



Date of enactment: April 1, 2023

Warranty Regulation of HERUTU ELECTRONICS CORPORATION

This regulation (hereinafter referred to as the "Regulation") is for post-shipment warranty provided by HERUTU ELECTRONICS CORPORATION (hereinafter referred to as the "Company") so that you can use the Company's product you have purchased with confidence. The Regulation does not apply to special order products (custom products). In addition, purchased products shall be subject to the relevant manufacturer's warranty regulations, and the Regulation shall not apply.

Please note that in the event that the product you purchased comes with an instruction manual that describes the Company's old repair regulation, the latest Regulation will still apply.

1. Warranty period

Unless otherwise specified, the warranty period shall be "up to thirteen months from the date of shipment of the product by the Company". During the warranty period, the Company will replace the product with a new one or repair it free of charge in accordance with the provisions of the Regulation.

In addition, if a failure occurs during the warranty period due to the Company's responsibility and the product with the failure (hereinafter referred to as the "Product") is replaced with a new one or repaired free of charge, the warranty period of the Product will be "thirteen months from the date of initial shipment of the Product, or six months from the date of shipment of the Product that has been replaced or repaired, whichever comes later".

The warranty period for paid repairs shall be in accordance with the provisions of the Company's repair regulation.

2. Warranty scope

If a failure occurs during the warranty period due to the Company's responsibility, the Company will replace the product with a new one or repair it free of charge.

Even within the warranty period, the warranty does not apply in the following cases:

- A) In the event of failure or damage caused by improper handling by the customer, such as dropping or impact during transportation or movement by the customer
- B) In case of failure due to disassembly or modification of the main unit by the customer
- C) In case of natural disasters such as fires, earthquakes, floods, and in case of failure or

damage due to abnormal voltage

- D) In case of failure caused by failure of equipment other than the Company's designated equipment connected to the Product
- E) In case of failure of the Product's accessories (AC adapter, antenna, connection cable, etc.)
- F) If damage is caused by the failure of consumables or limited-life parts included in the Product:
 - 1. Consumables: Batteries (rechargeable, batteries, dry batteries, button batteries, etc.), recording media (SD cards, etc.)
 - 2. Limited-life parts: Various switches (limit switches, push button switches, etc.) and various sensors
 - 3. Other items that are worn out or have a service life due to useIf consumables or limited-life parts fail, we will replace or repair the parts for a fee.
- G) In case of failure caused by handling contrary to the usage and precautions described in the instruction manual of the Product
- H) If repaired, adjusted, or improved by elsewhere other than the Company
- I) If the Company is unable to reproduce the failure

3. About repair of the Product

Please note that repairing the Product requires equipment such as measuring instruments and tools, so the Company will handle it as a pick-up repair service at the Company.

4. About the shipping cost for replacement or repair of the Product

Shipping charges for sending the Product to the Company or a distributor, as well as shipping charges for sending the Product that has been replaced or repaired by the Company or the distributor to the customer, will be borne by the Company or the distributor.

5. Disclaimer

The Company is not responsible for any direct or indirect damages or monetary loss caused by failure of the Product or its use.

6. Additional notes

Please note in advance that the information of the Product described on the Company's website and in the catalogs, instruction manuals, technical materials, and other materials provided by the Company are subject to change without notice to customers.