**质保与售后条款**

**Warranty and After-services Terms**

1. 售后范围:人为和不恰当使用的不在质保范围之内

1, Human causes and improper use is not within the scope of warranty.

二、10年之内(每天一次循环）的质保售后详情如下(日期：自工厂出货起开始计算质保）

2, Details of warranty and after-services within 5 years are as follows

Warranty period: Since the date of delivery, duration for 10 years(one cycle per day).

1. 电芯问题 Cell problem

质保方案:免费更换电芯模组(运费由卖方承担)

Warranty solution:Seller will ship a free cell module to buyer for replacement (the freight shall be borne by the seller).

1. BMS问题 BMS problem

质保方案:免费更换BMS(运费由卖方承担)

Warranty solution: Seller will ship a free BMS to buyer for replacement, the freight shall be borne by the seller).

1. 整个电池组出现严重质量问题

The whole battery pack has serious quality problems.

免费更换新的电池组，并且提供质量解决方案(运费卖方承担)

Seller will ship a new battery pack to buyer for replacement free of charge and provide a problems-solving solutions (the freight shall be borne by the seller.

三、超过10年质保时间的售后详情如下

When 10 years of warranty expires,seller will provide the following after-services

卖方提供有偿服务,买方负责材料费和运费

The Seller shall provide paid services, and the buyer shall pay for material fees and freight.

1. 额外条款 Additional terms

累计采购数量达到300台，卖方送1%数量的备件

If buyer's cumulative purchase quantity reaches 300 sets,the buyer will get 1% (of quantity) spare parts for free.

五、售后质保流程 After serices process

1、买方第一时间提供产品二维码反馈质量问题，提供真实有效的视频及图片等相关材料

1,The buyer shall provide product QR code, feedback quality problems at the first minute and provide real and effective videos, pictures and other relevant evidences.

2、卖方分析造成故障的原因、等级、类型,然后确定具体的售后方案

2,The Seller shall analyze the cause, grade and type of failure,and

specific after-services solution.

3、其他未尽事宜双方协商

3,Other matters not covered shall be negotiated by both parties.