

Product liability statement

Dear customers and partners:

Here, YINGKOU ZHONGJIE SHIDA SEPARATOR CO.,LTD solemnly declares that for all the products we provide, we uphold a high degree of responsibility and integrity principles, committed to ensuring product safety, compliance, quality reliability and customer satisfaction. The following are our detailed commitments to product liability:

I. Product Quality Assurance

- 1. Strict Quality Control:** We have established a comprehensive quality management system, from raw material procurement, manufacturing, finished product inspection to packaging and shipping, every link has gone through strict quality control to ensure that products meet the established quality standards and industry norms.
- 2. Compliance Commitment:** We promise that all products meet the requirements of national laws and regulations, industry standards and international safety standards, including but not limited to product safety certification, environmental protection requirements and consumer rights protection.
- 3. Continuous Improvement:** We keep track of industry trends, adopt advanced technology and management methods, and continuously optimize product design, production process and quality control process to improve product quality and customer satisfaction.

II. Product Responsibility

- 1. Clear Responsibility:** We clearly assume responsibility for product defects caused by improper product design, manufacturing or labeling. If our products cause personal injury, property damage and other consequences to consumers or third parties, we will bear the corresponding legal responsibilities according to law.
- 2. After-sales Service:** We provide a perfect after-sales service system, including product consultation, technical support, tracking and maintenance and return services. For products with quality problems, we will respond in time and deal with them promptly to ensure that the legitimate rights and interests of consumers are protected.
- 3. Recall Mechanism:** Once a product is found to have quality problems that may

endanger the safety of consumers, we will immediately launch product recall procedures, timely notify the relevant consumers, and take effective measures to eliminate safety risks.

III. Customer Communication and Feedback

1. **Open Communication Channels:** We have set up special customer service hotline, email and online platform and other communication channels, welcome customers to contact us on product use, quality feedback and other issues.

2. **Positive Response to Feedback:** We are committed to carefully recording, timely analysis and positive response to customer feedback. For reasonable suggestions and opinions, we will actively adopt and continue to improve.

Conclusion

Yingkou Zhongjie Shida Separator Co., Ltd. knows the importance of product responsibility, we will continue to uphold the "quality first, customer first" business philosophy, and constantly improve product quality and service level, to provide consumers with more safe, reliable and satisfactory products. We look forward to working together with our customers and partners to create a better future.

Customers and partners are kindly requested to monitor the performance of our product responsibilities, if you have any questions or suggestions, please feel free to contact us.

Yingkou Zhongjie Shida Separator Co., LTD

January 15, 2024



Liu Jincheng

Chairman