

1. Warranty

- 1.1 NVC Robotics, provides 12 months' warranty service. Warranty period may vary by country and is subject to local laws and regulations.
- 1.2 The warranty period starts from the date when the system records the activation of the product.
- 1.3 Please refer to the attached Warranty Period Table of Products for the warranty scope of main components.

2. Maintenance Services

2.1 In Warranty

NVC Robotics and Pudu Robotics will honor the warranty for end-users, within following conditions are met:

- a. The products are within the specified warranty period;
- b. The products are normally used, without man-made quality problems;
- c. No unauthorized disassembly, maintenance, no water, foreign matters, no collision, fall situation happened etc.;
- d. Product serial number, factory label and other marks are not torn or altered.

NVC Robotics will not provide free warranty to the end-users within following conditions:

- a. The product has exceeded the warranty period;
- b. Product serial number, factory label and other marks are torn or altered and cannot be identified;
- c. Collision, burning and quality problems caused by foreign matter (water, oil, sand, etc.) and not the quality problems of the product itself;
- d. Damage caused by unauthorized modification, dismantling, shell opening and maintenance under unofficial guidance;
- e. Damage caused by improper installation, use, charging or storage without following the instructions;
- f. Damage caused by use in excess of safe deadweight;
- g. Faults of accessories or parts other than major warranty parts
- h. Faults and damages caused by force majeure (such as earthquake, fire, war, etc.).

2.1 NVC Robotics will charge the end-user for the service when the warranty condition is not met. The charging standard is **150 USD** per hour per person + the part cost (travel and accommodation fees are not included. The actual expenses shall be paid by the end-user).

3. Out of Warranty

NVC Robotics will not provide free warranty for end-users beyond warranty period under any condition.

4. Extended Warranty

1. The extended warranty services can be purchased at any time during products' warranty period. It is not allowed to purchase extended warranty for products beyond warranty period. After the purchase, the warranty period of the product will be extended for 1~4 years. During the extended warranty period, the product quality problems will be repaired free of charge. The product failure caused by human factors or other non product problems does not belong to the extended warranty scope.
2. The extended warranty price only includes spare parts costs, excluding door-to-door service costs, logistics costs and other costs.

5. Others

6. When the warranty terms are met, and Pudu Robotics determines that it cannot be repaired. Pudu Robotics will replace the products that cannot be repaired, and NVC Robotics will help the customer to replace his/her product. The replaced products will be retrieved by NVC Robotics. **(Shipping and handling costs must be bear by the customer).**

7. Value Added-Services (Only in Warranty Period)

NVC Robotics provides 2 free one-hour training sessions. The training contents include knowledge of robot hardware, software systems, installation methods, troubleshooting methods, etc. NVC Robotics further provides relevant technical documents. The charging standard is **75** USD per hour when exceeding the 2 free training sessions.

8. Remote Technical Support

NVC Robotics provides free remote technical support from Monday to Friday, (10:00 am to 04:00 pm EST), including software update, remote troubleshooting and online Q&A.

9. System Setting Policy

Robot resetting/remapping/reinstallation is not included in any warranty or extended warranty plan. The charging standard is **300** USD per remote service, **1000** USD per on-site service. *Accommodation fee and flight costs are included.

10. Return Policy:

Once the product is sold, it cannot be returned under any circumstances. No refunds will be provided for termination. This policy applies to all purchases and leases of our products and services. Leasing customers are required to continue making payments during the leasing process, regardless of any circumstances that may arise.

11. Contact Information

Please contact NVC Robotics technical support to solve your after-sales problems.

- NVC Robotics Technical Support Email: support@nvcrobotics.com
- NVC Robotics Hotline: +1 877-682-7626
- NVC Robotics Website: www.nvcrobotics.com
- Working hours: Monday to Friday 10:00 am to 04:00 pm EST, United States

***The final interpretation right of this policy belongs to NVC Robotics USA LLC.**

12. Attachment

Main Parts and warranty period of Swiftbot

Product	Main parts	Warranty period
SwiftBot	TP LCD display	12 months
	Mic module	12 months
	Pinboard	12 months
	Control board	12 months
	Power management board	12 months
	Door control panel	12 months
	Debug converter board	12 months
	Fan module	12 months
	Visual sensor module (RGBD+RGB)	12 months
	Lidar module	12 months
	Hub motor	12 months
	Door motor	12 months
	Galvo projection	12 months
	4G module	12 months
	Emergency stop switch	12 months
	Audio	12 months
	Bottom chassis front module	12 months
	Universal wheel	No warranty
	Dish Cabinet	03 months
	Tray	12 months
Battery	12 months	
Charger	12 months	
Charging pile	12 months	

	Drop-proof PCBA	12 months
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13. Extended Warranty Period Table

Model	1st year extended expense	2nd year extended expense	3rd year extended expense	4th year extended expense
SwiftBot	\$2920	\$3120	\$3320	\$3600

(For example: purchase Swiftbot 3 years extended warranty, fee is $\$2920 + \$3120 + \$3320 = \9360)