

# Product & Service Statement and Legal Terms

## *Promption Terms:*

Based on the premise of mutual trust with customers, Hofmann (Beijing) Engineering Technology Co., Ltd. (HFM) proposes *Product And Service Terms* and reminds you: before using HFM products and services, please read our agreement thoroughly and understand these terms carefully. Please use the relevant products and services only after confirming that you fully understand and agree. Once you start using HFM products and services, it will be regarded as acceptance and recognition of this statement and policy content. In the absence of a special declaration, it means that you accept the product service agreement.

If you have any questions, opinions or suggestions about the contents of this statement and policy, you can contact us through forms, emails, telephone numbers and other contact information on HFM's official website. If the signature is blank, we commit that you have accepted the terms.

- **Subject Definition:**

HFM the whole name is Hofmann (Beijing) Engineering Technology Co., Ltd. It is a company specialized in heat exchange products and technical services.

- **Product Services:**

**Product Service**, it means that you can obtain information and order products online through websites or apps, and purchase products, customize services, and obtain information offline.

- **Hofmann Network:**

**Hofmann Network** is the official website of Hofmann ( <https://www.hfm-phe.com>) and mobile applications produced by HFM.

- **User Information Protection:**

Information published by Hofmann website, App, etc. is strictly **Prohibited from reprinting or deduction without Written Authorization**. If you think the content of Hofmann website infringes your rights and interests, you can contact us immediately and we will delete the relevant content immediately after verification and confirmation.

Any information and data you submit on Hofmann's website will not be disclosed to any third party, or will not be used for any other commercial purposes.

If a third party takes action against us because of your submission of data and materials, you will agree to compensate us implied in law.

## **Transaction Details and Exemption Clauses:**

**No matter the transactions of products and services through online e-commerce or offline, unless otherwise specified, it will be deemed that you agree to the following transaction rules and terms.**

a) The replacement spare parts of Heat Exchanger provided by Hofmann for customers are all manufactured by HFM and its supply chain system in accordance with the standard, and have no relation with the original brand manufacturers.

b) For any drawings, data, images, audio and video materials provided by the customer during the communication with the customer's mail or instant messaging tool (IM), HFM only serves as a reference, HFM does not assume any joint liability for any of the above data or materials.

# Product & Service Statement and Legal Terms

c) The customer shall clearly confirm the product data, design data and drawings provided by HFM, and HFM shall only design and be responsible for the data and parameters final written confirmed by the customer, HFM shall not assume any responsibility for product problems caused by inaccurate working condition parameters and changes.

d) The products and technical information released by HFM website and App are only for display. The specific ordering of products and services shall be subject to the detailed contract terms, technical drawings and other materials confirmed by both parties.

e) For the contract template and order information provided by the customer, we are only responsible for the actual products and services provided by us, we shall not be jointly and severally liable for the third party information involved in the client's contract template and order.

## After-Sales Terms:

The products and services provided by HFM include the warranty period and the default after-sales service according to their respective product attributes; The order of products and services between customers and HFM occurs as follows:

a) In case of product quality problems, after negotiation and confirmation with HFM, return and exchange can be carried out.

b) If customized products cannot be returned or exchanged due to changes in working conditions and parameters, HFM can assist customers in secondary technical design or system transformation , but HFM will charge additional technical service fees.

c) For HFM's missing goods, HFM will reissue or return the price difference of missing goods after confirmation with HFM.

d) HFM shall not be responsible for the return or exchange of goods ordered incorrectly due to customer reasons. If the goods are shipped incorrectly due to HFM reasons, HFM can replenish or refund the goods after confirmation, and ask the customer to assist in the transfer of wrong goods.

## Other Terms:

a) The above terms are the default HFM product service terms. If changes are needed during the transaction with us, HFM must issue an official written explanation. Otherwise, both parties will be deemed to agree to the default terms, Any business representative or individual of our company has no right to amend the terms.

b) These terms will be updated on HFM's official website and APP at the same time, and will be quoted in the contract template and email.

c) Matters not covered in the terms shall be determined through specific negotiation between both parties.

### Contact us:

**Address:** 6F,East International Building, No.2 DongZhiMen  
Outside Street, DongCheng District, Beijing, 100027  
**Tel:** +86 10 84478229  
**Email:** service@hfm-phe.com  
**Skype:** service.hfm-phe

### Confirmation:

**Buyer Authorised Signature:**