

This Limited Warranty applies to the products sold by Roborock Technology Co. Ltd ("Roborock"). Roborock's warranty obligations are to the original purchaser ("you") only. This Limited Warranty cannot be assigned or transferred. This Limited Warranty is limited to the terms set forth below.

NEW PRODUCTS Limited Warranty – Roborock Technology Co. Ltd warrants to you (the original purchaser), that the ROBOROCK product you purchased will be free from defects in materials and workmanship when used under normal conditions for one (1) year from the product purchase date.

This Limited Warranty only applies to FCC products officially sold in the United States.

Items can be returned within 30 days of receipt of shipment. In cases where the item is purchased from a third party, and the third party warranty & returns policy offers a more extended return period, the third party warranty takes precedence.

CERTIFIED REFURBISHED PRODUCTS Limited Warranty – Roborock Technology Co. Ltd warrants to you, the original purchaser, that the ROBOROCK product that you purchased will be free from defects in materials and workmanship when used under normal conditions for six (6) months from the product purchase date. This Limited Warranty applies only to certified refurbished products purchased at US Amazon's official stores (Roborock Technology Co. Ltd Store)

PROOF OF PURCHASE - To make a claim under our Limited Warranty, you must first show us the date on which you purchased the ROBOROCK product. Your bill of sale or similar document is sufficient. If you are unable to show us the original date of purchase, the time periods in this Limited Warranty will start on the date we shipped your ROBOROCK product from our factory.

EXCLUSIONS This Limited Warranty does not cover defects or damages caused by (a) consumable parts, such as brushes, batteries, unless the consumable part has been damaged due to a defect in materials or workmanship in a non-consumable part of the Product(s); (b) normal wear and tear and cosmetic damage, including, but not limited to, scratches, dents, and broken plastic; (c) defects or damage caused by misuse; accidents (including, without limitation, collision, fire, and the liquid); neglect; abuse; unusual stress; modification; improper or unauthorized repair, installation, wiring, or testing; alterations not approved by us, improper repairs or service, or use of improper parts and accessories not supplied by us; (d) damage caused by operating the Product(s) outside the permitted or intended uses described by Roborock; (e) damage caused by use with non-Roborock products; (f) any non-Roborock products, even if packaged or sold with the Product(s); and (g) modifications of the Product(s) firmware or software by anyone other than Roborock. Roborock reserves the right to disable the Product(s) if Roborock suspects fraud or if Roborock determines that the Product(s) are counterfeit, stolen or lost in shipment. (h) misuse or failure to follow the operating instructions, and failure to perform recommended maintenance; or (i) use in any other manner than normal and expected use. **(j) the serial number of the Product has been removed, erased, defaced, altered or is illegible in any way (as determined at our sole discretion)** (k) This Limited Warranty does not apply to accessories and other consumable items, such as filters or brushes; (l) **you are in breach of the terms of this limited warranty or your contract with us.**

Roborock is not responsible for damage arising from failure to follow instructions relating to the use of the Product(s). You are responsible for (a) proper use of our Product; (b) routine preventative maintenance and (c) following proper product handling recommendations provided in our instructions manual, quick start guide and on our website.

CUSTOMER SERVICE - Please contact Customer Service: support@roborock.com to determine your problem and the next steps. Roborock Technology Co. Ltd and its suppliers' entire liability and your exclusive remedy shall be, at our option, either (i) repair the Product; (ii) replace the Product with a new or refurbished Product (replacement Product being of an identical model or a

functional equivalent); or (iii) provide to you a refund of the price you paid for the Product (excluding taxes and shipping costs). Any Products that are repaired or replaced under this Limited Warranty will have warranty coverage under this Limited Warranty for the longer of: (a) 90 days from the date of repair or replacement; or (b) the remaining original Warranty Period. Replacement parts used in the repair of the Products may be new, equivalent to new, or refurbished.

NO OTHER WARRANTIES – Roborock Technology Co. Ltd does not warrant the functions contained in the ROBOROCK product will meet your requirements. The entire risk as to the quality and performance of the ROBOROCK product is with you. To the maximum extent permitted by applicable law, Roborock Technology Co. Ltd and its suppliers disclaim all other warranties, either express or implied, including, but not limited to, implied warranties of merchantability and fitness for a particular purpose, with regard to the ROBOROCK product and the accompanying written materials. This Limited Warranty gives you specific legal rights. You may have others which vary between states/jurisdictions.

NO LIABILITY FOR CONSEQUENTIAL DAMAGES - To the maximum extent permitted by applicable law, in no event shall Roborock Technology Co. Ltd or its suppliers be liable for any damages whatsoever (including without limitation, damages for loss of business profits, business interruption, loss of business information, or any other pecuniary loss) arising out of the use or inability to use the ROBOROCK product, even if Roborock Technology Co. Ltd has been advised of the possibility of such damages. Because some states/jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply to you.