

Quality Assurance Letter of Paint Protective Film

Party A: 泰浪商务

Party B:

Respected Partners:

We appreciate your recognition of the quality and value of our products and your decision to adopt them. To standardize the cooperation process and protect the legitimate rights and interests of both parties, the following agreement is reached:

1. Party A warrants that the products supplied to Party B have passed strict quality inspection, comply with the product quality standards, and shall be responsible for the product quality. If necessary, Party A shall provide Party B with batch inspection reports of the products and other relevant documents.

2. Party A warrants that the TPU Paint Surface (Colored) Protective Film Products manufactured by Party A, within the warranty period, be free from hydrolysis, cracking, and coating dullness, and shall resist yellowing (with color change ΔE less than Grade 2). The warranty scope for colored TPU products includes no delamination, no shrinkage, and a color fastness degradation rate not exceeding 10% (compared with the ΔE value of standard products). The warranty period for TPU polyurethane products is 3-6 years; the specific term shall be subject to the product model description. In case of quality defects occurring within the warranty period, Party A shall provide compensation at a ratio of 1:3. The warranty period for the Products shall commence from the date of acceptance by Party B.

3. Party A warrants that the TPU substrate masterbatch supplied to Party B is manufactured using polyhexane ester-type TPU particles sourced from Lubrizol or BASF, and the pressure-sensitive adhesive is produced by Ashland. Such raw material information shall be

verifiable by qualified third-party institutions. For other details of the product structure, reference shall be made to the attached Quality Standards (Party B shall be obligated to keep the contents of the attachment confidential).

4. Party B shall conduct inspection and acceptance strictly in accordance with the "Product Quality Standards". In case of unqualified products, Party B shall immediately notify Party A of the existing quality defects and provide relevant supporting documents. If such quality defects are indeed attributable to Party A, Party A shall replace the unqualified products for Party B free of charge.

5. Party B shall strictly conduct product construction and maintenance in accordance with the "Product Use Instruction Manual" and keep complete, accurate and valid construction records. In the event of product quality defects found by Party B during storage or construction, Party B shall promptly notify Party A of such defects and provide relevant supporting documents, immediately suspend the use of the defective products, and retain samples thereof.

If such quality defects are indeed attributable to Party A, Party A shall compensate Party B for the used defective products on a 1:1 basis, and freely replace the unused defective products to ensure Party B's normal use.

If the product defects are caused by Party B's improper storage or non-compliant construction, such defects shall be excluded from Party A's warranty scope. Nevertheless, Party A may provide prompt and effective technical consulting services to Party B upon request.

6. For product quality complaints, Party B shall immediately notify Party A and provide corresponding traceability information, as well as materials such as pictures and videos of the defects. Party A shall actively cooperate to properly resolve the matter. If the complaint is

indeed attributable to Party A, Party A shall, upon confirmation, promptly formulate after-sales solutions and actively assist Party B in resolving the defects.

7. This Product Quality Assurance Letter shall take effect upon the signing of both parties and the commencement of supply, and shall terminate concurrently with the termination of the business cooperation between the parties.

8. This Contract shall be made in duplicate, with each party holding one copy. Both copies shall have equal legal effect.

Attachment 1: PANTONE (FHIC400) – Color Change Level Evaluation Standard

Party A: 泰浪商务 (stamped)
 Signing representative: Shen Tianpeng
 Date of signing:

Party B:
Signature representative:
Date of signing: