

TECO Electric & Machinery Co., Ltd.

Consumer Protection Policy

(Summary Translation) This English version is a translation of the Chinese version.

If there is any inconsistency or discrepancy between the Chinese and English versions, the Chinese version shall prevail for all intents and purposes.

Date of Implementation: June 20, 2025

Version: 01

I. Purpose of the Policy

1. This Policy is established to enhance the safety and quality of products and services, protect consumer rights, and create a comprehensive consumer complaint mechanism.

II. Consumer Health and Safety

2. For the goods or services the company provided, we shall emphasis on the importance of consumer health and safety, offer proper instructions, and provide adequate and accurate information to the consumers.
3. When placing the goods into the stream of commerce or in the provisions of services, the company shall ensure that goods or services provided meet and comply with the contemporary technical and professional standards with reasonably expected safety requirements.
4. All safety warnings and emergency response manuals shall be marked or labeled conspicuously on the goods or services provided which may cause harm to the lives, bodies, health or properties of consumers.
5. The company shall immediately recall the goods or discontinue the services provided when there are sufficient facts support that such goods or services may present potential dangers to the health and safety of the consumers.

III. Protection of Customer Privacy

6. The company is committed to protecting consumer privacy by collecting, processing, and utilizing personal data legally, transparently, and fairly, while implementing reasonable security measures.
7. When collecting personal data directly from consumers, the company shall fulfill its duty of notification in accordance with laws, unless exempted by legal provisions. Even with consumer consent, the company must obtain a written agreement from the consumer for the collection, processing, or use of such data.
8. Measures shall be established for reporting, responding to, and preventing security incidents involving theft, alteration, damage, loss, or leakage of consumer personal data.

IV. Marketing of Products and Services

9. The company shall ensure the accuracy of the contents of advertisements and be under the obligations not to provide less than what is stated in the advertisements, and the company shall fulfill the contents of the advertisements of goods or services after the contract is made.
10. Advertisements and marketing information must be clear and must not engage in misleading, deceptive, or unfair commercial, advertising, or promotional practices.
11. The company shall not make or use false or misleading representations or symbols on the matter that is relevant to goods and is sufficient to affect trading decisions on goods or in advertisements, or in any other way make it known to the public. Any goods bearing false or misleading representations shall not be sold, transported, exported or imported.
12. The company shall provide consumers with accessible and clear procedures for contract termination, cancellations, product returns, exchanges, and refunds.
13. If a trial period for a product or service is offered, the company must clearly and fully inform the consumer about the duration of the trial, any applicable promotions, and potential charges after the trial ends. Any charges must be disclosed in advance, and consumer consent must be obtained.

V. Product Labeling

14. All products are labeled in compliance with the *Commodity Labeling Act* and other relevant regulations to protect consumer rights.

VI. Consumer Complaint Channels and Procedures

15. If consumers have any issues or feedback regarding the company's products or services, they may contact us through our home appliance website (Website: <https://www.tecohome.com.tw/tw/Products/Category/1>) under the "CONTACT US" tab to request for repairs, or call the 24-hour repair hotline (Number: 02-4055-7888), or the product inquiry hotline (Number: 0800-281-200) for assistance. Consumers may also submit their feedback via a Customer Feedback Form. Upon receiving any relating matter, the company will assign a dedicated representative to handle the matter appropriately and provide a timely response to the consumer with the outcome.

VII. Miscellaneous

16. This Policy shall be announced and implemented upon approval by the Chairman. The same procedure applies to any amendments.