



# INTERNATIONAL AFTER SALES SERVICE POLICY

Jiangsu Minnuo Group Co., Ltd.

Jiangsu Minnuo Machinery Manufacturing Co., Ltd.

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**Purpose:** According to the after-service policies of the MINNUO headquarters and the practicality in the overseas market, this policy and the procedure is drawn to standardize the procedure of quality complaints and processing.

**Application :** customers of MINNUO and overseas distributors

Summarized the previous complains we can divide them into 2 kind and deal with them under different policy. They are :

**I :** Problem with air end

In the first two years of the Warranty Certificate policy, MINNUO company is responsible

for putting right any defects covered by the policy, you should contact MINNUO company

or your contractor in the first instance.

2 years later, we still provide you with all the necessary support and service, including help with repairing damage and resolving issues. You should also contact MINNUO or your contractor first.

**II :** Problem with the whole machine

During the first year you receive the goods, if there is any damage to the parts, our minnuo company has the responsibility and obligation to replace the new parts for you free of charge.

1 years later, we still provide you with all the necessary support and service, including help with repairing damage and resolving issues. You should also contact MINNUO or your contractor first.

### **Complaint process:**

Minnuo is committed to providing the best service to all customers, we will be polite, patient and timely to deal with your problems and solve your problems, this process is divided into 3 stages

#### **Step 1**

When there is a problem with your equipment, you first make a complaint to your salesman, and the photos or videos you provide will be fed back to our after-sales service department, and we will respond to your complaint by message, email or phone within 1 day.



## Step 2

If you are still not satisfied with the reply in the first step, please notify us within 5 days, in the second stage your complaint will be taken over by our after-sales department or the department director of your complaint department, our goal is to solve your problem · Our goal is to get you a satisfactory answer within 7 days.

## Step 3

We have investigated your complaint in more depth and come up with a solution, but you are still not satisfied, please let us know within 7 days of receiving your step 2 reply.

In the step 3, your complaint will be dealt with by the Chief Executive, who will propose a final solution within 10 days, if all this still does not satisfy you, you can approach our Top leadership.

## Installation and Commissioning

Our company will provide two solutions of hose and aluminum alloy pipes. If you match the air dryer and air storage tank from our company, we will help you configure it directly. If you have your own air dryer and air storage tank, Just tell us the import and export dimensions, and we can help you with a complete connection solution.

## Spare Parts

Minnuo and the dealer will stock up on all relevant spare parts necessary to maintain our customer's equipment. We will constantly update our inventory, and we promise to provide original spare parts. At the same time, we also suggest that customer reserve some spare parts, because sufficient spare parts are essential for normal machine operation, in order to minimize the economic loss caused by system shutdown. Our Company MINNUO will also provide a list of parts to meet your exact specifications.

## Our confidence

Our company has 20 years of experience in the air compressor industry, and we are confident that we can provide you with a complete after-sales service system. All our products have been thoroughly checked and tested before packaging and transportation. For details of after-sales warranty, please refer to the attached warranty.