



## MSPA AFTER-SALES SERVICE POLICY

Effective period: 2020/10/01 - 2021/09/30

### 1. Warranty Period to Mspa Distributors

#### Warranty Starting Date:

MSPA distributor/importer warranty starts from the arrival date at destination port.

*For MSPa Lite/Comfort/Delight Inflatable Spa*

- *Nine(9) months ( including three(3) months of storage period ) for the spa pool*
- *Fifteen(15) months ( including three(3) months of storage period ) for the electric part*

*For MSPa® Premium/Urban/Muse/Frame Inflatable and Portable Spa*

- *Fifteen(15) months ( including three(3) months of storage period ) for the spa pool*
- *Fifteen(15) months ( including three(3) months of storage period ) for the electric part*
- *Twenty-seven(27) months ( including three(3) months storage period) for the rigid wall frame*

For Service Parts including spa tub and electric parts which are used as replacement part for the Product under warranty or purchased by the end users for the Product out of warranty, ORPC provides a warranty period of ninety (90) days starting from the replacement date or the purchasing date.

For optional accessories such as filter cartridge, inflatable cushion set, ice box, inflatable can cooler, foot bath, spa cover, comfort set, heat preservation foam mat, canopy, wicker conversation set, wicker storage unit, floating lamp, ozone generator, and any other small parts subject to wear normal in time or the damage of a product replaced to an unsuitable wearing can not be recognized as a manufacturing defect.

## 2.Obligations of Mspa service partners/Distributors

ORPC authorized Mspa service partner/distributor is obliged to provide after-sales service to end consumers by taking the following activities:

- Mspa service partner/distributor shall hire salaried staffs to execute the after-sale service in the Territory.
- Mspa service partner/distributor shall equip the after-sale service staffs with necessary equipments and tools to carry out the after-sale service in the Territory.
- Mspa service partner/distributor shall set up and maintain a workshop or workshops for after-sale service testing and repairing activities.
- Mspa service partner/distributor shall establish an after-sales service hotline phone number for the customers to call for warranty or non-warranty service.
- Mspa service partner/distributor shall verify the validity of each warranty claim according to ORPC's warranty policy. Only verified valid warranty shall be honored free warranty service. Non-warranty claim shall be solved at the customers' own expense.
- If the customer has the ability and is willing to repair the Product by himself or herself, Mspa service partner/distributor shall instruct the customer to repair the warranty Products with the free replacement parts from ORPC initial stock.
- If the customer does not have the ability or the willingness to repair the Product by himself or herself, Mspa service partner/distributor shall request the customer to return the warranty Products for testing and repairing at the workshop.
- Mspa service partner/distributor is solely responsible for all the courier cost related to the Product's valid warranty after-sale service in the Territory.
- Mspa service partner/distributor shall avoid warranty Products to be returned to ORPC's designated FOB customers stores in the Territory by the customers for refund, by solving the customers warranty claims in an efficient and professional manner.
- Mspa service partner/distributor shall prepare monthly warranty service report in ORPC's template and submit to ORPC's after-sale service department on every second Monday of the following month.
- Mspa service partner/distributor shall maintain an accurate record of warranty spare parts consumption. Upon ORPC's request, Mspa service partner/distributor shall provide this warranty spare parts consumption record within two(2) business days.

- Mspa service partner/distributor shall maintain a good business reputation and provide survey reports of consumer satisfaction.
- No full refund or full replacement of Mspa products is allowed without verification & authorization of ORPC service team.
- Purchase and keep a certain stock of spare parts for efficient after-sales service (spare parts list is attached).
- Provide daily support to solve problems effectively and smoothly through emails or phone calls.
- Upon ORPC's request, Mspa after-sales service partner/distributor shall return all free spare parts sent by ORPC, which are not used or not used toward valid distributor claims warranty.

### 3 . ORPC Warranty Obligations to Mspa service partners/distributors

As manufacturer, ORPC provides sufficient support to the authorized after-sale service partner/distributor to carry out the warranty service by the following activities:

- Provide free spare part to the after-sale service partner/distributor for valid distributor warranty claims.
- Provide and update the service manual and other technical documents regularly. Provide training on warranty policies, procedures and other technical service issues.
- Provide daily technical support to solve warranty problems effectively and smoothly through email or phone calls.
- Provide technical service training at Shanghai headquarter upon after-sale service partner/distributor's request.
- Collect, summarize and analyze the regional/territory service reports for future improvements in regards to product quality or service.

### 4. Ownership of the spare parts:

ORPC provides certain rates of free spare parts to Mspa distributors/ service partners with order shipment and ORPC is the owner of such free spare parts stocked in Mspa distributors/service partners' warehouse.

## 5. Who can get free service parts?

For customers who place full container orders, ORPC provides free service parts along with the 1st container as initial stock.

For repeat order, no free service parts are provided, unless MSpa distributor/service partner's spare-parts replenishment application is verified and accepted by MSpa after-sales service department.

## 6. What are the free service parts for?

Free spare parts are only provided for service to customers within valid manufacturing warranty period.

## 7. What are provided as free service parts?

MSpa service partners/distributors are requested to do reparation or spare parts replacement by making full use of spare parts. Therefore, initial spare parts list consists of key components only, including filter pump, heater, bubble generator, power panel, spa liner, etc.

Apart from key electric components, one piece of control box is to be provided as a "rolling service control box". For urgent case, MSpa distributor/service partner can send this control box to end-user to replace the defective control box. After repair the returned control box, distributor/service partner can keep it in stock for future service.

## 8. What do MSpa service partners need to do after receiving free service parts?

MSpa distributors/service partners are obligated to submit monthly warranty report and spare parts consumption report to MSpa after-sales service department.

Without timely provided report, no service parts replenishment will be honored by MSpa after-sales service department.

## 9. Service parts replenishment policy

For service parts replenishment, MSpa distributors/service partners shall raise a spare parts

replenishment proposal and send to ORPC 45 days before expected shipment date. MSpa after-sales service department will check and confirm the qty after cross-check with regular monthly warranty report and spare-parts consumption report provided by the distributor/service partner.

If no monthly report or no sufficient proofs are provided for spare parts replenishment, MSpa distributors/service partners shall be obliged to purchase spare parts from ORPC.