

Policy on Protecting Customer Rights and Complaint Handling Procedures

Customers are key partners in the Company's sustainable development. Chieftek Precision Co., Ltd. is committed to providing comprehensive services with high quality and efficiency, working closely with customers to address shared challenges. Upholding a spirit of professional innovation, we continuously enhance product performance and serve our customers with integrity and accountability, striving to deliver products and services that meet customer expectations.

Accordingly, the Company has established standardized customer complaint handling procedures to appropriately determine responsibility and resolve issues. Preventive measures are implemented to avoid recurrence of similar issues. In addition, customer satisfaction surveys are conducted and tracked on a regular basis to better understand customer needs and concerns. The survey results serve as an important reference for formulating improvement strategies.

Communication and Engagement

Dedicated personnel are assigned to handle customer service matters for all customers. Multiple communication channels are provided, including telephone, email, and instant messaging applications. In addition, sales representatives and business unit managers conduct on-site customer visits from time to time to maintain close relationships and ensure the continuous supply of products with appropriate quality, competitive pricing, and timely delivery.

Customer Complaints

Upon receipt of a customer complaint, the responsible business unit immediately issues a complaint form and reports the case, together with the returned complaint product, to the President. The President conducts an initial assessment of the cause. The Quality Assurance unit then records the case in the Customer Complaint Log and performs a preliminary analysis based on the physical evidence or relevant data.

Relevant responsible units and personnel implement corrective actions in accordance with the complaint details. If the investigation confirms that the responsibility lies with the Company, appropriate corrective measures are taken based on the investigation results or customer requirements. To prevent recurrence, the effectiveness of corrective actions is verified and reviewed.

In 2025, the Company received 15 abnormal customer complaint cases. Upon receipt of any complaint, the case is immediately registered and tracked, and handled using the 8D methodology, including root cause analysis, formulation of preventive measures, selection of corrective actions, and verification of effectiveness.

Marketing and Promotion

The Company's products are mechanical components subject to relevant international standards and regulations. We strictly comply with applicable laws, regulations, and international guidelines, and rigorously implement compliance in manufacturing processes and raw material management.

Product promotion is conducted through both online and offline channels, including participation in technical forums, seminars, exhibitions, publication of new product information on the Company's website, and organization of new product launch events. We integrate information dissemination with marketing activities and utilize data analysis to ensure accurate delivery to target audiences. Based on analytical results, promotional strategies are continuously optimized to enhance effectiveness.

Customer Complaint and Issue Handling Mechanism

The Company has established a formal customer complaint handling mechanism. Customers may submit feedback, complaints, or abnormal issues through the system or via email. All cases are handled appropriately by designated responsible units, and the handling results are communicated to customers in a timely manner.