

SERVICE TERMS AND CONDITIONS

chronoMeans Care · International Service

ABRASAX Design Group

These Service Terms and Conditions are intended to help international customers understand the service process, applicable charges, and scope of support. ABRASAX Design Group will inspect each product with care, explain the available service options clearly, and carry out only the work authorized by the customer.

If a concern arises regarding the condition of the product or the outcome of the service, ABRASAX Design Group will first review the relevant facts with the customer and seek a reasonable resolution, which may include reinspection, additional repair, an adjustment of charges, or another appropriate measure.

01 SCOPE

These Terms apply to the collection, inspection, diagnosis, repair, parts replacement, adjustment, cleaning, testing, and international transportation of chronoMeans products submitted to ABRASAX Design Group by customers outside the Republic of Korea.

The product-specific scope of work, estimated charges, and customer authorization will be stated in a separate Service Authorization or Repair Estimate.

02 PRODUCT INFORMATION AND SERVICE INTAKE

The customer should provide, as accurately as reasonably possible, the product name, model, serial number, purchase information, reported issue, previous repair history, and details of any accessories or components included with the product.

Upon receipt, ABRASAX Design Group will examine the cosmetic and operating condition of the product and perform the inspections considered necessary. Any scope or cost communicated before physical receipt of the product may be preliminary and subject to revision following inspection.

03 INSPECTION AND DIAGNOSIS

No Inspection Service Fee is charged for a standard service request covered by an active warranty.

For an out-of-warranty product, the Inspection Service Fee is normally payable in advance at the Service Authorization stage, unless the applicable Service Authorization states a different arrangement. The Inspection Service Fee includes:

1. Dispatch of the Care Kit
2. Inbound transportation of the product to the Republic of Korea
3. Inspection and diagnosis of the product
4. Communication of the inspection findings and recommended service options

Once the Care Kit has been dispatched or inspection services have begun, the Inspection Service Fee is generally non-refundable because the related services and costs have already been incurred. If the customer proceeds with the repair, any Inspection Service Fee actually paid will be credited in full toward the final Repair Estimate and will not be charged twice.

Even within the warranty period, a separate repair charge may apply if inspection shows that the issue resulted from external impact, misuse, accident, or another condition outside warranty coverage.

04 REPAIR ESTIMATE AND CUSTOMER AUTHORIZATION

Following inspection, ABRASAX Design Group will provide the proposed scope of work, estimated charges, and estimated service period.

For every paid repair, regardless of amount, ABRASAX Design Group will issue a separate Repair Estimate. Repair work will begin only after the customer has approved the stated scope and charges and payment has been received.

Authorization may be given by handwritten signature, electronic signature, online confirmation, or an email reply that clearly identifies the approved work or amount.

05 CHARGES AND PAYMENT

Charges payable by the customer will be clearly stated in the applicable Service Authorization, Repair Estimate, or invoice. Service charges are divided into the following categories:

5. Inspection Service Fee — Includes the Care Kit, dispatch of the Care Kit, inbound transportation to the Republic of Korea, inspection and diagnosis, and communication of the inspection results.
6. Repair Service Fee — Includes labor and replacement parts for the repair authorized by the customer. Where appropriate, the estimate may itemize work and parts, while presenting them to the customer as one consolidated repair charge.
7. Return Logistics Fee — Includes international return transportation after inspection or repair, basic transportation coverage where applicable, and customary logistics handling.

Customs duties, value-added tax, and charges imposed by local customs authorities are not included in ABRASAX Design Group service charges. Such charges are separate from additional costs caused by an incorrect address, refusal of delivery, special delivery requests, or redelivery.

Any amount that has not yet been confirmed will be identified as an estimate. If the actual amount is expected to differ materially, ABRASAX Design Group will notify the customer before proceeding. The payment timing and method will follow the applicable authorization, estimate, or invoice.

06 CANCELLATION OR SUSPENSION OF SERVICE

The customer may request that work be stopped at any time before completion. Charges and refunds will be calculated according to the costs actually incurred:

8. Before dispatch of the Care Kit: the Inspection Service Fee will be refunded, less any payment-processing or refund charges actually incurred.
9. After dispatch of the Care Kit but before receipt of the product: the balance will be refunded after deduction of the Care Kit production and shipping costs already incurred.
10. After receipt and inspection, where repair is declined: the Inspection Service Fee is non-refundable, and the customer is responsible for the Return Logistics Fee.
11. After repair authorization: the customer will be charged for completed labor, parts already used or no longer cancellable, and third-party costs actually incurred.

As a general principle, ABRASAX Design Group will not charge for labor not yet performed or for costs that can reasonably be recovered.

07 INTERNATIONAL TRANSPORTATION

International transportation is divided into three stages:

12. Dispatch of the Care Kit from ABRASAX Design Group to the customer.
13. Transportation of the customer's product to the service facility in the Republic of Korea.

14. Return transportation of the inspected or repaired product to the customer.

Within the Warranty Period

For a standard warranty service request, ABRASAX Design Group will bear the basic transportation charges for all three stages. If inspection shows that the condition is not covered by warranty, or if additional costs arise from an incorrect address, refusal of delivery, or a special customer request, ABRASAX Design Group may notify the customer in advance and charge the applicable amount.

After Expiration of the Warranty Period

Dispatch of the Care Kit and inbound transportation of the product to the Republic of Korea are included in the Inspection Service Fee. The Return Logistics Fee following inspection or repair will be stated separately in the final estimate.

08 PACKAGING AND TRANSPORTATION COVERAGE

ABRASAX Design Group will provide packing instructions or a Care Kit to support safe transportation. The customer must pack the product and included components in accordance with the instructions provided and supply an accurate collection address and contact details.

When a shipping label issued by ABRASAX Design Group is used, any applicable transportation coverage or carrier liability limit will be stated in the shipping instructions or estimate.

If the customer selects and arranges a carrier independently, the customer is responsible for the transportation cost and insurance. If a transportation incident occurs, ABRASAX Design Group will reasonably assist with tracking, incident reporting, and any available insurance claim. Processing time and compensation will depend on the carrier's investigation and applicable insurance terms.

09 CUSTOMS AND IMPORT PROCEDURES

ABRASAX Design Group will provide standard documentation reasonably required for customs clearance of a service item, including a Commercial Invoice where applicable. The customer must cooperate with requests for information or documents required for clearance.

Even when a product is shipped solely for repair, customs duties, value-added tax, or local clearance fees may be imposed depending on the country and clearance procedure. Such charges are determined by the relevant customs authority or agency, and ABRASAX Design Group cannot confirm the final amount in advance or guarantee an exemption.

If a local authority or carrier charges these amounts to the customer, the customer must pay them in accordance with that authority's or carrier's instructions. ABRASAX Design Group will provide documentation identifying the shipment as a service item and will assist with the clearance process to the extent reasonably possible.

10 REPAIR FEASIBILITY AND ADDITIONAL DAMAGE

ABRASAX Design Group will first consider reasonable methods of repairing the product. Repair may be impracticable, or an alternative resolution may need to be discussed with the customer, where:

15. Required parts are unavailable.
16. Unexpected internal damage or severe corrosion is discovered.
17. A safe or reliable repair outcome cannot reasonably be expected.
18. The repair cost would be disproportionate to the condition of the product.

If previously unidentified damage or a need for additional work is discovered during inspection or repair, ABRASAX Design Group will explain the condition and available options and will obtain the customer's decision before proceeding beyond the authorized scope.

11 REPLACEMENT PARTS

A customer who wishes to have replaced original parts returned must notify ABRASAX Design Group before approving the Repair Estimate.

If a part cannot be returned for reasons of safety, export or import restrictions, or disposal requirements, ABRASAX Design Group will provide advance notice where reasonably possible. Any separate international transportation or customs charge required for returning a part will be incurred only after customer confirmation.

12 CONDITION OF THE PRODUCT AFTER REPAIR

ABRASAX Design Group will exercise reasonable care and skill to address the authorized issue and restore normal operation of the product.

Because of the product's age, existing wear, material characteristics, or differences between parts, its color, gloss, texture, or minor cosmetic details may not be identical to their pre-service condition. ABRASAX Design Group will seek to minimize unnecessary cosmetic changes while respecting the character and preservation value of the product.

13 ESTIMATED SERVICE PERIOD

The estimated completion date will be based on the product condition, parts availability, customer authorization, international transportation, and customs processing.

If an unexpected delay occurs, ABRASAX Design Group will notify the customer of the status and revised schedule as promptly as reasonably possible. The schedule may change due to matters outside its reasonable control, including transportation disruption, customs hold, parts-supply delay, or natural disaster.

14 90-DAY POST-REPAIR SUPPORT

For 90 days from the repair completion date stated in the service record, ABRASAX Design Group provides limited support for defects in the workmanship performed and replacement parts supplied as part of the approved repair.

If the same issue recurs or the customer has a concern regarding the repair outcome, the customer should contact ABRASAX Design Group. ABRASAX Design Group will first review the relevant photographs, videos, repair records, and product condition and, where appropriate, arrange a complimentary reinspection or corrective repair.

A separate inspection and estimate may be required for:

- 19. New impact, liquid exposure, or accident occurring after repair.
- 20. Misuse or normal wear and tear.
- 21. Repair or modification performed by the customer or a third party.
- 22. A new issue unrelated to the scope of the approved repair.

This 90-day support does not restart an existing manufacturer's warranty or extend coverage to the entire product. Any remaining manufacturer's warranty continues separately according to its applicable terms.

15 CUSTOMER COOPERATION

To support an efficient service process, the customer should:

- 23. Provide accurate contact details, shipping address, and product information.
- 24. Describe the reported issue and previous repair history to the extent reasonably possible.
- 25. Respond within a reasonable time to estimates, requests for authorization, additional work, or shipping arrangements.
- 26. Follow safe packing instructions and provide information required for customs clearance.
- 27. Inspect the product after delivery and promptly report any concern.

16 CUSTOMER NON-RESPONSE AND PRODUCT STORAGE

When a response is required for estimate approval, payment, or return transportation, ABRASAX Design Group will contact the customer using the email address provided.

The product will be stored without charge for 30 days from the date of the first notice. If no response is received, ABRASAX Design Group will normally send follow-up notices approximately 7, 14, and 30 days after the first notice.

If storage is required beyond 30 days, ABRASAX Design Group will first advise whether continued storage is available and provide the expected charge. Storage charges will not accrue automatically without customer confirmation.

If the customer cannot be reached for 90 days or more, ABRASAX Design Group will make a final attempt to verify the customer's contact details and provide a final notice, after which storage or return arrangements will be considered individually. The product will not be disposed of, and ownership will not be treated as transferred to ABRASAX Design Group, solely because the customer has not responded.

17 PERSONAL INFORMATION

The customer's name, contact details, address, and product information will be used only to the extent reasonably necessary for service, payment, transportation, customs clearance, and customer support. Only information necessary for the relevant task will be provided to carriers, payment providers, or customs-service providers.

18 REASONABLE SCOPE OF RESPONSIBILITY

If an issue arises directly from the service process, ABRASAX Design Group will review the relevant facts with the customer and seek an appropriate resolution, which may include corrective repair, replacement, an adjustment of charges, or another reasonable measure.

To the extent permitted by applicable law, ABRASAX Design Group is not responsible for indirect or consequential losses arising from a service matter, including prolonged or recurring business interruption, loss of revenue, loss of use, or contractual loss involving a third party. Unless special circumstances apply, responsibility will be limited to the repair of the product and reasonable loss directly related to that repair.

Nothing in this clause excludes or limits liability for loss caused by willful misconduct or gross negligence of ABRASAX Design Group, or any consumer right that cannot lawfully be excluded or limited.

19 GOVERNING LAW AND DISPUTE RESOLUTION

These Terms, the applicable Service Authorization, and the related services are governed by the laws of the Republic of Korea.

If a disagreement or dispute arises in connection with the services, the customer and ABRASAX Design Group will first review the relevant records and facts and make a good-faith effort to resolve the matter through mutual consultation.

If the dispute cannot be resolved through consultation, it will be finally settled by arbitration under the KCAB International Arbitration Rules. The seat of arbitration will be Seoul, Republic of Korea; the tribunal will consist of one arbitrator; and the language of arbitration will be English.

This clause does not limit any mandatory consumer protection procedure or right that applies to the customer.

20 RELATIONSHIP BETWEEN DOCUMENTS

These Terms describe the general service conditions. If an individual Service Authorization or Repair Estimate states a product-specific scope, charge, fee adjustment, or other agreement, the product-specific provision will take precedence over these Terms to the extent of any inconsistency.

If any provision of these Terms is found to be unenforceable, the remaining provisions will continue to apply to the fullest extent permitted. Any mandatory consumer protection rule applicable in the customer's country of residence will remain unaffected.

21 CONTACT

Please include the applicable RMA or Service Reference Number in any enquiry concerning service intake, estimates, transportation, or post-repair support.

Company	ABRASAX Design Group
Service	chronoMeans Care
Email	care@arxdg.com
Website	www.arxdg.com

The product return address will be provided individually in the applicable Service Authorization, Care Kit instructions, or Repair Shipping Guide. Please do not ship the product before receiving and confirming the applicable instructions.

DOCUMENT INFORMATION

Document Version	1.0
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