



After-sales commitment

Response speed:

During the contract execution period and the quality assurance period, the company will provide feedback within 12 hours after receiving the notice requesting maintenance services, and send professional technical engineers to provide professional services remotely within 24 hours to solve the problem.

1.Product quality commitment:

- The manufacturing and testing of products have quality records and testing data.
- For product performance testing, we sincerely invite users to personally conduct a full-process and full-performance inspection of the product. The product will only be packed and shipped after it is confirmed to be qualified.

2. Delivery date commitment:

- Product delivery time: Try to meet user requirements. If there are special requirements and delivery is required in advance, our company can specially organize production and installation to strive to meet user needs.
- When the product is delivered, our company provides the following documents to the user:
 - ① Technical maintenance and repair manual
 - ② Installation drawing
 - ③ Spare parts list

3.After-sales service commitment:

- (1) Service tenet: fast, decisive, accurate, thoughtful and thorough.
- (2) Service goal: Service quality wins customer satisfaction
- (3) Service efficiency: If the equipment fails during or outside the warranty period, the supplier will contact the customer within 24 hours after receiving the notification and provide a solution.

4.Service principles:

The warranty period of Link 's products is one year. During the warranty period, the supplier will repair and replace parts damaged due to quality reasons free of charge. For parts damaged outside the warranty period, the accessories provided will only be charged at cost. For equipment damage caused by human factors of the purchaser, the accessories repaired or provided by the supplier will be charged at cost price.



Better Detail For Better Quality!

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