

# Extended Warranty

## I. Coverage Scope

### 1.1 Covered Items:

- Provision of free replacement parts and remote technical support.
- Manufacturer-defined hardware failures (e.g., motherboard, refrigeration system, payment module).
- If the issue is complex as diagnosed by the after-sales team, or the customer is unable to perform repairs themselves, Party A may, at its discretion, arrange on-site service (implementation depends on Party A's after-sales policy and actual circumstances).

### 1.2 Exclusions:

- Damage caused by human error, natural disasters, or power fluctuations.
- Consumables (e.g., product channels, door gaskets, LED screen protective films).
- Unauthorized third-party repairs or modifications.

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## II. Service Terms

### 2.1 Response Times:

- Inquiry response: within 10 minutes
- On-site repair: within 7 business days
- Shipping parts: within 7 business days
- Shipping parts and on-site service: within 12 business days
- Emergency failures (e.g., payment system outage): response within 24 hours

### 2.2 Repair Process:

- Party B must submit a repair request via Party A's designated channels (phone or app).
  - Phone: 1-213-881-4271
  - Or contact support in the app
- After diagnosis, Party A will decide whether to repair remotely or dispatch a technician.
- For issues outside the coverage scope, customers may seek a repair provider themselves. Costs will be arranged after Party A's approval, and diagnostic reports and repair records must be provided. (Party A reserves final interpretation rights regarding reimbursement.)

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## III. Fees & Payment

### 3.1 Extended Warranty Fees:

- 1-year extended warranty: \$280 per machine
- 2-year extended warranty: \$450 per machine (\$225 per year)
- 3-year extended warranty: \$540 per machine (\$180 per year)

### 3.2 Extended Warranty Terms:

- Maximum support for a 3-year extended warranty; total maximum coverage is 4 years (including the original 1-year manufacturer warranty).
- Purchase restriction: must buy within the original 1-year manufacturer warranty period.
- Payment methods: bank transfer or credit card (full payment required before terms take effect).
- Effective date: 1 month after signing the extended warranty agreement.

