售后服务承诺书

After-sales Service Management Commitment

为规范我司商品售后服务行为，树立诚信经营理念，保障客户合法权益，持续提升客户满意度，本公司严格按照 GB/T 27922-2011《商品售后服务评价体系》要求，建立并持续完善售后服务管理体系，明确售后服务职责、服务流程与服务准则，向所有客户郑重作出如下售后服务承诺，自觉接受客户、社会各界的监督。

To standardize our company's after-sales service practices, uphold the principle of integrity in operation, protect the legitimate rights and interests of customers, and continuously improve customer satisfaction, our company strictly complies with GB/T 27922-2011 *Commodity After-sales Service Evaluation System*. We have established and continuously improved the after-sales service management system, clarified the responsibilities, procedures and standards for after-sales services. We hereby make the following after-sales service commitments to all customers and voluntarily accept supervision from customers and all sectors of society.

■ 承诺内容 | Commitment Content

本公司严格遵循 GB/T 27922-2011《商品售后服务评价体系》要求，组建专业服务团队，为客户提供全链路、高效率、定制化的售后服务保障，郑重承诺如下：

In strict accordance with the requirements of GB/T 27922-2011 Commodity After-sales Service Evaluation System, our company has set up a professional service team to

provide customers with full-link, efficient and customized after-sales service guarantees.

We hereby solemnly commit as follows:

- 全链路贴心护航 服务覆盖售前咨询、售中实施及售后运维全流程，提供 7×24 小时不间断专业技术支持，持续保障客户业务系统稳定运行，免除客户后顾之忧。

  Full-link Thoughtful Support Our services cover the whole process of pre-sales consultation, in-sales implementation and after-sales operation & maintenance. We provide 7×24-hour uninterrupted professional technical support to continuously ensure the stable operation of customers' business systems and relieve customers of worries.

- 毫秒级极速响应 配置专属客服团队全天候待命，接到客户反馈的突发问题时即时响应，快速制定高效解决方案、化解故障难题，全力保障客户业务连续运转。

  Millisecond-level Rapid Response We have a dedicated customer service team on standby around the clock. Upon receiving reports of unexpected issues from customers, we respond instantly, develop efficient solutions promptly to resolve failures, and make every effort to ensure the continuous operation of customers' business.

- 个性化定制方案 深度调研客户业务场景，精准把握核心需求，拒绝标准化模板方案，结合客户实际情况量身打造适配的解决方案，助力客户实现企业价值最大化。

  Personalized Customized Solutions We conduct in-depth research on

customers' business scenarios to accurately identify their core requirements. Rejecting standardized template solutions, we tailor suitable solutions based on customers' actual conditions to help them maximize enterprise value.

- 服务闭环管理 建立客户诉求登记、处置、回访、改进的闭环管理机制，对客户咨询、问题反馈、服务建议全程留档跟踪，定期收集客户意见，持续优化服务流程与服务能力，不断提升服务质量。

  Closed-loop Service Management We establish a closed-loop management mechanism covering registration, handling, follow-up visit and improvement of customer requests. We keep records and track the whole process of customer consultations, problem feedbacks and service suggestions, collect customer opinions regularly, continuously optimize service procedures and service capabilities, and steadily improve service quality.

- 规范服务纪律 服务人员恪守服务准则，服务过程专业友善；妥善保管客户业务资料与信息，严格做好信息保密工作。

  Standardized Service Discipline Our service personnel abide by service codes, and deliver professional and friendly services. We properly keep customers' business data and information and strictly implement information confidentiality.

■ 联系方式 | Contact Information

- 售后服务热线：+86 400-101-8585（7*24H 全天候在线）

  After-sales Service Hotline: +86 400-101-8585 (7×24H Available Around the Clock)

- 售后对接邮箱：essmkt@risen.com

  After-sales Contact Email: essmkt@risen.com

- 通讯地址：中国浙江省宁波市宁海县三省西路 8 号东方日升储能

  Address: No.8, SanSheng West Road, Meilin Street, Ninghai County, Ningbo City, Zhejiang, P.R.China

- 网址：www.risen.com

  Official Website: www.risen.com

双一力（宁波）电池有限公司

SYL (Ningbo) BATTERY CO., Ltd.