
Warranty Claim

- 1.1 The quality of the Products provided by JOLYWOOD shall meet the relevant standards of JOLYWOOD's component visual terms (including the supplementary provisions).
- 1.2 The Warranty terms of the Products refer to the JOLYWOOD Warranty term.
- 1.3 During the warranty period, if the components are with quality problems, upon receipt of the written notice, JOLYWOOD's technical personnel shall give free repair or replacement of inherent defective products with free transportation charge and local labor charge, under the warranty commitments, and ensure that it will not affect the progress of the project during the construction period, and it also will not affect the production in the operation period.
- 1.4 After the warranty period, JOLYWOOD shall continue to provide services, but it shall charge reasonable service fees according to the actual situation (mainly including maintenance personnel services fees, maintenance, and spare parts costs, etc.).
- 1.5 If needed, JOLYWOOD shall provide the documents which meet the state provisions (such as components' identification / testing / certification materials / quality system certificate documents, etc.).
- 1.6 The warranty period and the starting time of the service life count from the acceptance date of both parties (if there is no acceptance, it is according to the arrival date) , and the corresponding attenuation rate and attenuation law are in accordance with the latest existing national authoritative standard specifications.