
Customer Rights Policy and Complaint Procedures

1. Product Quality and Compliance Management

We implement production quality management to ensure our products meet customer, legal, and international regulatory requirements, including environmental and safety regulations such as RoHS and REACH, to ensure our commitment to environmental protection and safety.

2. Product Labeling and Consumer Protection

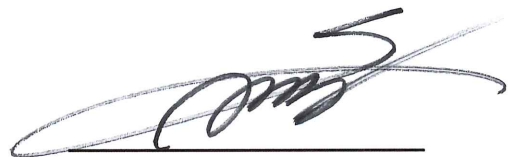
All our products are fully labeled. Shipping labels identify the production batch, date, and environmental label to comply with regulations and green product requirements, reducing consumer health and safety risks.

3. Information Security and Privacy Protection

We have obtained ISO 27001 Information Security Management System certification, covering organizational, technical, and physical security controls to ensure the strictest protection of customer information.

4. Customer Complaint and Issue Handling procedures

We have established customer service and exception handling procedures. Customers can submit reports and issue complaints through the system or email. A dedicated department will appropriately handle the matter and provide a response to the customer.



President of Faraday Technology

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