

# Progeasy 3 Warranty Policy

## 1. Warranty Period

### 1.1 Returns and Exchanges

Products can be returned or exchanged within 30 days of purchase if they experience a performance failure not caused by human actions.

### 1.2 In-Warranty Repair

Within one (1) year from the date of purchase, products exhibiting performance defects not caused by customer misuse are covered under warranty and can be returned to the manufacturer for repair.

### 1.3 Out-of-Warranty Repair

For products exceeding one (1) year from the date of purchase, any failures not caused by customer misuse are subject to a repair fee when submitted for service.

### 1.4 Warranty Start Date

The warranty period begins on the shipment date as recorded in ZHONO' s ordering system, tied to the corresponding serial number (SN), which can be found on the product label.

## 2. Terms and Conditions

2.1 Unauthorized repair or modification of the product is prohibited. In such cases, ZHONO reserves the right to deny after-sales service.

2.2 ZHONO reserves the right to charge repair fees in the event of damage caused by customer misuse or mishandling.

2.3 ZHONO reserves the right to deny after-sales service for products lacking valid ZHONO order records or alternative proofs of purchase.

2.4 Before returning products for exchange or repair, please check and verify all accessories are included and confirm return requirements and specifications with your ZHONO sales representative.

## 3. Additional Provisions

The following conditions are not covered by the warranty:

3.1 Damage caused by accidents or misuse, including liquid exposure, accidental or intentional drops/falls, incorrect voltage input, excessive force, or mainboard deformation, is not eligible for a free refund, replacement, or warranty service. In such cases, ZHONO reserves the right to deny after-sales service or charge repair fees.

3.2 Malfunctions caused by improper installation, operation, maintenance, or storage are not eligible for a free refund, replacement, or warranty service. ZHONO reserves the right to deny after-sales service or charge repair fees.

3.3 Failures caused by force majeure (manmade and natural disasters such as fire, earthquake, flood, etc.) are not eligible for a free refund, replacement, or warranty service. ZHONO reserves the right to deny after-sales service or charge repair fees.

## Special Notes

This warranty policy applies to the Progeasy III device purchased from ZHONO or authorized ZHONO distributors.