

## **After-sales Service Policy for iFLYTEK Smart Recorder Product of HILLSDALE TECHNOLOGY LLC**

The After-sales Service Policy for the iFLYTEK Smart Recorder product, applicable to units delivered in original packaging to purchasers, will adhere strictly to the laws and regulations, observe industry standards, fully respect consumers' rights, and provide consumers with comprehensive service coverage. In accordance with national regulations, HILLSDALE TECHNOLOGY LLC (registered seat: 3182 Campus Drive, Unit 266, San Mateo, California, 94403 USA) assures consumers that in the event of product performance failures, appropriate after-sales services will be available. We strongly advise you to thoroughly read through this policy, ensuring your full comprehension of your rights and obligations contained herein.

Nothing within this policy is intended to restrict, amend, deprive, waive, exclude, or suspend any mandatory warranty entitlements or non-excludable statutory rights you may have under the law. In case any section, provision, clause, sentence or part thereof of this policy be deemed invalid or unenforceable, it will be modified to the minimal extent necessary to render it valid and enforceable, with the remainder of the policy unaffected and remaining in full force and effect.

Unless otherwise explicitly stipulated, the terms and conditions contained within this policy are exclusively those expressed herein. Any other agreements, provisions, or declarations, regardless of their origin, shall not be considered to extend, augment, reduce, or otherwise alter the warranty terms of this policy. Any warranties or guarantees made by any other party, corporate or otherwise, with respect to the product are not legally binding on HILLSDALE TECHNOLOGY LLC.

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### **I. Contractual Limited Warranty (the “Limited Warranty”): Free Repairs Within One Years**

In the event that the product experiences performance issues within one year, customers can avail themselves of our complimentary repair services. However, this does not include failure scenarios as defined in Section IV, below.

Coverage	Description	Warranty Duration	Method of Service
Product	Product and Accessories	1 year	<b>Mail-in or walk-in repair</b>

1. For products requiring activation, the Limited Warranty period (“Warranty Period”) commences on the activation date, which is defined as the moment when the consumer first activates the HILLSDALE TECHNOLOGY LLC product by connecting to the internet via, but not limited to, WIFI, 2G, 3G, 4G, and 5G mobile data networks. In case the final day of the valid contractual warranty period coincide with a public holiday, the immediate following working day will be considered the concluding day of the contractual warranty period;

2. For products without an activation date, the commencement of the Warranty Period

corresponds with the date specified on the customer's product purchase invoice or proof of delivery (POD);

3. In the event that the customer cannot provide the aforementioned invoice or POD, the commencement date of the Product Warranty will be deferred by 90 days from the manufacture date indicated in the product's serial number (SN);

4. Limited Warranty claims for product accessories, such as chargers and data cables, require the presentation of the product's Warranty Certificate to verify their continued coverage under the Warranty.

## **II. Commitment to Repair Quality**

1. Repaired or replaced accessories are warrantied for 90 days from the date of repair or replacement, or for the remainder of the original product's warranty period, whichever is longer.

## **III. Exceptions to Limited Warranty Coverage**

The following products are **not** covered by the Limited Warranty:

1. Products without a Warranty Certificate and valid invoice; products where the Warranty Certificate does not match the product model; where the Warranty Certificate has been altered; products that have surpassed the Warranty duration;

2. Products where the nameplate, SN barcodes, or tamper-proof labels have been torn off, damaged, or are unreadable;

3. Faults or damages arising from modifications, disassembly, firmware flashing, or repairs not authorized by HILLSDALE TECHNOLOGY LLC;

4. Failure or damages resulting from transport-related issues, loading and unloading, or falls during the returns, replacements, and shipping for repairs;

5. Accidental or human-induced product damages, such as liquid ingress, impact damage, unsuitable voltage input, excessive compression, motherboard warping, etc. In the case of power adaptors, notable physical harm, fractures, broken legs, severe deformation, power cord damage, severed wires, exposed cores, etc.;

6. Product failures or damages caused by not following the instructions for installation, usage, maintenance, or storage as specified in the user manual;

7. Failures or damages caused by other unavoidable factors (such as fire, earthquake, flooding, etc.);

8. Counterfeit or incompatible products/parts or any accompanying products/parts;

9. Deterioration of the product due to normal wear and tear, including but not limited to rust or stains.

## **IV. Guidelines for Returns, Replacements, and Mail-in and Walk-in Repair Services**

1. Before initiating a return, replacement or repair, please ensure the following items are prepared:

	Complete Main	Complete	Invoice	Gift (If Any)
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	Unit & Accessories	Packaging	(Unaltered)	
Return	✓	✓	✓	✓
Replacement	✓	✓	✓	
Repair	✓		✓	

For customers who satisfy the conditions for a return, please reach out to the seller to process the return.

2. Prior to repairs, we advise you to back up your personal data. The repair process might lead to the loss of your personal data. While HILLSDALE TECHNOLOGY LLC is committed to protecting your personal privacy and will not access data stored on your product, we do not assume responsibility for any damage or loss of personal data incurred during the repair process.

3. For repairs, the product must undergo HILLSDALE TECHNOLOGY LLC's professional testing. Upon confirmation of a defect, HILLSDALE TECHNOLOGY LLC will determine the appropriate repair scheme. For products within the free Warranty Period and within the validity period of the agreement, consumers are entitled to repair, replacement, or returns as stipulated herein. If repair or replacement is opted for, the replaced defective parts will be the property of HILLSDALE TECHNOLOGY LLC; and products without faults following inspection will be returned in their received condition.

4. It is essential that you retain your product's Warranty Certificate and present it upon request to HILLSDALE TECHNOLOGY LLC or its representative as evidence of the Warranty Period. For products without a Warranty Certificate, HILLSDALE TECHNOLOGY LLC reserves the right to refuse to provide after-sales services.

5. If the product fails to meet the Limited Warranty conditions set forth above, HILLSDALE TECHNOLOGY LLC offers paid services.

6. HILLSDALE TECHNOLOGY LLC will maintain records of consumer's Limited Warranty claims, documenting the following:

- (a) The consumer's name and address;
- (b) The product name, model, and purchase price;
- (c) The date HILLSDALE TECHNOLOGY LLC fulfilled the contract;
- (d) The date the defect was reported;
- (e) Description of the defect;
- (f) The rights the consumer wishes to exercise in line with their warranty claim;
- (g) The resolution or rejection of the warranty claim, or the right to enforce the claim.

7. To the maximum extent permitted by law, HILLSDALE TECHNOLOGY LLC does not assume liability for the following:

- (a) Any damage caused to your product;
  - (b) Any loss of income, profits, sales, contracts, business opportunities, business or anticipated savings;
  - (c) Loss of goodwill or reputation;
  - (d) Loss or damage to your data;
  - (e) Any property damage or personal injury (including death) to any party; and
  - (f) Any incidental, consequential, punitive, special, penal, multiple, pure economic loss, or other indirect damages arising from or related to the use of the product, whether based on warranty, contract, tort, regulation, strict liability or otherwise, even if HILLSDALE TECHNOLOGY LLC has been advised of the potential for such damages or losses.
8. To the maximum extent allowed by law, the Limited Warranty expressly stipulated in this Agreement or by the law, is the sole and exclusive warranty related to the product, excluding any other warranty, statement, endorsement, or condition, whether oral, written, express, implied, or statutory, including but not limited to any implied warranty of quality, merchantability or fitness for a particular purpose, or warranty against hidden or latent defects. Where any warranty cannot be excluded, such warranties should be limited to the terms and duration specified in this warranty.

## **V. Special Provisions**

1. This Agreement shall be governed by and interpreted in accordance with the laws of the country where the product has been purchased;
2. The above terms and conditions apply solely to end products sold by HILLSDALE TECHNOLOGY LLC in your country;
3. This LimitedWarranty agreement is non-transferable; and
4. We shall bear no liability for any other warranties given by the seller to the consumer without the explicit written approval and commitment from HILLSDALE TECHNOLOGY LLC.

**CANADA**  
**COUNTRY SPECIFIC ADDENDUM TO THE AFTER SALES SERVICES POLICY**

**Information about the After-sales Service Policy to Canadian residents:**

1. The warranty set out in this Agreement is granted to you by HILLSDALE TECHNOLOGY LLC (registered seat: 3182 Campus Drive, Unit 266, San Mateo, California, 94403 USA).
2. The warranty set out in this Agreement is applicable to the following products: iFLYTEK Smart Recorder.
3. Information on statutory warranty rights: This Agreement is not intended to limit or disclaim any legal or implied warranties or other rights which are granted to you under applicable law.
4. This Agreement shall be governed by and interpreted in accordance with the laws of the province or territory in which you reside;
5. The above terms and conditions apply solely to iFLYTEK Smart Recorder products sold by HILLSDALE TECHNOLOGY LLC for Canada;