

## Service Policy

1. SUNMI products are with One Year warranty, and consumable parts are guaranteed for one year (print head, gear, paper shaft roll, battery, button battery, charger and etc). The detailed warranty period and method of the model are shown in the table below:

2. Warranty starts time:

It shall be calculated from the units activation date; if the unit not activated within 90 days (inclusive 90th day), calculated from the delivery date plus 90 days which out of sunmi factory.

3. DOA instructions:

1. If the unit has quality faulty within 90 days (inclusive 90th day) after delivery and within 15 days (inclusive 15th day) activation, it can be replaced with a new one. SUNMI will confirm whether it exceeds 15 days according to the activation date of the unit or the purchase invoice provided by the customer; if 90days (not included) passed after unit activated/sold after delivery, SUNMI will provide maintenance service.

2. The unit sold by SUNMI e-commerce platform shall be subject to the relevant exchange terms of the platform.

3. The two-way freight generated by DOA shall be borne by SUNMI (designated logistics). In order to ensure the timeliness of processing, please return it with complete equipment and accessories.

4. Customized products and project models are executed according to relevant service agreements.

5. Maintenance mode

1) Repair or replace the unit according to the specific faulty condition.

2) The components/parts that can be repaired or replaced including but are not limited to battery, display screen, motherboard, etc.

3 )The replaced parts and accessories keep the remaining time of the original warranty period or the 90-day warranty period from the date of repair or replacement, longer one shall be chosen.

**Note:** For the IW unit, the sender shall bear one-way freight; for the OoW unit, the customer shall bear the round-trip freight (if the repair is abandoned after quotation shared, the customer shall bear the freight and inspection fee).

**Note:**

- a. The above policy applies only to Sunmi products purchased outside of China Mainland.
- b. In order to protect your legitimate rights and interests, please obtain the maintenance of Sunmi products through Sunmi authorized service provider designated on Sunmi official website. Any unauthorized modification, disassembly or repair not authorized by Sunmi shall lead to failure to obtain warranty or out of warranty repair qualification.
- c. According to the failure phenomenon of the products, Sunmi will authorize service provider determine the maintenance mode of the unit through professional analysis: inspection / repair (on-site maintenance) in the store or sent to Sunmi Service Center for inspection / repair (on-site maintenance). The unit to Sunmi Service Center will be through professional diagnosis and the corresponding maintenance plan will be determined by the Service Center.
- d. To the extent permitted by law, the above warranty policy may be updated from time to time. For details, please consult each authorized service center.
- e. If your product meets the conditions which is out of warranty maintenance, Sunmi can provide maintenance service with payment. The parts or accessories replaced for out of warranty unit repair can keep a 90-day limited warranty period. If you have purchased Sunmi Care service, please refer to Sunmi Care terms and conditions of service.

Category	Model	Maintenance time	Maintenance methods
Mobile Products (1st generation)	V1s、 P1_4G、 P1	1 year	Mail-in Service
Desktops Products (1st generation)	T1、 D1、 D1s、 T1 MINI、		
Mobile Products (2nd generation)	V2PRO、 V2、 L2、 L2K、 M2 MAX、 M2、 P2 、 P2 PRO、 P2 LITE	1 year	Mail-in Service
Desktops Products (2nd generation)	T2、 T2S、 T2S LITE、 T2 PRO (X2) 、 T2 LITE、 T2 MINI 、 D2、 D2S、 D2S COMBO、 D2S LITE、 D2 MINI、		
Accessories	Blink、 2D Handheld Scanner、 POS Power bank、 89-key POS Keyboard、 Mini Cash Drawer、 58mm thermal bill printer	1 year	Mail-in Service
Cashier Scale Products	S2	1 year	Mail-in Service (No free calibration service )
Self-service Products	K1、 K2、 K2 MINI、 H1	1 year	Mail-in Service
Network & Video Analytics	Router (W1) 、 4G WiFi Base Station、 SS camera、 FS camera、 ESL、 Cloud printer	1 year	Mail-in Service
ESOL	M1、 V1	-	-

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<b>Description of Consumable Parts</b>
<p>1. The battery warranty is limited to problems caused by manufacturing defects. Every charging cycle and extreme temperature will lead to the decline of battery performance, so the battery life is closely related to the use environment. The warranty period does not apply to battery capacity reduction due to recharging or use in extreme environments, unless it can be concluded that it is due to manufacturing defects.</p> <p>2. Printer module warranty instructions : Print guaranteed distance and warranty for 1 year, whichever comes first. The theoretical printing life of 58mm print head is 50km, and 80mm printer is 150km (the thermal head is worn by poor paper quality, and the damage caused by CID shall not be included in the warranty).</p>

**Paid Service of Out of Warranty**

- 1) Expire the warranty period.
- 2) Improper operation such as feed liquid, artificial damage, or other non-quality problems
- 3) Unit damage caused by high external voltage, lightning and other natural disasters and harsh environmental factors.
- 4) Unit system and data loss caused by private flash, virus attack, etc.
- 5) Improper transportation, improper storage, or failure to follow the user instruction.
- 6) Self-actuated repair or maintain by the buyer or the third party without authorization by manufacturer.
- 7) Quality' problems or force majeure caused by the purchaser 's authorized supplier

**Service Centers**

Fill in contact information if necessary