

Product Warranty Service Policy

Scope of application: Products of Xiegu and VDUNELE

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I. Foreword

We hope you are satisfied with the new equipment. Chongqing Xiegu Technology Co., Ltd. (hereinafter referred to as Xiegu) has formulated the after-sales service policy for Xiegu/VDUNELE products in accordance with Chinese laws and regulations related to the protection of consumer rights and relevant policies of Xiegu. You may carry out refund, exchange or maintenance according to this policy. Xiegu will provide you with relevant services.

1. Warranty Products

This service policy is only applied to Xiegu/VDUNELE products and accompanying accessories sold by Xiegu's officially designated dealers. For products sold by any third-party platform authorized by Xiegu, only in-warranty maintenance service will be provided. For refund and exchange services, please contact your dealer for treatment.

2. Agreement on Terms

Entry	Description
Accessories	Substitutable and non-functional devices. When missing, the independent use of the product will not be affected. For example, data cable, hand microphone, charger, etc.
Component	Functional devices. When missing, the product cannot work normally.
Host	Combination of the full set of functional devices.
Complete machine	Combination of the full set of accompanying accessories and the host.

II. Warranty Services for Transceiver

Consumers may directly contact any dealers authorized by Xiegu. They will offer you with assistance and let you enjoy the professional inspection and maintenance services of Xiegu.

1. Period of Warranty

The period of warranty of the transceiver and its accessories (if any) is as follows:

Category	Model	Sub-category	Warranty Duration
Host	G90/G90S	Host	18 months
	X5105		18 months
	X6100		18 months
	G106C		12 months
	XPA125B		12 months
	GNR1		12 months
	GSOC		12 months
Packing accessories (if any)	USB universal data cable		3 months
	Charger		3 months
	Power cable		3 months
	Built-in battery pack		3 months
	Multifunctional digital hand microphone (including connecting line)		3 months
	Special control cable		3 months

2. Supported Warranty Certificates

Consumers may contact VDUNELE's after-sales service department with any of the following warranty certificates to obtain the warranty services:

Warranty Certificate	Description
Paper and electronic invoices	The start date of the product warranty shall be subject to the issue date of the machine purchase invoice. If the last date of the valid warranty period is in a statutory holiday, the day after the holiday shall be taken as the last date of the valid period.
The invoice and the product warranty card are lost and other valid evidence like invoice stub or the copy of the invoice (or stub) cannot be provided.	The start date of the warranty shall be 60 days after the ex-factory date shown in the SN on the body of the host.

3. Warranty Policy

Warranty Policy	Description
7-day free refund, exchange and warranty	Within 7 days (including 7 days) from the date of purchase, in case the host incurs any functional fault not because of non-human damage, you may refund one-off as per the price indicated on the invoice, or replace the product with one of the same model and specification, or choose free maintenance.
15-day free exchange and warranty	Between the 8 th day and the 15 th day (including the 15 th day) after the date of purchase, in case the host incurs any functional fault not because of non-human damage, you may replace the product with one of the same model and specification, or choose free maintenance.
In-warranty maintenance	During the warranty period, in case the host incurs any functional fault not because of non-human damage, you can enjoy free maintenance services.

4. The Following Isn't in the Scope of Free Refund, Exchange and Warranty

- 1) Damage caused by transportation, loading or unloading during refund, exchange, or the sending for maintenance.
- 2) Damage caused by the modification, disassembly and maintenance unauthorized by Xiegu.
- 3) Product damage caused by accidental factors or human actions. For example, liquid inflow, falling damage, inappropriate input voltage, excess squeezing, mainboard deformation, etc. For power adapter, apparent damage from hard object, cracks, broken supporting foot, serious deformation, damaged power cord, broken wire, bare core, etc.
- 4) Product failure or damage caused by the installation, use, maintenance or custody not in accordance with the use instructions.
- 5) The warranty certificate is inconsistent with the product model or is altered.
- 6) Torn or damaged product nameplate, SN barcode, or tamper-proof label that is indistinct and unrecognizable.

- 7) Product out of the warranty.
- 8) Failure or damage caused by force majeure (e.g., fire, earthquake, flood, war, etc.).

III. Commitment of Maintenance Quality

1. Within the scope of warranty, in case of the replacement of the complete machine (excluding accessories), the warranty period for the replaced product shall be re-calculated as per the three-guarantee regulations. In case of any replacement of components, the warranty period for the host shall remain the same. If the remaining warranty period of the host is below 30 days, it shall be deemed as 30 days. The replaced components shall continue the host's remaining warranty period or adopt 90 days of warranty period (whichever is longer).
2. Components or accessories replaced out of warranty are entitled to a 90-day warranty.

IV. Guidelines for Refund, Exchange and Sending to Maintenance

Before the refund, exchange or maintenance, please verify whether the following content is fully prepared:

Warranty Service	Complete host and accessories	Intact package	Invoice (unaltered)	Gift (if any)
Refund	√	√	√	√
Exchange	√	√	√	
Maintenance	√		√	

- For refund and exchange, the user shall make sure the product doesn't have any appearance damage that could affect the resale. The transportation expenses for returning the product shall be undertaken by the user.

1. Before sending the product for maintenance, please back up the product setting data. During the maintenance, it's possible that the personal settings of your product might be lost. Xiegu will protect your individual privacy but won't undertake the liabilities for the damage or loss of personal setting data during the maintenance.
2. When the product is sent for maintenance, it shall receive professional inspection by the after-sales service department of Xiegu. After the fault is verified, Xiegu's after-sales service department will determine the corresponding maintenance scheme. For products in the free warranty, the consumer is entitled to enjoy maintenance, exchange and refund as per this regulation within the valid period of the three guarantees. For product exchange, the replaced broken components shall belong to Xiegu. Products detected to be fault-free will be returned in the same state.
3. If expenses are required because the product doesn't comply with the warranty conditions, the after-sales service department of Xiegu will collect the maintenance fee from the consumer and provide a maintenance report.
4. During the warranty period, the consumer and Xiegu shall respectively undertake the transportation expenses arising from the maintenance.
5. If the consumer sends back the equipment for firmware upgrade, the round-trip transportation expenses shall be borne by the consumer.
6. After-sales maintenance service handling time: Completed within 25 working days upon receiving the maintenance product. If there are national statutory holidays, the time will be postponed correspondingly. In case of very serious fault that requires long-term maintenance, we will contact you or your supplier and inform you of

relevant matters.

7. Before sending the equipment back for maintenance, please attach a note of the fault and leave your delivery address and contact information.

V. Special Announcement

1. The foregoing terms are only applicable to the Xiegu/VDUNELE products sold by dealers authorized by Xiegu.
2. Xiegu won't take any responsibility for other commitments made by the dealers to you that are not in the scope of this warranty service policy or any gifts given by the dealers.

End.