

Quality Policy for Custom Service

This Quality Policy will be only applicable to any customized services performed by Seeed in accordance with your customized requirements. Please find the following Quality Policy for your reference and if you have more questions about the payment for customized service, please contact the email: odm@seeed.cc.

Warranty Period

Unless otherwise negotiated or agreed by both Parties in writing, any customized service or products supplied by Seeed will be in conformity of your customized requirements for the purpose of keeping such customized products under the normal use for the period of one(1) year. The list of such designated series products will vary from time to time in connection with the internal Quality Policy of Seeed. Any customized products partly or wholly supplied by the third party will be applied to their own warranty policy.

The warranty period shall start from the date of shipment that Seeed delivers such customized products from Seeed's warehouse. If you cannot provide any valid proof of purchase or an invoice issued by Seeed, the warranty period shall start from thirty(30) calendar days after the shipping date of such products.

If you want to extend the warranty period to meet your customized requirements, please contact the email: odm@seeed.cc and Seeed will offer you the corresponding service fee for such extended warranty service.

After-sales Services

In consideration of the particularity of any customized service and products, any customized products purchased from Seeed are not returnable. If, during the applicable warranty period, any defects exist in such customized products delivered by Seeed and Seeed has confirmed that such defect or non-conformity is included in Seeed's scope of warranty, Seeed shall, at its discretion, replace or repair such defected products or part thereof free of charge. The warranty period of the renewed products in lieu of the original products shall still start from the date of delivery of the original products other than the renewed products.

Unless otherwise stipulated or agreed by the Parties, Seeed will attempt to fulfill the replacement service within seven(7) business days after receiving such defective product from you. If such products are examined to repair, Seeed will try to finish such repair within twenty(20) business days after receiving such defective product from you.

If such customized products have been out of the warranty period, Seeed may provide any warranty service after Seeed's written consent in advance and Seeed will charge any service fee for such warranty service.

The Process

If you purchase any defective or non-conforming products from Seeed, you may choice one of them to contact:

1. Contacting with your designated sales manager, including but not limitation to the order number, SKU, product name, quantity, problem descriptions and pictures or videos for showing the problems, etc.;

2. Sending an email to Seeed's team for providing technical support: support@seeed.cc or support_distributor@seeed.cc, and copy to Seeed's sales managers or sales supporters' email, which includes the order number, SKU, product name, quantity, problem descriptions and pictures or videos for showing the problems, etc.

3. Directly filing out a form from Seeed's website at: <https://aftersale.seeedstudio.com/login>.

Seeed will timely contact with you to diagnose and try to resolve your problems by any applicable methods after receipt of your needs. If such problems can not be resolved directly through such long-distance method, upon Seeed's prior written consent, you will obtain a Return Material Authorizations(RMA) number to deliver such product to the designated address of Seeed and its RMA number shall be stated in its original packages(including all the accessories) for Seeed further examination.

Exclusions and Limitations

Seeed shall be liable to you, for any breach of its obligation, loss or damage arising from or relating to the installation, use or performance of any customized products (including, without limitation, any indirect, special, incidental or consequential damages). Seeed shall not be liable under this warranty if the defect in the products supplied hereunder is caused by your misuse, abuse, neglect, improper installation or testing, unauthorized attempts to repair, or usage in conjunction with third parties' products provided that such defects are due to such usage, or by accident, fire, liquid damage, lightning, reasonable abrasion or other hazard.