

## **After-sales service policy for VIP customers**

As a VIP customer of Wintouch, when your annual cumulative purchase quantity has reached 5,000 units, and the purchase quantity of a single order exceeds 1,000 units. In order to ensure our long-term cooperation and reduce the losses caused by product quality problems, we have formulated the following policies:

1: Our product warranty period is one year, and the product warranty period starts from the date of leaving the factory. Products within 1-year warranty period provide free warranty, while products after 1-year warranty period provide paid warranty. We only charge the cost of accessories and do not charge any labor costs.

2: If there is a quality problem with the product within the warranty period, and it is due to our company's product problem, not product damage caused by human factors. You only need to mail the product to our Dubai branch, and the customer need to bear the shipping cost. After the Dubai branch receives the goods and conducts inspection: If it is determined that it is a quality problem of the product itself, not human damage. Our company will directly replace you with a new tablet. The new machine for compensation will be sent to the customer together in the subsequent order.

3: If the 1-year warranty period has expired or it is confirmed to be man-made damage, our company will only charge the cost price of the damaged product accessories, but provide repair and replacement. The postage is borne by the customer company.

4: When the number of an order exceeds 1,000 units, we can provide 3% free accessories, including (touch screen, power supply, shell)

5: Our company provides free software upgrades and technical support. When the single order exceeds 1,000 units, we will send the model's matching software and upgrade guide USB disk for free.

**Shenzhen United Touch Technology Co., Ltd.**

**Contact Information:**

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