

## After Service Instruction

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### Foreword

1. Mildtrans starts the after service from the moment that the customer confirmed our invoice.
2. Mildtrans will keep the commitment during the cooperation. Any request or claim will be responded within 2 hours in working time and 24 hours in no-working time.
3. Mildtrans absolutely will make every effort to provide customers with the highest quality products and services and unwilling to bring our customers any trouble or problem.
4. Mildtrans will take care and take the responsibility according the commitment and the following terms when unfortunately any trouble or problem happend.

### Quotation and Proforma Invoice

1. Mildtrans will check our inventory status and will double check with our supplier if the goods are still on the way to Mildtrans' warehouse before we issue the PI or make the quotation to the customers to be sure all the terms on PI are available.
2. In Mildtrans, all the items in stock are opened to all the sales and customers before any customer confirm the order by deposit or full payment.
3. All the quotations and PIs from Mildtrans is valid for 1-7 days, it depends on different items. For any uncertain items, Mildtrans will remark and remind in advance.
4. In case of any uncontrollable factors, Mildtrans can remove the unavailable items from the quotation or proforma invoice whithout forecast.

### Cancel Order( Partial order or full order)

1. After customer confirm the order by deposit or full payment or clear statement, Mildtrans will start our work internal and external immediately. In this case, if the customer hope to cancell the whole order or partial order, the customer should bear all the loss if any cost occurred.
2. After Mildtrans received the right payment from the customer, Mildtrans should provide

the shipment accordingly. In case Mildtrans have to cancel the whole order or partial order(except the remarked items), Mildtrans should consult with the customer and get his/her understanding or provide 10-100usd discount in this customer's next order.

## **Warranty Period**

1. Due to the fast changing supply and demand situation in this electronic products market, Mildtrans provide longest 90 days warranty to all the items, shipments and customers normally.
2. For any special item that Mildtrans recognizes the necessity to extend the warranty period to reassure the customers, Mildtrans will provide a special negotiated warranty period.

**After service procedure(** See attached Mildtrans After Service Procedure.PDF file)

## **Packing & Documents**

1. We need the trust from all the customers that Mildtrans will pack all the shipments safety and thoughtful with a professional and responsible attitude.
2. Mildtrans prefers to sell the goods cartons by cartons and we will remain the original packing from the manufacturer which was widely recognised as the most safe and appropriate packing. For those mixed items, Mildtrans will use our universal specialized cartons. It means all shipments from Mildtrans will be well packed and marked to avoid damage during the normal logistics.
3. If the buyer required a special packing for his/her shipment(like single independent packaging or complex decoration or labels), the buyer should inform Mildtrans before confirm the order and pay for the extra packing material and working hours.
4. Mildtrans will provide the copies of the original commercial invoice and the packing list for customer's confirmation before delivery. The buyer should inform the sales before the goods are sent out from Mildtrans if the buyer have special requirements on documents. The extra documents cost and documents-fraud- risk will be on buyer's account.

## **Logistics & Freight**

1. The price term from Mildtrans is always ex-work, that means all the price from Mildtrans exclude all the inland or international freight and insurance.
2. Mildtrans is willing to help the buyers to arrange the logistics if the buyers need and request by written authorization. Mildtrans will take the responsibility to confirm the forwarder or carrier and the cost with the customers before delivery. The freight should be prepaid to Mildtrans account and the buyer should undertake the clearance in destination by himself.

## **Warranty Rules**

1. Broken is an external & unrepairable damage, but any broken happened on the way from Mildtrans to client, it depends on what terms in operation between the shipper, receiver and forwarder (Mildtrans will always accept the logistic terms according the customers).
2. Scratch is an external damage also. Solution for scratch is repair, free within warranty period and paid outside warranty period. The double way freight will be all on customer's account. The scratch marks on surface of LCD screens are repairable by changing the polarizing film, but the scratch marks on other products are unremovable and unrepairable.
3. For other external damage( like water immersion, destroy by fire, extrusion, incorrect connecting ect.), Mildtrans is pitiful and helpless. Repair, replace or refund is unvalid.
4. Solution for all the internal breakdown(like parts no response, performed erratically ect.) is repair. If unrepairable, Mildtrans provide replace or refund accordingly. Mildtrans will bear one way freight and the repaire time will various from the fastest 3 days to the slowest 2 months according different quantity and different problems.
5. In case of Mildtrans shipped wrong item to customer, the customer can request for an

exchange or return then refund or an extra discount to handle this wrong shipment, but this claim is valid within the first 7 days after the customer received the goods only. Mildtrans should exchange within 7 days and refund within 3 days after received the returned goods from the customer and tested no any objection. All the freight will be on Mildtrans' account, but the customer need to prepay the return freight and confirm with Mildtrans in advance, Mildtrans will refund the prepaid freight later.

6. In case of the customer found he/she bought wrong item and hope to exchange or return or refund, the customer need to bear all the handling charge, freight and the restocking cost. The actual amount will discussed according the real situation both side.

## **feedback & Advice**

Mildtrans is always on the way to be better, the advice from all our customers is warmly welcomed. Mildtrans will take all the feedback or advice seriously with gratitude.

Mildtrans Industrial Co., Ltd.

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