTOLT FELELŐSSÉGŰ TÁRSASÁG 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 DANUTECH EUROPE KORLÁTOLT FELELŐSSÉGŰ TÁRSASÁG 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, DANUTECH EUROPE KORLÁTOLT FELELŐSSÉGŰ TÁRSASÁG 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 DANUTECH EUROPE KORLÁTOLT FELELŐSSÉGŰ TÁRSASÁG 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.

#### **VI Special Provisions**

1. This Agreement shall be governed by and interpreted in accordance with the laws of England and Wales;
2. The above terms and conditions apply solely to end products sold by DANUTECH EUROPE KORLÁTOLT FELELŐSSÉGŰ TÁRSASÁG in England and Wales;
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 DANUTECH EUROPE KORLÁTOLT FELELŐSSÉGŰ TÁRSASÁG.