

## Warranty Claim Process Guide

### I. Purpose

This guide aims to outline the clear and efficient process for agents/dealers to assist their clients (end-users) in applying for warranty services for Beatbot product after purchase. Please note that this guide does not cover specific warranty terms and conditions; detailed warranty policies can be found on the official Beatbot website at <https://beatbot.com/pages/warranty-policy>.

### II. Warranty Claim Process

#### 1. Initial Contact

- When end-users encounter product inquiries or require warranty services, they should first contact the official customer service team of Beatbot through the after-sales contact information provided on the machine, within the app, or on the official website.
- Official contact details are as follows:
  - Email: [service@beatbot.com](mailto:service@beatbot.com)
  - Phone: (833) 702-4399 Mon-Sun 9:00 am-6:00 pm
  - Website: [www.beatbot.com](http://www.beatbot.com)

#### 2. Issue Reporting and Documentation Submission

- End-users must provide a detailed description of the issue to customer service and attach valid proof of purchase (e.g., invoice) to expedite product model and purchase date verification, thereby accelerating the processing.
- If further diagnosis is required, customer service or technical personnel may request additional documents such as proof of purchase(if not provided during the first consultation), app logs, photos, or videos of the machine's usage scenario.

#### 3. Solution Provision

- Upon collecting necessary information, Beatbot will provide a clear solution to the end-user within 24 hours (or a maximum of 2 working days, with longer timelines possible for complex issues).

#### 4. Non-Defective Issue Handling

- If the machine is confirmed to be non-defective, Beatbot will explain the situation to the end user. If the user needs return, exchange or other services, Beatbot will suggest that the user communicate with dealers for follow-up actions.
- Beatbot will not refund to Solenis for Non-defective returned products.

#### 5. Defective Issue Handling

- If the machine has defects and the product is within the warranty period, Beatbot will provide services including troubleshooting guidance, repair, or replacement based on the actual situation.
  - **Repair Service:** If repairs are chosen, Beatbot will assign an appropriate repair center and provide a free shipping label. Upon completion, the repaired machine will be shipped back to the user free of charge.
  - **Replacement Service:** If a replacement is chosen, Beatbot will provide a free shipping label. After receiving and acknowledging receipt of the faulty machine, Beatbot will ship a new machine to the user within 2 working days.
- If the machine defective issue is not covered by the warranty, beatbot can also provide repair services for users, but will charge corresponding repair fees based on testing before repair.

The specific repair price of beatbot will be announced separately to the dealers. Repair services outside of warranty require users to send products to designated repair centers, and beatbot does not bear the corresponding logistics costs.

## 6. Return and Refund Processing

- If end-users explicitly request a return or refund due to machine defects, Beatbot customer service will guide them through the communication process with dealers. **For faulty returns, Solenis may periodically coordinate with Beatbot regarding replacements or refunds.**
- Beatbot will send new machine to Solenis in exchange for defective ones on a monthly basis.


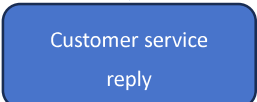
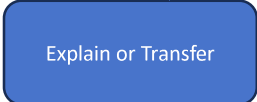
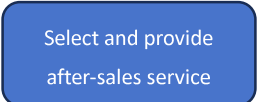

## III. Notes

- Ensure the accuracy and completeness of information throughout the warranty claim process to enhance processing efficiency and safeguard user rights.
- Remind end-users to be patient during the process and cooperate by providing required documentation.

## IV. Conclusion

We are committed to delivering exceptional after-sales service, ensuring that every user enjoys a hassle-free experience with Beatbot products. Thank you for your support and cooperation as our valued partner in providing warranty services. We look forward to continuing our successful collaboration.

## V. Warranty claim process chart

Chart	Note	Processing time
	End users contact beatbot customer service personnel through official channels, provide detailed feedback on issues, and provide purchase invoices	
	Phone response during working hours Reply via email or other means within 24 hours, (special questions may take 2 working days)	24H
<p style="text-align: center;"><b>Non-Defective Issue</b></p> 	Beatbot will explain the situation to the end user. If the user needs return, exchange or other services, Beatbot will suggest that the user communicate with dealers for follow-up actions.	
<p style="text-align: center;"><b>Defective Issue</b></p> 	Beatbot will offer services including troubleshooting guidance, repairs, or replacements based on the actual situation.	24H
	Repair: Beatbot provide a free shipping label—end-user shipped—repair—free return Replacement: Beatbot provide a free shipping label—end-user shipped—new one shipping back	2-5 workdays per shipment 3 workdays repair 2 workdays replacement