



## Quality, Warranty, Q.A. & Shipping Conditions

Ver.:2012-2013

The objective of setting standards and conditions for quality is to improve business relationships with customers and to enhance the profitability and improve business for all parties over the long term.

Customers are critical to our business and we are committed to doing everything that will improve QUALITY and our good relationship.

### **Our responsibility:**

- It is our responsibility to ensure that all Products are of good quality and to provide faultless performance when used in a manner intended by the end users.
- It is the our responsibility to ensure that:
  - the materials used are correct for the intended use
  - the manufacturing processes are correct for the product's intended end use
  - the packaging will provide proper protection for the product during transit and storage

### **Changes to Specifications:**

- Any changes to materials or production must be notified and agreed to by customers in advance of production and guaranteed not to diminish the quality or performance of the product.
- Mass production quality is promised to be same as pre-production samples confirmed by customers.

### **Remedy for Faulty Goods:**

- Any goods found to be faulty or prove not to be durable during use by the consumer for its intended purpose shall be rectified as follows:
- All faulty goods will have a discount offered to customers or goods replaced with only delivery cost, or faulty goods returned to **GAMER GEAR SPORTS** for repairing or amendments with only delivery cost, as determined by customers.
- Free spare parts and packagings are offered to customers with such requirements.

### **Shipment Details & Late Shipments:**

- We are required to update production planning and shipment Dates for all outstanding orders on time.
- Shipments that are more than two weeks later than the agreed shipping date will be shipped and invoiced at a 1% reduction in price, and 1% for further each-2-weeks delay.

**Quality Assurance:**

- A Quality Assurance check list is to be compiled stating that materials and production has been inspected at every stage and guaranteeing the quality of the finished and packaged Product.
- Products will be inspected by **GAMER GEAR SPORTS** with our unique and detailed inspection procedure and all products are inspected and re-worked to be 100% correct before shipment, also welcome inspection performed by an independent Inspection Agent nominated by customers prior to shipment to check finished product and packaging is 100% correct.

**Efficiency Assurance:**

- We are required to keep high efficiency for all inquiries of our customer.
- Quotation /Technical Support/Complaint: 1 working day for exist products, 3 working days for new products, or will accordingly discount 1% in product quotation due to any delay.