

General Terms and Conditions

You have purchased product of VOFOO Industrial (HK). Co., Ltd. We would like to express our gratitude for your confidence in us! The following limited warranty terms take precedence over any Terms or conditions In a customer purchase order. All sales are subject to customer written acceptance to the followings:

1. Warranty

- a): VOFOO warrants the mechanical and electronic components of this product to be free of Defects in material and workmanship for a period of one(1) year from the original date of purchase, in accordance with the warranty regulations described below. If the product shows any defects within the specified warranty period that are not excluded from this warranty as described under 3.), VOFOO shall, at its discretion, either replace or repair the product using Suitable new or reconditioned parts. In this case that other parts are used which constitute an Improvement, VOFOO may, as its discretion, charge the customer for the additional cost of These parts.
- b): If the warranty claim proves to be justified, the product will be returned to the user freight prepaid.
- c): Warranty claims other than those indicated above are expressly excluded.

2. Return Policy

- a): To obtain warranty service, the buyer (or his authorized dealer) must contact VOFOO during normal business hour. VOFOO returning the product. All inquiries must be accompanied by a description of the problem. VOFOO will then issue a return authorization number.
- b): Subsequently, the product must be returned in its original shipping carton, together with the return authorization number to address indicated by VOFOO.
- c): Shipments without freight prepaid will not be accepted.

3. Warranty Regulations

- a): If the product needs to be modified or adapted in order to comply with applicable technical or safety standards on a national or local level, in any country which is not the country for which the product was originally developed and manufactured, this modification/ adaptation shall not be considered a defect in materials or workmanship. The warranty does not cover any such modification/adaptation,

irrespective of whether it was carried out properly or Not.

Under the terms of this warranty, VOFOO shall not be held responsible for any cost resulting from such a modification/ Adaptation.

- b): Free inspections and maintenance/ repair work are expressly excluded from this warranty, in particular, if caused by improper handling of the product by users. This also applies to defects caused by normal wear and tear, in particular, of faders, crossfaders, keys/ buttons, tubes.
- c): Damages/defects caused by the following conditions are not covered by this warranty:
- 1: Improper handling, neglect or failure to operate the unit in compliance with the instructions given in VOFOO user or service Manuals;
 - 2: Operation of the unit in any way that does not comply with the technical or safety, security regulations or laws applicable in the country where the product is used;
 - 3: Damages/defects caused by force violence or any other condition that is beyond the control of VOFOO;
- d): Any repair or opening of the unit carried out by unauthorized personnel (user included) will void the warranty.
- e): Products which do not meet the terms of this warranty will be repaired exclusively at the buyer expense.

4. Warranty Transferability

This warranty is extended exclusively to the original buyer (customer of retail dealer, wholesalers). And is not transferable to anyone who may subsequently purchase this product. No other person shall be entitled to give any warranty promise on behalf of VOFOO.

5. Claim For Damages

Failure of VOFOO to provide proper warranty service shall not entitle the buyer to claim (consequential) damages. In no event shall the liability of VOFOO exceed the invoiced value of the product.

6. Delivery Schedule

The delivery period begins with acceptance of earnest money or terms of payment method. The deadline specified is a fixed deadline. VOFOO undertakes to comply with the delivery schedule unless VOFOO is unable to do so due to force majeure (e.g. strike, lockout, riot, war, natural disaster). As soon as VOFOO is able to identify that it will be unable to fulfill its contractual obligations either in whole or in part or by the deadline, VOFOO must inform the buyer immediately, stating the reasons and the anticipated length of the delay. The delivery deadline can be extended by an appropriate period by mutual agreement. If VOFOO fails to notify the buyer, VOFOO shall not be entitled to rely on the hindrance in claims against the buyer. VOFOO shall be fully liable for procuring the supplies and services required for performance, even if VOFOO is not at fault (full acceptance of procurement risk). If VOFOO does not perform its obligations within the agreed period, it shall also be liable in accordance with the statutory provisions.

7. Insurance

Transportation insurance shall be taken out exclusively by the buyer. VOFOO must take out sufficient third-party liability insurance for damage caused by us, our employees, or agents commissioned by us by way of services provided, work performed, or goods delivered. Evidence of the amount of the coverage per damage event must be provided to the buyer upon request. Any special assembly insurance in addition to third-party liability insurance requires case-by-case agreements between the buyer and VOFOO.

8. Shipping

1. All letters, shipping notices, waybills, invoices, etc. shall always contain the order codes prescribed by the buyer along with information about the unloading site. The supplier shall send a detailed shipping notice for each individual shipment on the day of shipment separate from the goods and the invoice. The shipment must include the delivery note and packaging slip. In the case of delivery by ship, the shipping documentation and invoices must contain the name of the shipping line and the ship. If equipment or machinery is broken down or delivered in more than one part, these parts must be labeled, and the delivery note must contain a listing and description in line with this labeling.

2. VOFOO must choose the transportation option that is most cost-effective and suitable for the buyer. Shipment of tools and similar equipment with the delivery items is not permitted, otherwise we shall bear the transshipment costs. All shipments refused by the buyer on the basis of non-compliance with these shipping guidelines shall be warehoused at the expense and risk of us. The buyer is entitled to inspect the contents and condition of such shipments. VOFOO shall also be liable for ensuring that our subcontractors comply with the shipping guidelines. VOFOO shall be liable to the buyer for damage and costs incurred by the buyer due to our non-compliance with the aforementioned terms and conditions.

VOFOO INDUSTRIAL (HK) CO., LTD