

Livox After-sales Service Policy

I. Overview

(1) These Livox After-Sales Policies (these “Policies”) only apply to Livox products you purchased from Livox authorized retailers for your own use and not for resale.

(2) By purchasing the Livox product, you agree to be bound by these Policies.

II. What is Covered

Under this Limited Warranty, Livox warrants that each Livox product that you purchase will be free from material and workmanship defects under normal use in accordance with Livox’s published product materials during the warranty period. The warranty period starts from the purchasing date on the proof of purchase.

III. How to Obtain Warranty Service

If a product does not function as warranted during the warranty period, you may obtain after-sales service by contacting Livox.

After-sales services may not be provided, and After-sales Policy may be different in some areas. Additional charges may apply outside of Livox’s service areas. Please contact Livox for information specific to your location.

IV. What to do Before Obtaining After-sales Service

Before obtaining after-sales service, the following steps must be taken:

- √ Please follow the Livox’s service process.
- √ Backup all data contained on your product or make sure the data is safe.
- √ Remove all data, including confidential information, proprietary information, and personal information, from the product. Or, if you are unable to remove any such information, modify the information to prevent its access by another party or so that it is not personal data under applicable law. Livox shall not be responsible for the loss or disclosure of any data, including confidential information, proprietary information, or personal information, on a product returned or accessed for warranty service.
- √ Provide Livox with all system passwords, if necessary.
- √ Provide Livox with sufficient and safe access to your product, so Livox can provide service as needed.
- √ Remove all additional parts, alterations, and attachments not covered under warranty.
- √ Ensure that the product or part is free of any legal restrictions that prevent its replacement.
- √ If you are not the owner of a product or part, obtain authorization from the owner for Livox to provide warranty service.

V. Return & Refund Service, Replacement Service, and Warranty Repair Policy

1. Warranty Repair Policy

You can apply for product repair service if the under warranty product has a manufacturing defect. The warranty period starts from the purchasing date on the proof of purchase.

1.1 You can request Warranty Repair Service where:

- √ A valid proof of purchase or receipt is provided.
- √ The under warranty product has been used normally, and the damage is caused by a manufacturing defect.

Both of the above conditions must be met for the product to qualify for the warranty service.

1.2 What This After-Sales Policy Does NOT Cover:

- × Legal proof of purchase, receipts, or invoices are not provided.

- × Product labels, serial numbers, waterproof marks, etc. show signs of tampering or alteration.
- × Damage caused by improper installation, incorrect use, or operation not in accordance with official instructions or manuals.
- × Damage caused by unauthorized modification, disassembly, or shell opening not in accordance with official instructions or manuals.
- × Any loss or damage caused by collision and burning if the product has no manufacturing defect.
- × Damage is caused by uncontrollable external factors, including floods, fires, earthquakes, lightning strikes, etc.
- × The product has been stolen, or it is missing.
- × The product is damaged during transportation.
- × Other circumstances stated in this policy.

2. Return & Refund Service

Within seven (7) calendar days of the purchasing date on the proof of purchase if the product has a manufacturing defect.

Within seven (7) calendar days of the purchasing date on the proof of purchase, if the product has no manufacturing defect, the packaging, accessories, complimentary products, and user manuals are intact and not damaged, the product has not been activated, and the second sale will not be affected.

3. Replacement Service

You can apply for the replacement service within 15 calendar days from the purchasing date on the proof of purchase if the product has a manufacturing defect.

Return & Replacement Service will not be provided in any of the following circumstances:

- × It exceeds the time limit for return or exchange.
- × A legal proof of purchase, receipt or invoice is not provided or is reasonably believed to have been forged or tampered with.
- × A product sent to Livox for Return & Refund Service does not include all original accessories, attachments or packaging, or any item is not in new or like-new condition, i.e., with cracks, dents or scratches.
- × When applying for the return service, the product is found to have no defects after all appropriate tests are conducted by Livox.
- × Any fault or damage of the product is caused by unauthorized use or modification of the product, including exposure to moisture, entry of foreign bodies (water, oil, sand, etc.) or improper installation or operation.
- × The product's serial number, product's label, etc. show signs of tampering or alteration.
- × Damage is caused by uncontrollable external factors, including floods, fires, earthquakes, lightning strikes, etc.
- × Other circumstances stated in this policy.

4. Essential Information

√ The warranty period for Return & Refund Service, Replacement Service, and Warranty Repair Service may vary with respect to your product, the part experiencing issues or the country of purchase. Please refer to your local after-sales service, laws, and regulations for the warranty period for your product.

√ Livox will examine the returned product(s) to identify the problem. If the problem is within the scope of the warranty, Livox will bear the cost for materials, service, testing, and return shipment of the product(s). If the problem is not within the scope of the warranty, Livox will charge for the cost of materials, service, testing, and shipment of the product(s).

√ Make copies of all the data contained on your product before shipping as the data may be lost during the repair process.

√ Your product may be repaired or replaced during the repair process, and the serial number may be changed.

√ All warranty replacements/repairs are guaranteed for 90 days or until the finish of the originally purchased parts'

original warranty period, whichever period of time is greater.

√ Customers can obtain warranty service only at a designated Livox repair center in the region where they purchased the product. However, depending on part availability, customers can obtain cross-regional repair service at an additional charge.

√ If the customer provides the wrong delivery address or the recipient refuses to receive the product, then the cost must be borne by the customer.

√ To guarantee your legal rights, please check whether your product is intact (check whether any damage has occurred to your product during transportation) when signing for it.

VI. Limitation of Liability

When receiving service, Livox is responsible for loss or damage to your product only while it is in Livox's possession or transit, if Livox is responsible for transportation.

Livox is not responsible for loss or disclosure of any data, including confidential information, proprietary information, or personal information, contained in a product.

Under no circumstances, and notwithstanding the failure of essential purpose of any remedy set forth herein, shall Livox, its affiliates, suppliers, resellers, or service providers be liable for any of the following even if informed of their possibility and regardless of whether the claim is based in contract, warranty, negligence, strict liability or other theory of liability: 1) Third party claims against you for damages; 2) Loss, damage or disclosure of your data; 3) Special, incidental, punitive, indirect or consequential damages, including but not limited to lost profits, business revenue, goodwill or anticipated savings. In no case shall the total liability of Livox, its affiliates, suppliers, resellers, or service providers for damages from any cause exceed the amount of actual direct damages, not to exceed the amount paid for the product.

The foregoing limitation does not apply to damages for bodily injury (including death), damage to real property or damage to tangible personal property for which Livox is liable under law.

As some states or jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, the above limitation or exclusion may not apply to you.

VII. Warranty Period

Product	Warranty Period
Livox Mid-40	12 Months
Livox Mid-100	12 Months

*The warranty period varies based on the local laws and regulations.

Livox reserves the right of final explanation to the above policies.