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## Customer Protection Policy

- Honest management and legal compliance to protect customer rights.
- Ensure the safety of products and services; prevent any risks to customer health or safety.
- Provide truthful and transparent information; avoid misleading or exaggerated claims.
- Respect and protect customers' personal data and privacy.
- Maintain fair trade; prohibit unfair competition and false advertising.
- Establish clear complaint channel to ensure proper response to customer feedback.
- Continuously improve product quality and service processes to enhance customer satisfaction.
- Value intellectual property rights and respect innovations of customers and partners.
- Disclose this policy publicly and review it regularly to comply with laws and market developments.

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Chairman

G.W.K