

BEIJING GRACE RATECOLOR TECHNOLOGY CO., LTD.

1005, FLOOR 10, BUILDING 11, YARD 1, TIANXING STREET, FANGSHAN DISTRICT, BEIJING, CHINA
Tel/Fax: +86 1069366912

Warranty Terms and Conditions

Manufacturer:

Name: BEIJING GRACE RATECOLOR TECHNOLOGY CO., LTD.

Address: 1005, FLOOR 10, BUILDING 11, YARD 1, TIANXING STREET, FANGSHAN DISTRICT, BEIJING, CHINA

Warranty Coverage:

1. Period:

- Hardware Warranty: "GT31 & GT21 are covered by a 2-year warranty, effective upon the first authorized distributor's receipt of the shipment."

- Software Warranty: At least 10 years.

["Within the warranty period, both hardware replacements (for defective parts) and software updates/upgrades are provided completely free of charge."]

2. Scope: Covers defects in materials, workmanship, and functionality under normal use.

What is Covered?

1. Repair or replacement of defective parts.
2. Manufacturer-approved accessories included with the original purchase.

What is Not Covered?

1. Damage caused by:
 - Improper use, installation, or maintenance.
 - Unauthorized modifications or repairs.
 - Accidents, natural disasters, or external factors.
2. Products purchased from unauthorized sellers.

Claim Process:

1. Notification: Report the issue within 2 days of discovery.
2. Proof of Purchase: Provide a valid receipt or order confirmation.
3. Inspection: Distributor shall conduct inspection and evaluation with the assistance of the manufacturer.
4. Resolution: Repair, replacement, or refund (According to the actual situation, reach a satisfactory solution for both buyers and sellers.).

Authorized Signatory:

Name: 邓晨 (George Deng)

Position: General Manager

Signature: George Deng

Date: 3rd July, 2025