

MoHa-Radio Product Sales and Service Terms

Chapter I: General Provisions

Article 1: Purpose and Scope

1.1 These MoHa-Radio Product Sales and Service Terms (hereinafter referred to as "these Terms") are intended to clarify the rights, obligations, and liabilities between authorized MoHa-Radio sellers (hereinafter referred to as the "Seller") and product purchasers (hereinafter referred to as the "User" or "Purchaser"), and to regulate the sales, delivery, warranty, and after-sales service activities related to MoHa-Radio products (hereinafter referred to as the "Product") and associated accessories.

1.2 These Terms apply to all acts by which a User purchases, receives as a gift, or otherwise acquires and uses any product bearing the "MoHa-Radio Research Institute" logo through any public or designated channel. Completion of a purchase shall be deemed as the User's having read, understood, and unconditionally accepted all contents of these Terms.

Article 2: Definitions

2.1 Unless otherwise indicated by context, the following terms shall have the meanings set forth below in these Terms:

- **Product:** Refers to various MoHa-Radio host devices designed, manufactured, and sold by the Seller.
- **Accessories:** Refers to components supplied separately at individual prices for use with the Product, including but not limited to inductors, specific model operational amplifiers, and dedicated audio cables.
- **Serial Number:** Refers to the unique identification code affixed to the Product body, serving as the sole credential for Product identity verification and warranty service eligibility.
- **Unauthorized Modification:** Refers to any alteration made by the User, either personally or through a third party, to the Product's circuitry, structure, firmware, or calibration parameters without the Seller's prior written confirmation.
- **Force Majeure:** Refers to unforeseeable, unavoidable, and insurmountable objective circumstances, including but not limited to natural disasters, war, civil unrest, strikes, government actions, public health emergencies, and large-scale service disruptions

caused by computer viruses or hacker attacks.

Article 3: Amendment and Interpretation of Terms

3.1 The Seller reserves the right to unilaterally amend these Terms based on business development needs, changes in laws and regulations, or other legitimate reasons. Revised Terms shall take effect immediately upon publication on the Seller's designated website or platform, without individual notification to Users.

3.2 Continued use of the Product or enjoyment of services by the User shall be deemed as acceptance of the amended Terms.

3.3 The Seller reserves the final right of interpretation of these Terms.

3.4 These Terms shall always be governed by the latest revised version.

Chapter II: Products, Pricing and Configuration

Article 4: Product Information

4.1 Detailed technical specifications, functional descriptions, and appearance of the Products shall be subject to official information released by the Seller.

4.2 The Seller may, based on technological advancement and supply chain conditions, make minor adjustments to Product design and component selection without affecting core performance.

Article 5: Pricing and Configuration

5.1 Current market prices, standard configurations, and optional configurations for Products and Accessories shall be subject to the Seller's latest published "MoHa-Radio Product Price Configuration Table" (Attachment I), which forms an inseparable part of these Terms.

5.2 The Seller reserves the right to adjust prices and configuration lists; orders confirmed prior to adjustment shall be executed according to the original list.

5.3 Products are shipped with default configurations set by the Seller (e.g., maximum amplification gain by default). Users requesting configuration changes (e.g., modification of maximum amplification gain, use of non-standard operational amplifiers) must pay applicable fees as specified in Attachment I. The Seller will endeavor to accommodate customization requests but does not guarantee long-term stability or performance of all non-standard configurations.

Chapter III: Orders, Delivery and Acceptance

Article 6: Orders and Contract Formation

6.1 Submission of an order by the User and its confirmation by the Seller shall constitute a legally binding sales contract between the parties.

6.2 The User is obligated to ensure the accuracy and completeness of order information (e.g., delivery address, contact information, configuration requirements).

Article 7: Delivery

7.1 Delivery methods shall be determined through mutual consultation. Absent special agreement, the Seller shall select an economical and reliable logistics service for shipment, with basic shipping fees borne by the User.

7.2 Additional fees incurred from User-requested special logistics services or expedited delivery shall be borne by the User.

7.3 For Users located in the same city as the Seller, face-to-face delivery may be arranged upon mutual agreement. In such cases, Product inspection and payment settlement shall be completed on-site.

Article 8: Risk Transfer and Acceptance

8.1 Risk of loss or damage to the Product transfers to the User upon delivery to the carrier; for face-to-face delivery, risk transfers upon completion of delivery.

8.2 The User shall inspect the Product's exterior condition upon receipt. If severe packaging damage or visible physical damage to the Product is discovered, the User shall immediately take photographs as evidence and contact the Seller or carrier. Signature upon receipt shall be deemed as acceptance of the Product's exterior condition.

8.3 Performance acceptance of the Product shall be completed within seven (7) natural days of receipt. Failure by the User to submit written objections within this period shall be deemed as confirmation that the Product conforms to order specifications.

Chapter IV: Warranty and After-sales Service

Article 9: Warranty Policy

9.1 The Seller provides a limited warranty of ninety (90) natural days from the date of delivery, covering only material or workmanship defects occurring under normal use conditions.

9.2 To apply for warranty service, the User must provide: (a) clear photograph of the Serial Number; (b) valid proof of purchase; (c) detailed description of the fault condition.

9.3 Within the 90-day warranty period, the Seller shall provide free repair for faults confirmed after inspection to fall within warranty coverage. The User shall bear shipping costs to send the Product to the Seller; the Seller shall bear return shipping costs after repair.

Article 10: Post-Warranty Service

10.1 After expiration of the 90-day warranty period, Users may still contact the Seller for repair services. The Seller shall charge reasonable fees for inspection, parts, and repair labor, with round-trip shipping costs borne entirely by the User.

Article 11: Non-Warranty Situations

11.1 The Seller reserves the right to deny warranty service in the following circumstances, though paid repair services may still be offered:

- The Product's Serial Number has been soiled, altered, removed, lost, or rendered illegible;
- The fault resulted from unauthorized modification, disassembly, impact, liquid immersion, or other human causes not authorized by the Seller;
- The fault resulted from force majeure or accidental events such as fire, flood, lightning strike, or abnormal voltage;
- The Product was used for purposes beyond its design intent or in violation of usage restrictions specified in Article 12 of these Terms;
- Natural wear and tear of consumable components (e.g., user-purchased batteries);
- The Product has exceeded its reasonable design service life;
- Other circumstances rendering the Product ineligible for warranty service.

Article 12: Product Transfer and Resale

12.1 The Seller supports lawful and reasonable circulation of Products. Users may transfer their Products to others without charge.

12.2 Any profit-motivated resale without the Seller's authorization, once verified, will result in the Product's Serial Number and the registered User's name and recipient mobile phone number being placed on a blacklist. The Seller shall permanently terminate all official warranty services, software upgrades for Products with intelligent functions, and technical support for such Users and Products.

12.3 Any disputes or losses arising from unauthorized resale activities shall be resolved solely by the relevant parties; the Seller shall bear no liability whatsoever.

Chapter V: User Obligations and Usage Restrictions

Article 13: Legal and Compliant Use

13.1 The User undertakes and guarantees compliance with all applicable laws and regulations of their location and the Product's place of use, and shall bear all liabilities arising from any violation thereof.

13.2 The User undertakes and guarantees not to use the Product for any illegal activities or to infringe upon the legitimate rights and interests of any third party.

13.3 The User undertakes and guarantees not to use the Product to record, detect, or analyze any electromagnetic signals involving national security, trade secrets, or personal privacy without proper authorization. Any legal consequences or liabilities arising from violation of this provision shall be borne solely by the User and are unrelated to the Seller.

Article 14: Respect for Intellectual Property Rights

14.1 All technical documentation, software, and designs contained in the Product are protected by copyright law and other intellectual property legislation.

14.2 The User shall not perform reverse engineering, decryption, or any form of reproduction or dissemination of the Seller's proprietary technologies.

Article 15: Community Conduct Guidelines

15.1 Users shall provide objective evaluations and engage in factual discussions on online communities or public platforms. Should a User deliberately fabricate or disseminate false information causing serious damage to the Seller's reputation, the Seller reserves the right to pursue legal remedies and to unilaterally terminate all Product and service provisions to such User.

Chapter VI: Miscellaneous Provisions

Article 16: Limitation of Liability

16.1 To the maximum extent permitted by law, the Seller's liability regarding the Product shall be limited solely to the warranty obligations expressly stipulated in these Terms.

16.2 The Seller shall not be liable for any indirect losses, incidental damages, loss of profits, or data loss.

Article 17: Information Collection

17.1 To fulfill obligations under these Terms (e.g., shipment, after-sales service), the Seller will collect and use necessary authentic User information (e.g., name, delivery address, telephone number). The Seller commits to protecting User privacy and shall not use such information for unrelated purposes or illegally disclose it to third parties.

Article 18: Governing Law and Dispute Resolution

18.1 The formation, validity, interpretation, performance, and dispute resolution of these Terms shall be governed by the laws of the People's Republic of China.

18.2 Any dispute arising from or relating to these Terms shall first be resolved through amicable negotiation between the parties; if negotiation fails, either party may submit the dispute to the people's court with jurisdiction in the Seller's location for resolution through civil litigation.

Article 19: Supplementary Provisions

19.1 These Terms shall take effect on February 4, 2026, and the "MoHa-Radio Product Sales and Service Terms" adopted on February 3, 2026 shall be simultaneously repealed.

Attachments

- Attachment I: *MoHa-Radio Product Price Configuration Table*
Tencent Docs: [Click here](#)
Google Docs: [Click here](#)
OneDrive: [Click here](#)
- Attachment II: *Pricing for MoHa-Radio Accessories*
Chinese Site: [Click here](#)
English Site: [Click here](#)