WARRANTY & SERVICE POLICY

Complete warranty terms, RMA process, and service agreements

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Company: Raysgem International Co., Ltd.
Website: mirroh.ai

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01. Scope

This Warranty & Service Policy applies to MIRROH smart mirrors, mirror displays, smart panels, digital display products, and related electronic accessories supplied by Raysgem International Co., Ltd. under the MIRROH brand.

This document is intended for B2B customers, including hotels, real estate developers, distributors, system integrators, project contractors, and commercial buyers.

02. Standard Warranty

MIRROH provides a **standard 12-month manufacturer warranty** starting from the production date for smart mirrors, smart panels, mirror displays, and related digital display products.

02.1 Standard Warranty Period

Product Category	Standard Warranty
Smart mirrors	12 months
Smart mirror displays	12 months
Smart panels	12 months
LCD / digital display products	12 months
Electronic accessories	12 months

02.2 Covered Components

The standard warranty covers manufacturing defects in the following components, subject to inspection and approval by MIRROH:

Component	Coverage Scope
LCD panel	Manufacturing defects affecting display function
Touch interface	Manufacturing defects affecting touch performance
Mirror glass / coating	Manufacturing defects in mirror glass or coating
Power supply / electronics	Manufacturing defects in internal electronics or power components
Frame / mounting hardware	Manufacturing defects in supplied frame or mounting hardware
Embedded software / firmware	Manufacturing defects affecting embedded software or firmware operation

Warranty remedies may include troubleshooting guidance, firmware support, component repair, parts replacement, product repair, or product replacement, depending on inspection results and applicable contract terms.

3. Extended Warranty & Service Agreements

Extended warranty coverage may be available for selected projects and commercial orders. Extended warranty terms are paid, project-based, and subject to written agreement.

03.1 Extended Warranty Availability

Service Option	Availability
Extended warranty	Up to 3 years, subject to project agreement
Priority support	Available for partners and qualifying orders
On-site support	Optional, additional cost, subject to project location and agreement
Advance replacement	May be included for 1000+ unit orders during the first year, contract-dependent*

*Terms may vary by project; confirm with your MIRROH sales contact.

03.2 Service Agreement Principle

Extended warranty and service agreements must be defined in the applicable quotation, purchase order, project contract, or master supply agreement. If there is any conflict between this general policy and a signed commercial agreement, the signed agreement shall prevail.

04. Technical Support

MIRROH provides technical support for installation guidance, troubleshooting, firmware updates, and service coordination.

04.1 Support Tiers

Support Tier	Eligible Customers	Support Scope	Response Target
Standard Support	General B2B customers	Email / phone support, remote installation guidance, troubleshooting, firmware updates, online documentation	Typical response within 1 business day
Priority Support	Partners and qualifying 100+ unit orders	Dedicated support line, account manager coordination, remote diagnostics including ADB where applicable, optional on-site support at additional cost	4-hour response target

Support response targets are service objectives and may depend on issue complexity, time zone, project agreement, and availability of required technical information.

04.2 Support Requirements

To help MIRROH diagnose and resolve issues efficiently, customers should provide:

• Product model and serial number

• Purchase date or delivery date

• Project name or purchase order reference

• Clear description of the issue

• Photos, videos, error messages, or diagnostic logs where available

• Installation environment details where relevant

05. RMA Process

05.1 RMA & Warranty Support

We are committed to providing a straightforward warranty claim and repair process, helping customers receive timely technical support when product issues occur.

1. Report the Issue

If you experience a product issue, please contact our technical support team by email or phone. To help us assess the case efficiently, please provide the product model, serial number, purchase information, and a clear description of the issue. Photos, videos, test results, or other relevant information may also be requested for remote diagnosis.

2. RMA Authorization

After reviewing the information provided, our support team will determine whether the product is eligible for return and further inspection. If approved, we will issue an RMA number and provide the applicable return instructions. Products must not be returned without prior RMA authorization.

3. Return Shipping Policy

The customer is responsible for the cost of shipping the product to our designated service center. If inspection confirms that the issue is covered under warranty, we will repair or replace the product at no charge and cover the standard shipping cost of returning it to the customer. If no defect is found or the issue is not covered under warranty, the customer will be responsible for all related shipping, replacement parts, and repair costs.

4. Inspection, Repair, or Replacement

Once the returned product is received, our technicians will conduct a detailed inspection and diagnosis. Based on the findings, we will repair the product, replace the defective components, or provide a replacement product when appropriate. The customer will be informed of the inspection result and repair status throughout the process.

5. Return Delivery

After the repair or replacement is completed, the product will be fully tested, carefully repacked, and shipped back to the customer. Tracking information will be provided once the shipment has been arranged.

06. Warranty Exclusions & Limitations

Our warranty covers defects in materials or workmanship that arise under normal use during the applicable warranty period. The following conditions are not covered unless otherwise agreed in writing.

1. Physical damage caused by mishandling, accidents, drops, impact, or improper storage
2. Damage resulting from incorrect installation, improper wiring, unauthorized modification, or the use of unapproved accessories, components, or power supplies
3. Damage caused by operating conditions outside the product specifications, including excessive humidity, water exposure, extreme temperatures, dust, corrosion, or unstable power input
4. Damage resulting from misuse, negligence, improper maintenance, or failure to follow the user manual or installation instructions
5. Products that have been disassembled, repaired, or modified by unauthorized personnel
6. Normal cosmetic wear and tear that does not affect product functionality
7. Damage occurring during transportation, unless responsibility is covered under the applicable shipping arrangement or otherwise agreed in writing
8. Issues caused by third-party software, customer-developed applications, network conditions,external devices, or system integrations not supplied or approved by us
9. Consumable parts, accessories, or components subject to normal wear, unless a manufacturing defect is confirmed

Installation Requirements

Where professional installation is required, the product must be installed by qualified personnel in accordance with our installation guidelines, wiring requirements, product specifications, and applicable local electrical and safety standards.

Incorrect installation, improper wiring, unstable power input, or failure to follow the recommended installation procedures may affect product performance and may void warranty coverage for any related damage or failure.

07. Spare Parts

Spare Parts Availability

We maintain commonly used spare parts for supported product models, including power supplies, control boards, touch components, LED components, cables, and other key modules.

For products within the warranty period, confirmed defective parts will be repaired or replaced in accordance with the applicable warranty terms. For products outside the warranty period, spare parts and repair services may be provided at a reasonable cost, subject to parts availability and continued service support for the specific product model.

08. Contact

For warranty, technical support, RMA, or service agreement inquiries, please contact MIRROH using the information below.

Department	Contact
General inquiries	info@mirroh.ai
Quality / warranty support	mandy.liu@mirroh.ai
Phone	+86 (0)755 28263929
Website	mirroh.ai

Business Hours:

Monday to Saturday 09:00-12:00, 13:30-18:30 (UTC+8)

Company Address:

Raysgem International Co., Ltd.
7th Floor, Tower C, Shuanghuanquan New Science and Technology Information Industrial Park 8 Baoqing Rd, Longgang, Shenzhen, Guangdong, China,
518172

09. Legal Disclaimer

This Warranty & Service Policy provides general commercial warranty and service terms for MIRROH products supplied by Raysgem International Co., Ltd. It does not replace, amend, or override any signed purchase order, quotation, project contract, distributor agreement, or master supply agreement. Where any signed commercial document defines different warranty, liability, service, shipping, replacement, or remedy terms, the signed document shall prevail. Warranty remedies are limited to the scope expressly stated in the applicable agreement and approved by MIRROH after inspection.