

## **Htek Warranty Agreement**

Htek warrants that Htek manufactured equipments will materially function in accordance with Htek' s **product specifications (brochure & product specification documents)** under normal use and service for a period of **TWELVE (12)** months. All equipments are warranted from the ship date.

Htek will, at its option, repair or replace equipment that proves to be defective during the warranty period. The freight for delivery back shall be in charge of by the purchaser, and Htek shall in charge of the freight for delivering the repairing or replacing equipments to the purchaser.

This warranty shall not apply to defects originating from, but not limited to, the following:

- **Improper maintenance or operation by the purchaser;**
- **Modification or misuse by the purchaser;**



## EXHIBIT A

### RMA Policy

Htek offers 24 months limited hardware warranty. This warranty assures customers that the product will conform to its published specifications and will be free from factory defects at the time of delivery and for a period of 24 months thereafter.

We will attempt to repair or replace the defectives. For purchaser, please aggregate defectives to 10 units or more before exchanging (Can discuss).

If customer opens product casing, manufacturer warranty becomes void. All warranty exchanges must be approved with a Return Material Authorization (RMA) number. Please fill out form below and wait for approval before shipment. Our account manager will send RMA number to you after receiving your Product Return Form.

Include the following information with your return package:

RMA number

Sender contact information

Please send return products to:

5th Floor, 1st Building, Huashen Tech Park, No.10 Huashenmiao, Yuhuatai Dis. Nanjing, 210012, China

#### Htek Technology Product Return Form

Customer Information			
Your Name:		Company:	
Phone:		E-mail:	
Country:		Address:	
Product Return Information			
Product Model	Quantity	Reason for return	
(1)			
(2)			
(3)			
(4)			
How do you want us to handle your return			
A: In-house Credit to be applied on future order		B: exchange	
Other comments or suggestions			

Nanjing Hanlong Technology Co.,Ltd