



产品保修服务条款

Products Warranty Service regulation

尊敬的顾客:

您好! 首先感谢您选用永欣光的产品, 谨致谢意! 为了便于我们给您提供更满意的服务, 同时也更好的保障您的权益, 对于我司所有产品我们提供以下条款的售后服务:请您认真阅读此条例。

To our honored customers,

Firstly, we thank you very much for choosing our products.

In order to provide you satisfied service and also to protect your rights, we will offer you the products warranty services after sale as the below terms. So, please read all regulations carefully.

一:适用范围说明: 本条款适用于永欣光所有产品。凡通过正规渠道购买的产品出现品质异常, 均享受本公司提供的售后服务。但以下情况除外:

I .Conditions

This regulation will be applied to all the products from Forever-light. You could enjoy our after-sale services if you buy products through formal channels except the following conditions.

1. 使用时人为造成的产品损坏;
1. Defects or damaged by human resulting when using the products.
2. 未经双方协商授权, 擅自对产品维修或改动;
2. Products repaired and altered before both of us consulted and authorized.
3. 因错误操作和安装、不正确使用、意外事故或其它不可以抗力而引起的损坏
3. Defects or damage from improper operation and installation, misuse,accident or force Maureen.
4. 无有效购买凭证或提供不符合永欣光生产的产品信息;
4. Without valid receipt of purchase or provide in congruent product information with Forever-light.
5. 其他非产品本身质量缺陷引起的异常情况
5. Other defects did not caused by the quality of product.

二:品质承诺: 永欣光秉承"客户至上, 服务第一"的宗旨, 为客户提供满意的售后服务。对



于本公司生产之产品，按公司不同类别产品我们承诺提供2—3年保修期，在此期间公司可提供免费保修和有偿保修服务。具体条例如下：

II. Quality Assurance

Forever-light takes the principle of “Customer First, Service Superior” to satisfy our customers in after-sale services. According to different types of our products, we promise to offer 2-3 years warranty period, in which we provide either free or paid guarantee repairs. Detailed items as followed.

1. 从产品购买之日起3个月内，如产品出现客观存在的质量问题，可换全新产品或免费部件；
1. If our products have some existence quality problems within 3 months since the date of purchasing, customers can change new product or free components to replace.

2. 产品购买之日起第4个月后保修期内；

2. Warranty period after the 4th month of purchasing date.

2.1 24个月内如 LED 电源设备出现异常致使产品不能正常工作的公司免费提供新电源进行更换维修，更换方式可按具体情况协商而定；

2.1 Within 24 months, if the LED light power occurs some abnormal issues to make our products cannot work normally, we will offer free new power to renew and repair. Changing method can be consulted and determined by particular cases.

2.2 36个月内如 LED 光源出现光通量严重衰减或死灯的，公司可免费提供新光源进行更换维修，更换方式可按具体情况协商而定；

2.2 Within 36 months, if the LED occur serious faded or cannot work, freely offered newly light source to renew and repair by us. Changing method can be consulted and determined by particular cases.

注：光通量衰减率及 LED 其他参数相关的评估需以 LED 本身的各项工作条件为依据；点亮工作时间按每天不超过12小时计算；

Note: Led depreciation ratio and other parameters related evaluations should consider the working conditions of LED light and working time calculated within 12 hours per day.

3. 超出保修期以外的产品，公司可提供有偿维修服务；

For the products exceed warranty period, we can offer paid maintenance services.

4. 在保修期内的产品，如因停产或损坏程度已无法维修及其他特殊原因无法提供同型号产品时，公司提供不低于原产品的同档次新产品或更高级新产品更换，但需补足差价，差价按产品正常购买报价产生。注：同档次指技术规格方面，与售价无关，下同；

Within the warranty period, if the same type product can't be offered for stopping production, damaged condition causes to not be repaired or other factors, we can provide new products with same level or higher level to replace. The price gap, which generated from the price of normal buying, should be complemented.

Notice: the same level means technique and specification but not related with price, the same as below.

5. 超出免费保修期的产品，如因其他原因产品损坏程度严重、无配件供应或其他不可控因素导致无法维修的，公司不再提供维修服务；



Exceed free warranty period, if products with serious damage ,lack of accessories supply or other uncontrollable factors causes to not be repaired, we will no longer offer maintenance service.

6. 客户更换或维修产品后，享受服务的日期仍按原购买之日计算；

After renew and repair, warranty service period still accords to the originally purchasing date.

7. 以上产品保修服务条款实施细则应建立在尊重事实，充分考虑供用双方对实际问题协商的具体处理方案；

The above products warranty terms of service implementation should be established in the respect of facts, give fully consideration to the practical problem with both sides for negotiation of the specific treatment scheme.

三:声明:

III:Statement

1. 如有其他有关售后服务之条例、条例与本条例冲突的，按照本条例执行。

If there are any other regulations which collide with this one, carry out by this one.

2. 如本条例之内容与国家法规有冲突的，按国家法规执行。

If the contents of this regulation are against the law, carry out according to the law.

3. 本条例之修订、解释权归永欣光电子有限公司所有。

The right of revising and interpret to this regulation belongs to Shenzhen Forever-Light Electronics CO,LTD.

4. 本条例之发布之日起开始执行

This regulation is carried out at the same time of the date of promulgation.

5. 本条例仅适用于永欣光2011年6月1日以后的产品。

This regulation is only applicable to products which are ordered after June 1, 2011.