

深圳科莱智能显示有限公司

关于出口产品售后退货及处理政策的通知

致各下游客户、经销商：

您好！

非常感谢您一直以来对科莱的支持与信赖，为进一步优化合作流程，确保售后环节的顺畅与高效，现特向您郑重宣导关于我公司出口产品售后退货及处理的相关政策，请您予以关注并配合执行。

一、售后退货指定地点

自[2025年4月10日]起，凡是从我公司采购并出口至境外的产品，若涉及售后退货需求，仅接受将产品退回至以下指定工厂地点：

广东省惠州市惠州大亚湾经济技术开发区大亚湾西区街道龙山六路3号泰宏产业园C2栋7楼

若您将产品直接从境外退回至非指定地点，我公司将无法接收并处理，由此产生的一切额外费用及可能引发的损失将由您自行承担。

我公司将安排专业技术人员在工厂集中对退回产品进行全面检测、评估，依据检测结果确定后续处理方案，如维修、换货或其他妥善安排。

二、合作流程指引

- 当您的客户反馈产品售后问题时，请您先行初步核实问题情况，并及时与我公司销售代表或客服人员取得联系。沟通中，请清晰告知产品型号（喷码）、批次、问题描述以及客户诉求等关键信息。
- 我公司将依据您提供的信息，协助您判断产品是否符合退货条件。若确定需退货，您需按照我公司提供的退货物流指南，组织将产品安全、完整地运回至指定工厂。退货过程中，请确保产品包装完好，附带必要的产品说明、故障描述等资料，以便于工厂快速开展检测工作。
- 产品抵达指定工厂后，我公司将在[承诺的处理时效，3-7个工作日]内完成检测与初步处理方案的制定，并及时将处理结果反馈给您。后续，我们将与您密切协作，共同落实维修、换货等最终处理措施。

三、特殊情况协商机制

我们会尽力完善售后政策，但在实际业务开展过程中，难免会遇到一些不可抗力或特殊复杂情况。例如因当地政策法律等限制无法正常退货、突发自然灾害影响物流运输等，请您务必第一时间与我公司取得联系。我们将秉持互信互利的合作原则，启动特殊情况协商机制，共同探讨解决方案。但请理解，此类特殊情况需经双方共同评估、审批通过后方可实施特殊处理。

再次感谢您的理解与支持，我们深知优质的售后是维系合作关系的重要纽带，期望通过此次调整，能与您携手共进，创造更大价值。



Shenzhen Kelai Intelligent Display Co., Ltd

Official Notice on After-Sales Return and Handling Policy for Export Products

Dear Valued Partners,

Thank you for your continued trust and support for Shenzhen Kelai Intelligent Display Co., Ltd. As we work together to expand markets and serve end-users, we remain committed to providing high-quality products and a premium collaborative experience.

I. Designated Return Locations

Effective April 10, 2025, all products purchased from our company and exported overseas must be returned exclusively to the following designated facility for after-sales requests:

7th Floor, Building C2, Taihong Industrial Park, No. 3 Longshan 6th Road, West District Daya Bay, Daya Bay Economic & Technological Development Zone, Huizhou City, Guangdong Province, China

Important Notes:

- No returns will be accepted at any overseas locations, including but not limited to local sales regions or transit warehouses.
- If products are returned directly to unauthorized locations, We will be unable to process them, and all additional costs or losses incurred will be borne by the returning party.

II. Operational Guidelines

To facilitate compliance, follow these steps:

1. Initial Verification
 - a. Upon receiving customer complaints, promptly verify the issue and contact your sales representative or support team.
 - b. Provide clear details: product model (laser code), batch number, issue description, and customer requirements.
2. Return Authorization
 - a. We will assess eligibility for returns based on submitted information.
 - b. Include: Intact packaging, product documentation, and fault descriptions to expedite inspection.
3. Processing Timeline
 - a. Within 3–7 business days of receipt, we will complete inspections, propose solutions, and share results.
 - b. Collaborate with us to implement final resolutions (repairs, replacements, etc.) and maintain customer satisfaction.

Thank you for your understanding and cooperation.

Shenzhen Kelai Intelligent Display Co., Ltd

April 10, 2025

