

## Notification of Service Fee

Dear Customers:

Sincere appreciation for your trust at IECHO.

With the company's rapid and steady development and the increase in the global market share of digital flatbed cutting machines, in order to continually provide efficient and high quality service to you, we have decided to start charging for the services according to the below standards from March 1st, 2018.

Services included: Installation, training, demonstration, exhibition support, relocation, remote maintenance and on-site maintenance.

IECHO provides two times of free on-site installation and training. VISA cost, related traffic cost, hotel and meals should be on customers.

After the above two times of free services, if there are needs for the technical services below:

### **1) Installation, Training, Demonstration, Exhibition support**

The customer needs to pay all the transportation, food, accommodation, visa cost and \$1,000.00 service charge. The technician's duration of stay shall not exceed stipulated days according to the relative model (for the exhibitions, it allows to be added no longer than 4 working days to the original required days).

Note: if any delay is caused by customers, for the extra days,

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customers need to pay \$200.00 as service charge per person per day, and afford the charge of rescheduled ticket.(Please refer to the attached list No.1 for the stipulated days for each model)

The services mentioned above are with no limit of warranty period. All the cost should be paid in advance.

## **2) Machine Relocation**

Customers need to pay all the transportation, food, accommodation, visa cost and \$2,500.00 service charge. The technician's duration of stay shall not exceed stipulated days according to the relative model.

Note: if any delay is caused by customers, for the extra days, customers need to pay \$200.00 as service charge per person per day, and afford the charge of rescheduled ticket.(Please refer to the attached list No.1 for the stipulated days for each model)

The service mentioned above is with no limit of warranty period. All the cost should be paid in advance.

## **3) Remote Maintenance**

Under Warranty:

Free 7\*24 full-time remote maintenance

After Warranty:

Paid 7\*24 full-time remote maintenance

Remote service charge: USD\$150 per month

(bank service charge should not be included in this USD\$150)

## **4) On-site Maintenance**

Customers need to pay all the transportation, food, accommodation, visa cost and \$1,000.00 service charge. The fee of the replacement for spare parts should be paid separately. The duration of stay for the technician should be no longer than 3 working days. All the cost should be paid in advance.

Hangzhou IECHO Science & Technology Co., Ltd.

February 2, 2018