

Rokid Joy Pack After-Sales Service Warranty Terms

1. Warranty Coverage:

We provide end consumers who purchase Rokid Joy Pack products with a one-year warranty service for the entire machine, based on the purchase invoice.

For products with quality problems, a 15-day replacement service will be provided from the date of purchase with the purchase invoice.

2. Exclusions from Warranty Coverage:

The warranty does not cover the following situations:

- a. The warranty period has expired.
- b. Damage caused by failure to use, maintain, and store the product following the instructions for use.
- c. Damage caused by unauthorized disassembly of the machine by a non-authorized repairer.
- d. Lack of a valid warranty certificate and valid invoice (except those proving the product is within the warranty period).
- e. Unauthorized alteration of the warranty certificate.
- f. Mismatch of product model or number on the warranty certificate with the actual product.
- g. Damage caused by virus infection during use.
- h. Damage caused by force majeure.
- i. Use of accessories not official or certified by Rokid.

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