

iMozen Service Guide

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An aerial photograph of a city skyline at sunset. The sun is low on the horizon, casting a warm orange glow over the city. A prominent red line, possibly representing a data path or a specific route, runs diagonally across the city from the bottom left towards the top right. The city is densely packed with skyscrapers and buildings, many of which are illuminated with lights. The sky transitions from a deep blue at the top to a bright orange near the horizon.

Smart Innovation · Data Integration

iMozen

Company Introduction

iMozen Group is a technology company focused on developing Artificial Intelligence of Things (AIoT). The company is dedicated to developing Android Mobile IPC devices and targets several main sectors of the B2B markets including retail, logistics, warehouse, and manufacturing. Upholding the brand values of "innovation, focus, and simplicity," iMozen aims to streamline products and simplify complexity, creating products and services that are more focused and better aligned with customer needs.

iMozen Group is ambitious about the advancement of artificial intelligence (AI), big data and cloud computing to be utilized in the new AIoT business opportunities. With the mission of smart link to Android innovation for customers' happiness, iMozen aspires to enable customers with innovative and agile AIPC (AI + IPC) solutions for an intelligent work experience and highest efficiency.



Global Service Overview

Ultimate Customer Satisfaction is Our Belief

iMozen' service program is designed to provide quality care and efficient after-sales service for all iMozen devices. We have established an independent global service team with a comprehensive after-sales support, responsible for customer service and RMA maintenance. Our customer service team includes online and offline division, and combines with third-party partners to serve our global customers, providing them with the most efficient after-sales experience. Our RMA maintenance team is capable of professional skills, including trouble shooting, product repairing, technical consulting, maintenance manuals, third-party training, and issue diagnosis. Our highest principle is to respond to customer inquiries quickly, and return products within 7 working days. With this principle, our team makes the best endeavors to deliver the ultimate customer satisfaction as possible as we can.



Return Products in

7 Days

Warranty Terms

- 1 / The warranty period of iMozen terminal and charging cradle lasts for one year since the date of purchase while that of the accessories (such as battery, adapter, and cable, etc.) lasts for six months since the date of purchase.
- 2 / The warranty covers only defects that occur during the manufacturing of the battery and does not include normal wear and tear resulting from regular use (such as decreased battery performance over charging cycles) or damage caused to the battery due to improper use or storage (such as overcharging and swelling etc.).
- 3 / For any faults happened to the products under normal use and ascribed to the inherent problems of the products through identification within the warranty period, we will provide free maintenance services. The damage of appearance, enclosure and decorative parts and components are beyond the scope of warranty, for which, we do not provide free maintenance services. We can provide paid maintenance services based on customers' demands beyond the warranty period.
- 4 / Our company's clearance items are not covered under warranty.
- 5 / For materials replaced after maintenance, our company provides a three-month warranty.



Terminals

1 Year



Scanners/Printers

1 Year



Accessories

6 Months

DOA (Damage of Arrival) Service

- 1 / It means DOA if customers complain product defects or missing parts to us within fifteen days upon receiving them and such defect is confirmed by us. The DOA affirmation time is based on the total days that the customer negotiates with us.
- 2 / We will replace the products judged as DOA by our maintenance representatives.
- 3 / We will supplement the missing parts (such as user's manual, accessories and parts, etc.).
- 4 / DOA will not be established if the problem about the product can be resolved by operation or setting.

Customer complain product defects
within 15 days
 upon receiving the product



- 5 / In case of applying DOA service, customers must keep the product package intact and accessories complete. If it is determined that the purchaser has disassembled the product or is missing accessories, DOA service will not be provided.
- 6 / Those who do not meet the DOA conditions should be repaired through the RMA procedure.
- 7 / If the customer's requested DOA product model is out of stock or discontinued, they can choose the following alternative options:
- Wait for goods
 - Make up the price difference to change the product of other models
 - Refunding (we reserve the rights to refund the products the production of which has been halted)

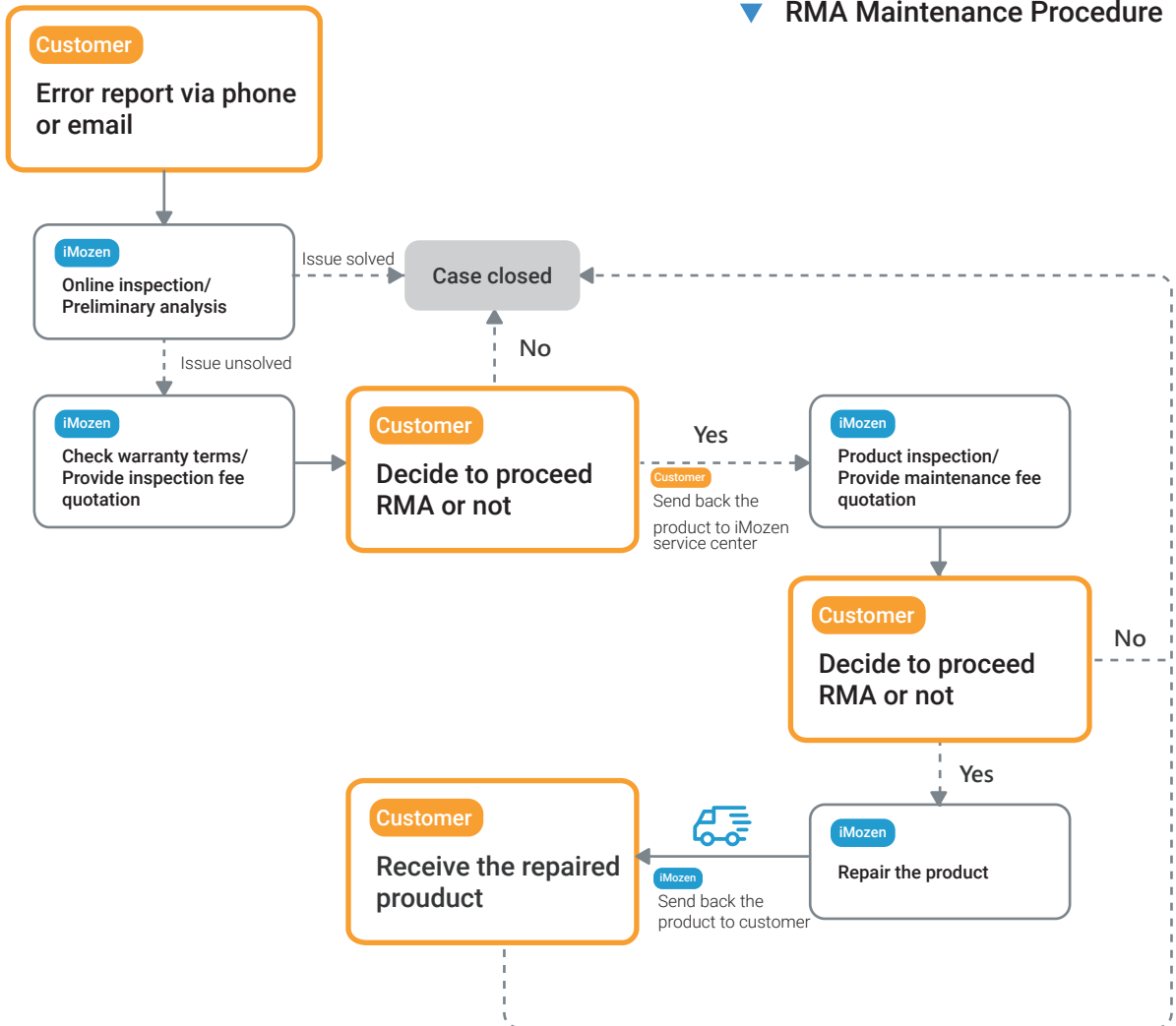
RMA (Return Merchandise Authorization) Service

- 1 / If the product purchased by customers has some problems while it is used, customers can apply to us for repairing via email (iwsupport@imozengroup.com) or phone (+886-2-8979-5055).
- 2 / For repairs related to damage caused by human factors or out of warranty, the repair fee includes both the inspection fee and material costs. If the customer declines to repair after receiving the quotation, the inspection fee will be charged by the customer.
- 3 / For products within the warranty period that are determined by the repair unit to have non-human-induced damages, we will provide free maintenance services. For products within the warranty period that are determined by the repair unit to have damages caused by improper usage, we will provide maintenance quotation and repair the product after the customer agrees on our quotation.
- 4 / Before sending the products to us for repairing, customers need to back up relevant data. The product will be restored to factory defaults and all personal settings will not be recovered through maintenance. We bear no guarantee responsibilities for the data loss ascribed to the reason above.

5 / Some components may be repaired through replacement with spare parts. Therefore, there may be slight differences between the repaired product or parts and the originally product. However, this will not affect their original functionality.

6 / For the product to be repaired by us, customers need to send the body and keep the rest accessories (such as battery, back cover, SD card and SIM card, etc.). We shoulder no responsibilities for keeping these accessories.

▼ RMA Maintenance Procedure



Product Repair

1 / DOA Shipping Cost: Our company will cover the round way cost for the shipping.

2 / The inspection fee will be charged for repairs due to damage caused by human factors or if the product is outside the warranty period.

3 / RMA Shipping Cost: The shipping cost for sending the product to our company to repair is covered by the customer. However, the shipping cost for returning the repaired product to the customer will be covered by our company (excluding specific contract customers).

Exceptions

We are not responsible for maintenance if any of the following cases happen within the warranty period. In such cases, customers need to pay the entire maintenance and material fees according to the price we conclude via negotiation:

- 1 / The product serial No. is not in consistency with that in product warranty certificate or is unclear, altered or destroyed.
- 2 / The product is damaged by failure to follow user's manual or specification or improper use, including but not limited to the damage caused by heavy load, collision, drop, moisture, water, rain, high temperature, invasion of sundries or parts and components loss.
- 3 / Natural wearing or scratch of product enclosure caused by normal use or appearance that can be contacted without dismantling.
- 4 / Product damage caused by force majeure such as act of God, flood and earthquake.
- 5 / Product damage caused by negligence (including but not limited to accident, man-made damage, improper use, arbitrary part change, natural disaster or power).
- 6 / Faults and damages caused by unauthorized product dismantling or maintenance, assembly & disassembly, refitting, arbitrary change of specification or use of the accessories not from us.
- 7 / Faults and damages caused by improper software installation and settings or computer virus.
- 8 / The product warranty terms are applicable to the original hardware of products only instead of any software or other equipment and accessories.

The above warranty terms and service policies may vary by country or region, iMozen reserves the right to change these terms and policies at any time.





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