

售后服务承诺书

After-sales Service Letter of Commitment

凡购买我司产品质保服务一年，在质保期间经我司确认确属质量问题的，本公司可在与贵司合作的下个订单中补发。如果您在使用我们的产品时遇到问题，欢迎随时与我们联系。

All products purchased from our company are guaranteed to keep in good service for one year. If quality problems after confirming by our company in a guaranteed period. Our company will resend in the next order under cooperation with your company. If you are caught in some problems when using our products, welcome to contact us at any time.

一、服务承诺service commitment

1. 所有有关产品质量投诉，在一周内给予答复，并根据实际情况确定处理措施，进行更换或退货。

Of all about product quality complains, reply within one week, and to determine the treatment measures according to the actual situation.

2. 保质期内有关于非人为产品质量引起的损害，我司会根据实际情况确定处理措施。

The warranty period on the quality of the products, we will offer the treatment measures based on the actual situation if it comes out unartificial damage.

二、退换货物承诺Return goods commitment

1. 所退换产品要求具备商品照片、完整的外包装、配件、说明书、保修卡、发票、发货单，退换或重发原因的说明。

The returned products require product photo, completed packaging, accessories, instructions, warranty cards, invoices, return or resend reasons.

2. 产品因生产的质量问题，如自然的开胶、功能不良、产品缺少配件的经我司确认后均可在1年内免费更换。

Any product quality in production, such as glue failure naturally, poor function and missing accessories of products can be replaced free of charge within one year after confirming with our company.

3. 现在下列情况不能享受我公司退换或重发承诺。

Now the following situation cannot enjoy our company exchange or resend commitment.

A. 产品曾被非正常使用。Product was not of regular use.

B. 非正常情况下存储、潮湿。Abnormal conditions, wet storage.

C. 食物和液体溅落导致的损坏。Food and liquid splash damage to the product.

D. 一切人为因素损坏及非正常工作环境下使用，不按说明书使用或未依据说明书指示的环境使用所造成的故障及损坏等。All the damages from human factors or using in an abnormal working environment. Not use following the instructions or not use according to the environment indicated by the instructions.

E. 未经授权的修理、误用、滥用和改动。Unauthorized repair, misuse, abuse, and change.

F. 未经本公司同意，用户私自拆卸、修复、改装产品等；Unauthorized dismantling, refitting, modifying, etc.

G. 产品的正常磨损。Product in a normal tear.

H. 正常用旧、磨损、破裂及浸染等；Product in normal use, wear, tear, breakage and dyeing,

etc.

I. 超出保质期。Beyond the shelf guaranteed period.

J. 不属于本公司的产品（如假货）；Not belong to the products of our company. (such as fake)

特别注意：由于照片显示原因，无法保证页面所显示产品的颜色与产品实际颜色完全一致，我公司将尽力说明。

Special note: due to the photo display reasons, we can not guarantee the page display product color and the true colors of the products is entirely consistent, we will try to explain.