

Product Warranty & Limitation of Liability Policy

Warranty Coverage & Period

All products from LinkPro shall be free from defects in material and workmanship under normal use and service. LinkPro warrants to the Customer that the Products are free of defects in material and manufacture at the time of shipment.

LinkPro provides a **ONE (1) Year warranty** for the purchased product, which is included in the product price—no need to purchase extra protection plans or additional warranties. The warranty coverage starts on the **date of product shipment**.

Warranty Exclusions

The warranty shall not apply to:

- Products modified or altered by any party other than LinkPro;
- Products subjected to misuse, neglect, improper operation (including to equipment shells and power supplies), improper storage, improper handling, improper installation, or accidental damage;
- Damage caused by natural disasters (such as impact, fire, lightning, flooding) or human negligence.

LinkPro's Obligations & Liability

Core Obligations

Under this warranty, LinkPro's exclusive obligation (at its sole option) is to:

- Repair the defective products and return the repaired Products to the Customer or the Customer's designated person;
- Supply replacement products free of charge (shipped via FOB origin or FCA factory, as appropriate);
- Refund the customer the purchase price paid for the defective products;
- Grant credit for the value of defective products in installment sales.

LinkPro will complete the above obligations within a reasonable time after receiving written notification of the defect and the returned defective Products unless LinkPro written notice customer to scrap the defect product in customer's place. Save as prohibited by the applicable law, the Customer

shall have no other remedies whatsoever against LinkPro.

Additional Terms

- LinkPro will not reimburse or make allowances for any labor charges incurred by the customer for product replacement or repair unless such charges are authorized in advance in writing by LinkPro.
- During the warranty term, LinkPro will cover the **round-trip freight** for repairing or replacing products that qualify under the warranty terms.

Limitation of Liability

To the extent allowed by the applicable law, the warranty herein is made in lieu of all warranties, expressed or implied, including the implied warranties of merchantability and fitness for purpose.

Save as prohibited by the applicable law, LinkPro SHALL NOT BE RESPONSIBLE OR LIABLE FOR ANY LOSS OR DAMAGE, DIRECT, INCIDENTAL, OR CONSEQUENTIAL, ARISING OUT OF THE USE OF OR THE INABILITY TO USE THE PRODUCTS. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, LinkPro SHALL NOT BE RESPONSIBLE OR LIABLE FOR ANY LOSS OR DAMAGE CAUSED BY FIRE, STRIKE, CIVIL OR MILITARY AUTHORITY, GOVERNMENTAL RESTRICTIONS OR CONTROLS, INSURRECTION OR RIOT, RAILWAY, MARINE OR AIR EMBARGOES, LOCKOUT, TEMPEST, ACCIDENT, BREAKDOWN OF MACHINERY, DELAY IN DELIVERY OF MATERIALS BY OTHER PARTIES OR ANY OTHER CAUSE WHICH IS UNAVOIDABLE OR BEYOND ITS REASONABLE CONTROL.

Warranty Claim Conditions & Procedures

Claim Conditions

To be eligible for warranty coverage, the customer must:

- Provide immediate written notice of any defect to LinkPro (notice must be delivered within ONE (1) year from the date of product shipment);
- Grant LinkPro access to the defective products, relevant records, and data;
- Return the defective Products to LinkPro as required;
- Have the claim validated by LinkPro's inspection in accordance with the terms of this warranty;
- Include LinkPro's Return Material Authorization (RMA) with any returned products (no returns will be accepted without an RMA).

How to File a Claim

You can file a warranty claim 24/7 by emailing LinkPro's customer support department with details of

the problem and your order number (for customers) or relevant transaction information (for Distributors).

Special Provisions & Conflict Resolution

Similar conditions of sale to the above are noted on applicable Product's price pages, catalog pages, specification sheets, technical data sheets, labels and invoices. Some Products may contain modifications or special warranty provisions, limitations or disclaimers.

In the event such modifications or special provisions are in conflict with the terms of this Policy, the provisions shown on the Product's label and literature shall prevail. Provided that, for the avoidance of doubt, if any of such modifications or special provisions is held to be void or unenforceable by any competent court and which decision is binding on LinkPro, the remaining terms of this Policy shall remain applicable.

FAQs

Q1: How can I get LinkPro's One Year Warranty?

A1: The One (1) Year warranty is included in the product price. No additional purchase of protection plans or warranties is required.

Q2: When does the warranty coverage start?

A2: Coverage begins on the date of product shipment.

Q3: How do I file a warranty claim?

A3: You can submit a claim at any time (24/7) by emailing our customer support team, including details of the issue and your order number (for customers) or relevant transaction information (for Distributors).

Q4: Do I have to pay for shipping costs for warranty repairs/replacements?

A4: No. During the warranty term, LinkPro covers the round-trip freight for products that meet the warranty requirements.

Q5: Is the warranty applicable if I modify the product myself?

A5: No. The warranty does not apply to products modified or altered by parties other than LinkPro.

Q6: Are there any implied warranties for the products?

A6: To the extent allowed by applicable law, this warranty replaces all expressed or implied warranties, including the implied warranties of merchantability and fitness for a particular purpose.