

Vilion MA1000K30&MA1000K60

After sales Service and Warranty Description

1. Introduction:

Vilion (Shenzhen) New Energy Technology Co., Ltd. (hereinafter referred to as the Company) is committed to providing customers with high-quality products and excellent after-sales service. This document aims to clarify the after-sales service terms, warranty policies, and your legal rights under the Australian Consumer Law for our products exported to the Australian market.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

2. After-sales Maintenance and Warranty Instructions:

2.1. Quality Assurance Statement:

The quality assurance of products of Vilion (Shenzhen) New Energy Technology Co., Ltd. (hereinafter referred to as the Company) is provided by the Company, covering quality defects caused by processes and materials in the "products".

2.2. Quality Assurance Period:

The quality assurance period of the product is determined by the warranty period in the business contract signed and effective by both parties. Unless otherwise agreed in writing, the



above warranty period shall commence from the date on which the user receives the product and signs the delivery receipt.

2.3. Quality Assurance:

For products that malfunction during the warranty period, users should provide relevant proof of purchase, and our company will provide free repair or replacement. If the company or its designated partner repairs or replaces the faulty product, the warranty period will continue until the remaining part of the original warranty period.

2.4. Handling of Faulty Products:

The ownership of the faulty product after replacement belongs to our company, and users should properly store the faulty product; For products that need to be repaired, users should be given reasonable and sufficient time. Our company will complete the repair of the faulty product as soon as possible. We sincerely apologize for any inconvenience caused.

2.5. After the following situations occur, our company has the right not to provide quality assurance:

- Damage during transportation or storage;
- Operating under harsh conditions other than those specified in the product manual;
- Improper use or failure to comply with installation, commissioning, operation or maintenance instructions (i.e. not in accordance with the product manual);
- Unauthorized disassembly, alteration, or attempted repair of the product;
- Failure to comply with applicable safety standards and regulations;
- The original identification (trademark, serial number) is soiled, altered, or removed;
- Used as a component of other products explicitly guaranteed by other



manufacturers;

- Due to force majeure, including but not limited to: fire, flood, earthquake, storm damage, overvoltage, lightning strikes, etc;
- Exceeding the warranty period;

If the product malfunctions caused by the above reasons require repair or replacement services, our company's user service center can provide paid repair or replacement services after judgment.

3. Obtain After-sales Service and Warranty Support:

3.1. Australian Suppliers

If you are unable to resolve the issue through a retailer or wish to contact us directly, please contact PCS Australia authorized service partners through the following methods:

Service Hotline: +61 475 289 998 (within Australia)

Service Email: service@phnxx.io

Online Support Portal: <http://www.phnxx.io/support-portal>

3.2. Vilion (Shenzhen) New Energy Technology Co., Ltd.

Service Hotline: +86 0755-89454625

Service email: Contact@szweilan.com

Online support portal: <https://www.szvilion.com/>

3.3. Provide information

When contacting our service team, please be prepared to provide:

- Your name, contact information, and delivery address.



- Product model and serial number.
- Clear photos or copies of purchase receipts (such as invoices or receipts).
- A detailed description of the product malfunction.
- If possible, provide photos or videos of the malfunction.

Our customer service team will guide you through the subsequent fault diagnosis process.

3.4. Out of warranty services

For products that have exceeded the manufacturer's warranty period, we will continue to provide paid repair services. Please contact our service team for a quote.

3.5. Disclaimer

This policy document constitutes PCS' full commitment to product quality and service, and supersedes all previous verbal or written communications. Within the scope permitted by law, PCS shall not be liable for any indirect, incidental, or consequential loss or damage.

Thank you for choosing our products!

