

OLYLIFE Product After-Sales Service Policy

OLYLIFE provides the following after-sales service procedures for malfunctions of products sold. The details are as follows:

I. Solutions for Defective Products

Based on the warranty status of the product, OLYLIFE provides the following protection plans:

1. **Products Under Warranty**

- Service: Free repair or replacement services for functional failures not caused by human error or external force.

o Note: Normal aesthetic/cosmetic depreciation, wear and tear, or physical breakage are not covered.

- Reminders:

o Please return the defective product to the company's designated address (contact After-Sales Customer Service to confirm the specific address). Shipping costs and logistics risks shall be borne by the member.

o Before shipping, you must communicate with customer service and complete after-sales registration. OLYLIFE is not responsible for any risks, damages, or losses resulting from shipments that have not been properly registered.

Our Commitment: Upon confirming receipt of the defective product, OLYLIFE will be responsible for repairing or shipping a replacement unit. Shipping costs for the repaired or replacement unit will be covered by the company.

2. **Out-of-Warranty or Other Failures**

- Service: Paid repair services are available. Please consult After-Sales Customer Service for specific costs.

- Reminders:

o Please return the defective product to the designated address. Shipping costs and logistics risks shall be borne by the member.

Before shipping, confirm registration and repair fees with customer service. Any unregistered shipments are at the member's own risk.

- Our Commitment: Under normal circumstances, repairs will be completed, and the product returned within 30 working days of receipt.

II. Warranty Period Standards

The warranty period is calculated from the system dispatch date:

Product Category	Warranty Period	Remarks
Registration & Upgrade Zone	365 Days	Based on system dispatch date
OlyMall / Repurchase Zone / Accessories	183 Days	Based on system dispatch date
Replacement Unit	Remainder OR 90 Days	Original warranty > 90 days: remains the same. Original warranty ≤ 90 days: 90 days provided.
Repaired Unit	90 Days	Calculated from the date the repaired unit is shipped.

III. Special Clauses & Notices

Accessories: Only replacement services are provided; consult customer service for details.

- Address Restrictions: Modifications to shipping addresses for after-sales service are limited to the original country/region of the order. Please contact customer service personnel for confirmation of the modification and the updated address.

- Gift Policy: Promotional gifts are not eligible for free replacement or service; repair fees will apply if needed.
- Unauthorized Disassembly: Any unauthorized disassembly will automatically void the warranty.
- Arrival Verification: Please inspect your product(s) within 14 days of dispatch. In the event of any damage or missing components, a complete unboxing video must be provided for claim processing. Please be advised that any requests submitted after this 14-day window will be treated as paid services.

Support Channel: > logisticcs@olylifeint.com (Please attach your video evidence in the email).

- Serial Number (SN): If the SN is altered, defaced, lost, or illegible due to human factors, the product will not be eligible for free replacement or service.
- Personal Data: If you believe that the product submitted for repair contains your personal data or sensitive information, please back it up or dispose of it in advance. The repair process may inevitably cause damage to or loss of any stored data (if applicable). We will protect your personal privacy, but OLYLIFE assumes no responsibility for any damage to or loss of personal data or sensitive information that may occur during the repair process.
- Ownership of Parts: All defective parts or units replaced during service become the property of OLYLIFE.

IV. After-Sales Service Process

After-sales Service: aftersalecs@olylifeint.com

1. Application Submission

To ensure prompt processing, please provide the following information for After-Sales Customer Service:

- ① Member ID: The correct account associated with the products.

② Description of Malfunction: A brief explanation of the details of the malfunction.

③ Demonstration Video: the demonstration video on malfunction shall satisfy the following standards:

o Complete Process: Show the product from its initial state (before power-on).

o Failure Capture: Clearly record the specific malfunction during use.

o SN Display: Clearly show the Serial Number on the product body at the end of the video.

2. Review & Shipping

- Professional Review: Technicians will review items within 5 working days. If extensive physical testing is required, the process will be extended accordingly. Do not ship before approval.

- Shipping: Ship only the specific faulty part as instructed. If the entire unit is shipped without authorization, any additional shipping costs will be your responsibility.

- Tracking Number: You must provide the tracking number to customer service immediately after shipping.

Reminder: If you fail to follow the above procedures or violate the instructions confirmed with customer service, any resulting risks or losses shall be borne solely by you.

3. Delivery

- Follow-up: Once the defective item is verified, the replacement or repair will begin. The returned item will correspond to the specific part sent in.

V. Contact Information

Please refer to the [Contact Customer Service] section in the Member System.

Contact details may be updated without prior notice. Kindly refer to the information provided in real-time within the system.

VI. Special Declarations

- These After-Sales Service Policy only apply to the [*] product sold within the [Hong Kong Special Administrative Region]
- Any commitments or guarantees made by distributors that are not explicitly stated in the sales contract, written orders, or this policy shall have no binding effect on OLYLIFE and its affiliates.
- This policy is implemented based on the principle of not contradicting the laws and regulations of the Hong Kong Special Administrative Region. If any clause is deemed illegal or unenforceable by a competent authority, that clause shall become void within that scope, and no party may claim damages against OLYLIFE based on such voidance.
- This policy is published on [OLYLIFE.COM](https://www.olylife.com) and updated periodically without prior notice. Please check the website periodically for updates to our policies.
- OLYLIFE LIMITED reserves the right of final interpretation of this policy.

Effective Date: April 2, 2026