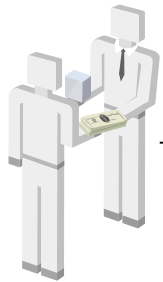
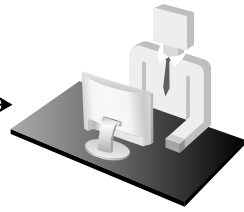


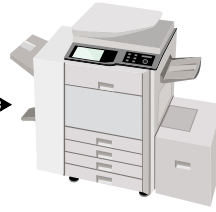
After-sales Service Flowchart



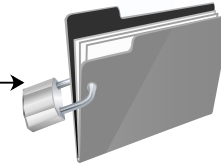
Deliver products to customer



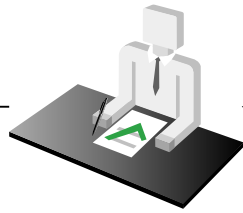
Create user profile



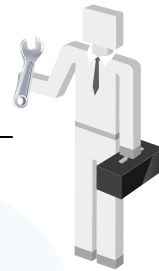
Print user profile



Archive



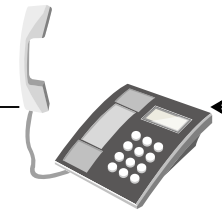
Default removed



Send technician to repair within 24 hours



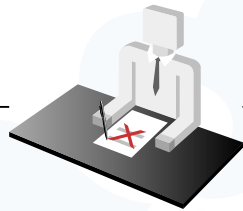
Customer service staff records repair request default



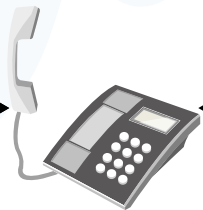
Customer calls and requests repair



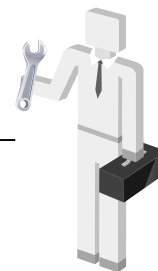
Ship product back to factory and repair



Default not removed



Follow up repair and maintenance



Send technician to maintain regularly