ZHUHAI GY SPORTS CO., LTD
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After-Sales Service & Warranty Policy

(For Ice Hockey Helmets, Cages, Visors & Sticks)

1. Scope of Application

This After-Sales Service & Warranty Policy applies to ice hockey equipment manufactured and supplied by **Zhuhai GY Sports Co., Ltd**, including but not limited to helmets, cages, visors, sticks, and related accessories. This policy applies exclusively to **business customers (B2B)**, including retailers, wholesalers, traders, importers, distributors, and brand owners.

2. Warranty Coverage

Zhuhai GY Sports Co., Ltd warrants that, under normal and proper use, the products supplied shall be free from defects in **materials and workmanship** during the applicable warranty period. Unless otherwise agreed in writing, the warranty period shall commence from the date of delivery and acceptance by the customer, as follows:

- Ice hockey helmets: **365 days**
- Ice hockey cages and visors: **90 days**
- Ice hockey sticks: **30 days**

3. Warranty Exclusions

This warranty does **not** cover, and Zhuhai GY Sports Co., Ltd shall bear no responsibility for, any of the following circumstances:

1. Normal wear and tear, aging, or cosmetic deterioration
2. Damage resulting from improper use, misuse, abuse, or excessive impact during training or competition
3. Damage caused by incorrect installation, unauthorized disassembly, modification, or repair
4. Damage occurring during transportation, storage, secondary processing, or resale by the customer or third parties

5. Damage caused by force majeure events, including but not limited to fire, flood, earthquake, or other acts of nature
6. Failure to use the product in accordance with instructions, safety standards, or intended purpose
7. Claims submitted after the specified inspection and claim period

4. Inspection & Claims Procedure

1. The customer shall inspect the goods within **7 calendar days** after receipt for quantity, appearance, and visible defects.
2. Any claims regarding shortages, visible damage, or apparent quality issues must be submitted **in writing** within the inspection period, accompanied by supporting photos and/or videos.
3. Failure to submit a claim within the inspection period shall be deemed as acceptance of the goods as conforming.

5. After-Sales Remedies

If a defect is confirmed by Zhuhai GY Sports Co., Ltd to be attributable to manufacturing or material issues within the warranty period while the defect rate is **5% or less**, the buyer is responsible for resolving the issue. If the defect rate exceeds **5%**, Zhuhai GY Sports Co., Ltd shall, at its discretion, provide one of the following remedies:

1. Replacement with conforming products of the same model
2. Repair of the defective products
3. Refund or credit of the corresponding product value against future orders

Under no circumstances shall Zhuhai GY Sports Co., Ltd be liable for **indirect, incidental, or consequential damages**, including but not limited to loss of profit, loss of business, or third-party claims.

6. Returns & Exchanges

1. Returns or exchanges for **non-defective products** are generally not accepted.
2. Any return or exchange requested due to customer reasons requires prior written approval from Zhuhai GY Sports Co., Ltd. All related costs, including freight, duties, and taxes, shall be borne by the customer.
3. Returned products must be unused, undamaged, and in original packaging.

7. Samples & Customized Products

1. Samples, clearance items, and discounted products are supplied **“as is”** unless otherwise agreed and are not subject to standard warranty coverage.
2. **Customized products**, including OEM, ODM, private-label, logo-branded, or custom-molded products, are non-returnable and non-refundable once production is confirmed, except in the case of verified quality defects.

8. Limitation of Liability

1. In any event, the maximum liability of Zhuhai GY Sports Co., Ltd shall not exceed the **invoice value of the defective products**.
2. This policy does not constitute any warranty or liability toward end consumers or end users.

9. Governing Law & Dispute Resolution

This policy shall be governed by and construed in accordance with the applicable law agreed by both parties. Any dispute arising out of or in connection with this policy shall first be resolved through amicable negotiation. If no settlement is reached, the dispute shall be submitted to the agreed arbitration institution or competent court.

10. Interpretation

The final right of interpretation of this After-Sales Service & Warranty Policy shall rest with **Zhuhai GY Sports Co., Ltd**.