

## After-sales service policy V2.0

### 1. Warranty

- 1.1 Shenzhen Pudu Technology Co., LTD, ("Pudu Robotics") provides 2 year warranty services for it's robots. Warranty period may vary by country and is subject to local laws and regulations.
- 1.2 The warranty period starts from the date when the system records the activation of the product or extend the ship date by 60 days as the starting date of the warranty period, whichever comes first as the warranty starting date.
- 1.3 Please refer to the attached Warranty Period Table of Products for the warranty scope of main components.

### 2. Maintenance Services

#### 2.1 In Warranty

Distributors are responsible for the maintenance for end-users, Pudu Robotics provides free maintenance spare parts and technical support;

**- Pudu Robotics provides warranty within following conditions:**

- a. The products are within the specified warranty period;
- b. The products are normally used, without man-made quality problems;
- c. No unauthorized disassembly, maintenance, no water, foreign matters, no collision, fall situation happened etc.;
- d. Product serial number, factory label and other marks are not torn or altered.

#### 2.2 Out of Warranty

The distributors shall pay for the maintenance spare parts and are responsible for the maintenance of end-user, PUDU provides free technical support;

**- Pudu Robotics will not provide warranty in any of the following conditions:**

- a. The product has exceeded the warranty period;
- b. Product serial number, factory label and other marks are torn or altered and cannot be identified;
- c. Collision, burning and quality problems caused by foreign matter (water, oil, sand, etc.) and not the quality problems of the product itself;
- d. Damage caused by unauthorized modification, dismantling, shell opening and maintenance under unofficial guidance;
- e. Damage caused by improper installation, use, charging or storage without following the instructions;
- f. Damage caused by use in excess of safe deadweight;
- g. Faults of accessories or parts other than major warranty parts
- h. Faults and damages caused by force majeure (such as earthquake, fire, war, etc.).

#### 2.3 Others

When the warranty terms are met, and Pudu Robotics determines that it cannot be repaired. Pudu Robotics will replace the products that cannot be repaired. The replaced products will be retrieved by Pudu Robotics.

**3. Value-added Services**

**3.1 Training services**

Pudu Robotics provides product trainings. The training contents include knowledge of robot hardware, software system, installation methods, troubleshooting methods, etc. Pudu Robotics further provides relevant technical documents.

**3.2 Extended Warranty Services**

The extended warranty services can be purchased at any time during products' warranty period. It is not allowed to purchase extended warranty for products beyond warranty period. The longest extended warranty period is 4 years. The extended warranty charges please refer attached.

If extended warranty charge changes, the latest version charge shall prevail.

**3.3 Door-to-door services**

Distributors are responsible for the product maintenance for end customers.

If Pudu Robotics engineers are required to provide door-to-door services, charges shall be based upon actual situation.

The charging standard is 300USD/person per day (travel and accommodation fees are not included. The actual expenses shall be paid by the distributors)

**4. Cancellation Policy**

Distributors should ensure that end customer service is not affected when distributors terminate the contract, and distributors need to perform maintenance services during the product warranty period to ensure that the terminal-oriented product maintenance services are not terminated with the termination of the contract. After the distributors confirm the termination of the contract, if distributors cannot continue to perform terminal maintenance services, Pudu or other distributors will provide after-sales service for the market stock machines of the terminated distributors. Distributors who terminate the contract shall pay the after-sale service fee to Pudu or distributors providing the service at one time, and sign the "Service Transfer Agreement". The following standards can be referred to (it can be adjusted according to the local labor cost):

(1) Products that have been sold: after-sales service transfer fee = (product remaining warranty days/365) \* one-year after-sales service fee for a single machine;

(2) Products that have been leased: after-sales service transfer fee = (remaining days of product rental/365) \* one-year after-sales service fee for a single machine;

(3) After-sale extended warranty: Please refer to the attached table for the standard of extended warranty for each product;

**5. Contact information**

- Please contact the local regional technical support first to solve your after-sales problems, or contact Pudu Robotics headquarters.
- PUDU Service Email: techservice@pudutech.com.
- PUDU Hotline: +86 755-86952935.
- Working hours: Chinese time (UTC+8): Monday to Saturday, 9:30 to 21:00.

**6. Attachment:**

- Table 1 "After-sales Extended Warranty Charge Standard"
- Table 2 "*Warranty Period for Main Parts of Pudubot*"
- Table 3 "*Warranty Period for Main Parts of Bellabot*"
- Table 4 "*Warranty Period for Main Parts of Holabot*"
- Table 5 "*Warranty Period for Main Parts of Kettybot*"
- Table 6 "*Warranty Period for Main Parts of Flashbot*"
- Table 7 "*Warranty Period for Main Parts of SwiftBot*"
- Table 8 "*Warranty Period for Main Parts of Pudubot2*"

**[The final interpretation right of this policy belongs to Pudu Robotics]**

**Table 1: After-sales Extended Warranty Charge Standard**

Model	1st year extended expense	2nd year extended expense	3rd year extended expense	4th year extended expense
Pudubot	\$290	\$360	\$420	\$470
Bellabot	\$450	\$500	\$590	\$680
Holabot	\$470	\$550	\$620	\$710
Kettybot	\$320	\$370	\$410	\$470
Flashbot	\$1,430	\$1,430	\$1,430	\$1,430
Pudubot2	\$320	\$380	\$440	\$520
SwiftBot	\$730	\$780	\$830	\$900

(For example: purchase Pudubot 3 years extended warranty, fee is  $\$290+\$360+\$420=\$1070$ )

**Table 2: Main Parts Warranty Period of PuduBot**

Product	Main Parts	Warranty Period
<b>PuduBot</b>	Main core board	2 Years
	Adapter board	2 Years
	Mainboard fan	2 Years
	Lower computer board	2 Years
	Audio control board	2 Years
	Laser radar	2 Years
	Lamp belt wire	2 Years
	PuduBot universal wheel	No warranty
	Hub motor	2 Years
	Battery	2 Years
	Charger	2 Years
	Tray	No warranty
	Baseplate front lower shell	6 months
	Left/Right side cover	6 months
	Visual sensor kit	2 Years
	Loudspeaker	2 Years
	Marker camera	2 Years
	Screen assembly	2 Years
	Dish Cabinet	3 months
	Emergency stop switch	2 Years

**Table 3: Main Parts Warranty Period of BellaBot**

Product	Main Parts	Warranty Period
<b>BellaBot</b>	BellaBot TPLCD display	2 Years
	Mic module	2 Years
	Key board	2 Years
	Main core board	2 Years
	Adapter board	2 Years
	Main board fan	2 Years
	Visual sensor module	2 Years
	Tray	2 Years
	Battery	2 Years
	Charger	2 Years
	Pallet detection plate	2 Years
	PCBA	2 Years
	BellaBot lattice screen	2 Years
	Power board	2 Years
	Computer board	2 Years
	Lidar module	2 Years
	Hub motor	2 Years
	Acoustic equipment	2 Years
	Bottom chassis front module	2 Years
	Universal wheel	No warranty
Dish Cabinet	3 months	
Emergency stop switch	2 Years	

**Table 4: Main Parts Warranty Period of HolaBot**

Product	Main Parts	Warranty Period
<b>HolaBot</b>	HolaBot TPLCD display	2 Years
	HolaBot chassis front module	2 Years
	Rear light module	2 Years
	Mic module	2 Years
	Tray	2 Years
	RFID reader module	2 Years
	Touch sensor module	2 Years
	Gesture sensor module	2 Years
	HolaBot maincore board	2 Years
	HolaBot adapter board	2 Years
	Visual sensor module	2 Years
	Lattice display module	2 Years
	Power board	2 Years
	Computer board	2 Years
	HolaBot chassis light module	2 Years
	Lidar module	2 Years
	Universal wheel	No warranty
	Hub motor	2 Years
	Speaker	2 Years
	LoRa module	2 Years
	LoRa Controller	2 Years
	LoRa Watch	2 Years
	Charger	2 Years
	Battery	2 Years
Emergency stop switch	2 Years	

**Table 5: Warranty Period for Main Parts of Kettybot**

<b>Product</b>	<b>Main parts</b>	<b>Warranty period</b>
<b>Kettybot</b>	TP LCD display	2 Years
	Mic module	2 Years
	Drive&Control Computer	2 Years
	Upper computer board	2 Years
	Keyboard	2 Years
	Face recognition camera	2 Years
	Visual sensor module	2 Years
	Pallet	2 Years
	Battery	2 Years
	Charger	2 Years
	Advertising screen mainboard	2 Years
	Lidar module	2 Years
	Hub-Servo-Motor	2 Years
	Speaker module	2 Years
	Universal wheel	No warranty
	Advertising screen	2 Years
	Recycle Basket	No warranty
	Auto-change module	2 Years
	Chassis front shell	2 Years
	Chassis rear shell	2 Years
	Charging pile	2 Years
	Dish Cabinet	3 months
	Emergency stop switch	2 Years
	Welcome cover	3 months
Enclosed Protective Cover	3 months	
3-Axis Spill-Proof Cup Holder	3 months	
Overhead Display Shelf	3 months	
Rear Housing Unit	3 months	

**Table 6: Warranty Period for Main Parts of Flashbot**

Product	Main parts	Warranty period
<b>FlashBot</b>	FlashBot TP LCD display	2 Years
	FlashBot Mic module	2 Years
	FlashBot pinboard	2 Years
	FlashBot lidar module	2 Years
	FlashBot Acoustic equipment	2 Years
	FlashBot universal wheel	No warranty
	FlashBot hub motor	2 Years
	FlashBot battery	2 Years
	FlashBot charge pile	2 Years
	Chassis front shell	2 Years
	Chassis rear shell	2 Years
	FlashBot box door	No warranty
	FlashBot box-door motor	2 Years
	FlashBot Recharge board	2 Years
	FlashBot Lora Board	2 Years
	4G module	2 Years
	FlashBot inbox light	2 Years
	FlashBot NFC module	2 Years
	FlashBot door control board	2 Years
	FlashBot camera	2 Years
	FlashBot fan module	2 Years
	control board	2 Years
	FlashBot look down/up RGBD	2 Years
	FlashBot SIM Transfer board	2 Years
	FlashBot 4G Transfer board	2 Years
	Elevator control keyboard	2 Years
	Elevator control floor detection card reader	2 Years
	Elevator main control	2 Years
Elevator main control adapter	2 Years	
Charging pile	2 Years	
Emergency stop switch	2 Years	



**Table 7: Warranty Period for Main Parts of SwiftBot**

<b>Product</b>	<b>Main parts</b>	<b>Warranty period</b>
<b>SwiftBot</b>	TP LCD display	2 Years
	Mic module	2 Years
	Pinboard	2 Years
	Control board	2 Years
	Power management board	2 Years
	Door control panel	2 Years
	Debug converter board	2 Years
	Fan module	2 Years
	Visual sensor module (RGBD+RGB)	2 Years
	Lidar module	2 Years
	Hub motor	2 Years
	Door motor	2 Years
	Galvo projection	2 Years
	4G module	2 Years
	Emergency stop switch	2 Years
	Audio	2 Years
	Bottom chassis front module	2 Years
	Universal wheel	No warranty
	Dish Cabinet	3 months
	Tray	2 Years
	Battery	2 Years
Charger	2 Years	
Charging pile	2 Years	
Drop-proof PCBA	2 Years	

**Table 8: Warranty Period for Main Parts of Pudubot2**

<b>Product</b>	<b>Main Parts</b>	<b>Warranty Period</b>
<b>PuduBot2</b>	Screen assembly	2 Years
	4G module	2 Years
	Mainboard fan	2 Years
	VSLAM camera module	2 Years
	Main board	2 Years
	Lower computer board	2 Years
	Speaker	2 Years
	Lidar module	2 Years
	RGBD module	2 Years
	Battery	2 Years
	Motor(M)	2 Years
	Automatic Charging Station	2 Years
	Charger	2 Years
	Dish Cabinet	3 months
	Universal wheel	No warranty
	Emergency stop switch	2 Years