



HEQ After-Sales Service Policy

General Terms and Types of After-Sales Service

Applicable Channels	Version	Updated
HEQ official and authorized sales channels	V1.1	July 2026

This policy applies to genuine HEQ products purchased through the HEQ official website, official stores, or authorized distributors. It covers general after-sales terms and the available service types, including returns, replacements, warranty repair, and paid repair.

I. General Terms

To protect your rights and provide a clear after-sales experience, HEQ offers after-sales service for eligible products. Service eligibility is determined based on the purchase channel, purchase date, product condition, cause of issue, inspection result, and applicable laws and regulations.

If the product was purchased through a non-authorized channel, or if a valid proof of purchase cannot be provided, HEQ may be unable to provide free after-sales service. Paid inspection, paid repair, or other reasonable assistance may be available depending on the situation.

When requesting after-sales service, please provide valid proof of purchase, the product model, serial number or other identifiable product information, a description of the issue, the time the issue occurred, and relevant photos or videos. Please also provide your name, contact information, and shipping address so that HEQ customer service can process your request.

For products that need to be returned for inspection, please ship them only to the address and by the method confirmed by HEQ customer service. Products returned without prior confirmation may not be processed in a timely manner. Before shipping, please pack the product properly and include the main unit, accessories, user manuals, packaging materials, gifts, and other required items as instructed.

HEQ will determine whether a product qualifies for return, replacement, free warranty repair, or paid repair based on the information submitted by the customer, the actual product condition, and the inspection result. The warranty period for repaired or replaced products or parts will generally follow the remaining warranty period of the original product, unless mandatory applicable law provides otherwise.

The following situations are not covered by free warranty service

1. The product is outside the warranty period;
2. Valid proof of purchase cannot be provided, or the proof of purchase does not match the product;
3. The product serial number, label, or tamper-evident mark has been removed, altered, damaged, or cannot be identified;
4. The product was not used in accordance with the user manual, installation guide, or safety instructions;



5. Damage is caused by misuse, dropping, impact, water ingress, moisture, burning, overloading, improper storage, or improper transportation;
6. The product has been disassembled, repaired, or modified without HEQ authorization;
7. The failure is caused by use of non-HEQ official or non-authorized accessories, software, or consumables;
8. Damage is caused by force majeure, including but not limited to fire, flood, lightning, or earthquake;
9. The issue is normal wear and tear, aging, cosmetic scratches, color changes, consumable depletion, or minor defects that do not affect normal use;
10. Product data, settings, files, or other information are lost due to customer reasons.

This policy does not affect any statutory rights you may have under applicable local law. If this policy conflicts with mandatory local legal requirements, the mandatory legal requirements shall prevail. HEQ reserves the right to update and interpret this policy to the extent permitted by law.



II. Types of After-Sales Service

HEQ provides the following after-sales services for eligible products based on purchase date, product condition, inspection result, and applicable laws and regulations.

1. Return Service

Within 7 days from the date you receive the product, you may request a return if the product is complete, the packaging and included items are intact, and the product remains suitable for resale.

If the product is wrongfully shipped, missing items, damaged during transportation, or has an obvious quality issue, please contact HEQ customer service as soon as possible after receipt and provide photos, videos, and order information. If the issue is confirmed to be HEQ's responsibility, HEQ will arrange a return, replacement, or other reasonable solution.

Reasonable return shipping costs caused by product quality issues will be borne by HEQ. Return shipping costs caused by personal reasons will be borne by the customer.

1. The main unit, accessories, user manual, warranty card, packaging box, and gifts are complete;
2. The product has no obvious signs of use, damage, stains, unauthorized repair, or modification;
3. The product serial number, labels, and tamper-evident marks remain intact;
4. Valid proof of purchase can be provided;
5. The product is within the return request period and is not marked on the product page as non-returnable.

2. Replacement Service

Within 15 days from the date you receive the product, if the product has a performance failure not caused by human factors and the issue is confirmed by HEQ or an HEQ authorized service center, you may request a replacement.

If the same model is out of stock, HEQ will discuss an equivalent product replacement, repair, or refund solution with you.

1. The product is a genuine product purchased through HEQ official or authorized channels;
2. Valid proof of purchase can be provided;
3. The main unit, accessories, and packaging are basically complete;
4. The fault is confirmed by inspection to be a non-human-caused quality issue;
5. The product has not been disassembled, modified, or had parts replaced by a non-HEQ authorized party;
6. Replacement shipping costs caused by a non-human-caused performance failure will be borne by HEQ; otherwise, the customer shall bear the cost.



3. Warranty Repair Service

During the warranty period, if the product has a material, workmanship, or performance failure under normal use and the issue is confirmed by HEQ to be within the warranty scope, HEQ will provide free repair service.

Free warranty service may include fault inspection, repair or replacement of defective parts, replacement with the same model or an equivalent product when necessary, and functional testing after repair.

1. The product is still within the applicable warranty period;
2. The customer can provide valid proof of purchase;
3. The fault is confirmed by inspection to be a non-human-caused quality issue;
4. The product serial number, labels, and tamper-evident marks are intact and identifiable.

4. Paid Repair Service

For products that do not qualify for free warranty service, HEQ may provide paid inspection and repair service depending on the product condition.

The paid repair process generally includes: the customer submits a repair request; HEQ inspects the product; HEQ provides a repair proposal and cost quotation; the customer confirms the quotation and completes payment; HEQ arranges repair and returns the product.

If the customer does not accept the repair quotation, HEQ may return the product at the customer's request. Any incurred inspection fees, logistics fees, or other costs may be borne by the customer.

5. Logistics and Cost Information

When requesting return, replacement, or repair service, please ship the product according to the method confirmed by HEQ customer service. Before shipping, please pack the product properly to avoid secondary damage during transportation.

Reasonable logistics costs caused by product quality issues or HEQ reasons will be borne by HEQ. Costs caused by personal returns, out-of-warranty repair, or improper shipping methods selected by the customer will be borne by the customer.

Products returned without prior confirmation from HEQ may be refused, delayed, or difficult to track. Any related risks and costs may be borne by the customer.