After-sales Policy

1 Objective

Dreame Overseas After-sales Policy (hereinafter referred to as “the policy”) is hereby formulated to standardize the return & refund, replacement, maintenance and other overseas after-sales service terms and conditions, and improve the quality and level of after-sales service.

2.1 Scope of Application

The policy warrants that customers in United States can request return & refund service, replacement service, warranty repair service and other after-sales services for the products purchased from Dreame authorized sales channels.

2.2 Definition

In this policy, Dreame Technology or Dreame refers to Dreame Technology (Suzhou) Co., Ltd. and its affiliated subsidiaries, which will be hereinafter referred to as "we". "You" refers to the end consumer who purchases the products specified in Section 2.3 of this policy, and does not include distributors or resellers who purchase products for re-sale business.

2.3 Applicable Product

This Policy is applicable for the products purchased from Dreame authorized sales channels.

3 Return & Refund Service

- **For products purchased from Dreame Official Site,** within thirty (30) calendar days of the purchasing date on valid proof-of-purchase, original receipts or invoices or delivery date (if the delivery date is later than the purchasing date), you can request Return & Refund Service without providing any reason and shall be responsible for the return shipping fee.

- **For products purchased from Dreame Official Site,** within thirty (30) calendar days of the purchasing date on valid proof-of-purchase, original receipts or invoices or delivery date (if the delivery date is later than the purchasing date), if the product has a manufacturing defect, you can contact Dreame after-sales service team and request Return & Refund Service. We will be

responsible for the return shipping fee. Within fourteen (14) calendar days after receiving the returned goods, the original purchase price will be refunded to your account.

- **For products purchased from Online Official Store of Amazon, AliExpress and other Platforms,** please refer to the return & refund policy of the platform. For more details, you can contact the seller to confirm specific terms and conditions.

- **For products purchased from other Dreame authorized sales channels,** please contact the seller to confirm its return & refund policy.

3.1 Notes of Return & Refund

- When applying for the return & refund service, please provide valid proof-of-purchase, the original receipt or invoice. Besides, the original packaging and all accessories and gifts originally included with the Product shall also be provided.2) The returned goods shall be packed in good condition, and the labels and various logos of the returned goods and accessories show no signs of tampering or alteration. If there are any gifts, please return with the goods.3) When returning the goods, please return the full set of goods (including the original packaging, all accessories and gifts) with valid proof-of-purchase, the original receipt or invoice. Relevant payee shall be responsible for the refund.4) When returning the goods, please return them to the designated address. The shipping fee shall be prepaid.5) Unauthorized return or cash on delivery without the seller's consent will be rejected.6) If the Product to be refunded was purchased together with other products that resulted in a bundle discount, we reserve the right to void such discount, by deduction or revocation, upon refund.

3.2 Return & Refund Service will not be covered in any of the following circumstances:

- Valid proof-of-purchase, original receipts or invoices are not provided, or show signs of tampering or alteration.
- Request for return & refund service out of non-quality issues or without giving relevant return reason is made more than thirty (30) calendar days of the purchasing date on valid proof-of-purchase, original receipts or invoices or delivery date.
- The returned goods, packaging, accessories, gifts and user manuals are not intact.
- Any fault or damage of the product caused by man-made errors, or any quality problem caused by unauthorized modification, improper installation, and incorrect use or operation not in accordance with the instructions of the official instructions or manuals are found after all appropriate tests are conducted.

- After the confirmation of return & refund service, corresponding goods are not sent within fourteen (14) calendar days.

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4 Replacement Service

- **For products purchased from Dreame official site,** within thirty (30) calendar days of the purchasing date on valid proof-of-purchase, original receipts or invoices or delivery date (if the delivery date is later than the purchasing date), if the product has a manufacturing defect, you can contact Dreame after-sales service team and request the Replacement Service. We shall be responsible for the replacement shipping fee.

- **For products purchased from Online Official Store of Amazon, AliExpress and other Platforms,** please refer to the replacement policy of the platform. For more details, you can contact the seller to confirm specific terms and conditions.

- **For products purchased from other sales channels**, please contact the seller to confirm its replacement policy.

4.1 Notes of Replacement

- When applying for the replacement service, please provide valid proof-of-purchase, the original receipt or invoice.

- The returned goods should be packed in good condition, and the labels and various logos of the returned goods and accessories show no signs of tampering or alteration.

- When returning the goods for replacement, please return the full set of goods (including the original packaging, all accessories) with valid proof-of-purchase, the original receipt or invoice. After examination and confirmation, you will get a new product of the same model and specification.

4.2 Replacement Service will not be covered in any of the following circumstances:

- Valid proof-of-purchase, original receipts or invoices are not provided, or show signs of tampering or alteration.

- Request for replacement service is made more than thirty (30) calendar days from the purchasing date on valid proof-of-purchase, original receipts or invoices or delivery date.

- The returned goods for replacement, outer packaging, and user manuals are not intact.

- The returned goods for replacement are found to have no quality issues after all appropriate tests are conducted.

- Any fault or damage of the product caused by man-made errors, or any quality problem caused by unauthorized modification, improper installation, and incorrect use or operation not in accordance with the instructions of the official instructions or manuals are found after all appropriate tests are conducted.

- After the confirmation of replacement service, corresponding goods are not sent within fourteen (14) calendar days.

5 Warranty Repair Service

If the product has a manufacturing defect during the warranty period, you can contact Dreame after-sales service team or authorized distributor/retailer. Once the quality problem is verified, you can apply for free Warranty Repair Service.

Warranty Period of Main Components

PRODUCT	MAIN COMPONENTS	NORMAL WARRANTY PERIOD	COMPLETE PRODUCT REGISTRATION FOR AN EXTENDED WARRANTY PERIOD.	TOTAL WARRANTY PERIOD （Excluding the years of extended warranty purchase.）
robot vacuum series	main body (including main board, camera, main wheels, blower, sensors, dust bin, water tank), charging dock, auto-empty base, self-wash base、battery pack (aa/aaa batteries excluded)	1 year	2 years	3 years
	consumable parts (including dust bin filter, mop, side brush, main brush, main brush cover, water tank filter, cleaning tool, floor cleaning solution, etc.)	no warranty		

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vacuum cleaner series	main body (including dust cup, main suction, main body, extension rod, carbon fiber rod, power adapter, pinboard, display screen, water tank)、motor (including main body motor, mini motorized brush motor, main brush motor)、battery pack (aa/aaa batteries excluded)	1 year	1 year	2 year
	consumable parts (including filter with filter cotton, mop, brushes, nozzles, extension hose, flexible adapter, etc.)	no warranty		
wet & dry vacuum series	main body (including clean water tank, dirty water tank, led display screen, buttons, main board, water pump assembly, speaker, handle, power adapter, main body motor, brush motor) and charging base、battery	1 year	1 year	2 year
	roller brush	3 months	3 months	6 months
	consumable parts (including filter, cleaning solution, cleaning brush)	no warranty		
robotic pool cleaner	main body (including decorative cover, mainboard, sensor, chassis, etc.)	2 years	1 years	3 years

	magnetic charger、motor (including walking motor, propeller motor, etc.)、battery pack (aa/aaa batteries excluded)			
	remote (suitable for z1 pro)	2 years（warranty does not cover non-quality issues）		
	accessory (filter basket，track wheel, rear roller brushes)	3months		
	retrieval hook	no warranty		
mowing robot series	main unit (including decorative cover, bumper, mainboard, sensors, chassis, wheels, etc.), charging station, power supply、motor (including cutting motor, wheel motor, etc.)、battery pack (excluding aa/aaa batteries)	2 year		
	accessories (cleaning brush)	3months		
	wear parts (including blades, nails)	no warranty		
hair dryer series	main product	2 years		

Note:

- Packing materials like printed boxes, interior foam, paper cards, user manuals, expansion screws, labels, cleaning tools, and other consumables are not covered by the warranty.
- The warranty period means it does not include any extended warranty services that you might purchase. It only covers the longest warranty period that Dreame can offer for free.

6 Definition of Warranty Period

- The warranty becomes effective from the purchasing date on valid proof-of-purchase, original receipts or invoices or delivery date (if the delivery date is later than the purchasing date).

- If the valid proof-of-purchase, original receipts or invoices are lost, the warranty period starts from three months later than the date on the bottom nameplate of the product.

- Products repaired or replaced under this Limited Warranty will continue to be covered by this Limited Warranty for either (a) 90 days from the date of the repair or replacement, or (b) the remainder of the original applicable warranty period, whichever duration is longer. Repairs and replacements new or refurbished product do not extend the original warranty period nor initiate a new warranty period.

- In cases where Dreame opts to replace or refund the Product instead of repair, and when the Product was purchased in conjunction with a complimentary gift, both the Product and the complimentary gift must be returned together to initiate a return process. The processing of a refund or return request will only commence upon the receipt of all items, consistent with the conditions of the original delivery.

7 Limitations on Warranty

Dreame products are engineered and constructed for normal domestic household purposes. If the Dreame product is used in non-domestic environment, the warranty period of main body is three months.

The warranties set forth do not cover :

I. Failures caused by:

- Use of a Dreame product which is not in accordance with the “Usage Restrictions” in the User Manual.

- Use of a Dreame product for cleaning white ashes, sand, dust and other non-household garbage.

- Use of a Dreame product for decoration, ornament or cleaning in a commercial environment.

- Use of a Dreame product for cleaning in an environment with special adsorption chemicals, metal or other microparticles.

- Use of a Dreame product in an environment with corrosive objects.
- Accessories and other consumable parts, such as filters, brushes, unless the consumable part has been damaged due to a defect in materials or workmanship in a non-consumable part of the Product(s).
- Normal wear and tear and decorative parts damage.
- The product you purchased is a prototype, the model or SN of which does not follow the SN coding rule for a brand new complete machine.

8.1 Free warranty repair service will not be applicable in any of the following circumstances but you can choose fee-based warranty repair service:

- Products purchased from unauthorized dealers or sellers
- Damage caused by improper use, maintenance, and storage.
- Products and accessories found to be defective after the warranty period has expired.
- Products damaged due to improper dismantling by the customer or unauthorized third parties.
- Products damaged due to force majeure, including without limitation, acts of God, strikes, riots, labor disturbances, material shortages, nonperformance by subcontractors or suppliers, abnormal manufacturing conditions or costs, delays or failures of carriers or communications, fire, flood, storms, ice, snow, accident, war, explosion, accidents, epidemics, governmental orders or regulations or inability to secure any necessary governmental or other permits, court orders, or any other reason beyond the reasonable control of us.
- Product failure or damage subjected to misuse or abuse, whether by accident or man-made causes (including but not limited to operation errors, liquid inlet, improper swap, scratch, bump during transportation or carrying, inappropriate voltage, etc).
- After the confirmation of warranty repair service, corresponding goods are not sent within fourteen (14) calendar days.

8.2 Relevant Charges

After receiving the defective product sent by the customer, Dreame Repair Center or its authorized Repair center will inspect the product to determine whether it is within the warranty. If the product's quality defect is covered by the warranty, we will bear the inspection fees, material costs, labor costs and shipping costs.2) For products damaged due to man-made causes or products

outside warranty, you will need to pay for repair fees, parts costs, and one-way shipping costs if you request repair service.3) If you cancel the repair service for products damaged due to man-made causes or products outside warranty, you will have to bear the round-trip shipping costs.

9 After-sales Service Terms for Accessories

You can request return & replacement service for accessories of Dreame products purchased from Dreame after-sales service team or direct-sale stores within seven (7) calendar days from the date of receipt if discrepancies, damaged or missing products, and quality defects caused by non-artificial factors are found and relevant proof can be provided. After verification, the return & replacement service shall be provided. Otherwise, it will be viewed as a confirmation on your side that the product is not damaged or missing and functions well.

10 Limitations Of Action and Liability

No claim or action against Dreame for breach of this Agreement or the transaction contemplated hereunder may be asserted or brought more than one year after the cause of action or claim accrues. In all circumstances our maximum liability shall not exceed the purchase price paid for the product.

11 Other Notes

- Except for special requirements, please do not send back seriously damaged batteries with problems such as damaged battery cells, swollen cells, or liquid leakage; if they have been sent, they will be scrapped by Dreame.
- Only products purchased from Dreame or its authorized distributors can enjoy the after-sales service provided by this policy.
- Due to product version differences, Dreame products do not support international warranty services. The after-sales service for products purchased from Dreame distributors shall be provided by corresponding distributors and that for products purchased from Dreame Online Official Stores shall be provided by Dreame after-sales service team.
- If the consignee address provided by the customer is incorrect, or the recipient refuses to receive the goods, the resulting loss shall be borne by the customer.
- In case of non-delivery or return upon rejection, we will custody the goods for you, and the resulting storage fees and any other possible costs shall be borne by you. If the goods are not claimed for more than thirty (30) calendar days, Dreame repair center has the right of final disposal.

- Before sending the product for maintenance, please carefully deal with the characteristic items and decorations (including but not limited to decorative stickers, UAS stickers, paint spraying, etc.) attached to the original product. Dream repair center is not liable for any damage or loss of these personalized items and decorations.

- To ensure your rights and interests, upon receiving the purchased product, please check whether it is in good condition (whether there are any damages due to logistics problem or other causes). If the outer packaging of the product is damaged, please refuse to sign for it and return it by the courier company. If the consignee authorizes the courier company to send the package to the designated place without signing for it in person, he/she will be responsible for the loss or damage caused. If the outer packaging is intact, and the internal physical objects are abnormal or damaged due to logistics transportation, you should contact Dreame distributor or Dreame after-sales service team to report within 24 hours, otherwise such problems shall not be handled.

12 If there is any change to the policy, the recently updated document shall prevail.

13 If any of the terms and conditions of the policy conflict with national or local laws, the law shall be the standard. The policy shall be the standard when all the terms and conditions comply with relevant laws and regulations.

14 For any questions about this policy, please contact our after-sales service team via email: support.northamerica@dreame.tech

You can also reach us via phone call: +1 (866) 977-5177 (Mon. - Sun. 9:00-21:00 EDT)

15 The policy will be put into effect from July 1, 2021.