

SCI PHARMTECH, INC.

Customer Rights Policy

1. Policy Objectives

In order to protect the legitimate rights and interests of customers and enhance their trust and satisfaction with our products and services, we are committed to adhering to principles of integrity in business operations. This policy has been established to ensure the basic rights of customers when using our products and services.

2. Scope of Application

This policy applies to all customers who have signed cooperation agreements with our company, including but not limited to pharmaceutical manufacturers, distributors, research institutions, etc.

3. Customer Rights

1. Product Quality Assurance

We commit to providing products manufactured in compliance with CGMP and ISO9001 standards to ensure customer satisfaction. We continuously improve our quality system to meet current government regulations and international standards.

2. Transparency and Accuracy of Information

We guarantee that all product-related information (such as specifications) is accurate, complete, and provided to customers in a transparent manner.

3. Timely Delivery

We promise to deliver products or services on time according to the agreements reached with customers.

4. Confidentiality Obligation

We strictly protect the business secrets and data of customers. Without written consent from the customer, we will not disclose any related information.

5. Support and Communication

We offer professional technical support and after-sales service to ensure that customers receive timely assistance and solutions during the use of our products.

4. Customer Rights

1. Complaints and Feedback

Customers have the right to lodge complaints regarding product quality, delivery, services, and other issues. We will process these complaints in

accordance with the standard operating procedure SOP-017 for customer complaints, striving to resolve customer issues within a reasonable time frame.

2. Return and Exchange Policy

If a product does not meet the requirements due to quality issues or other reasons within our responsibility, customers have the right to request a return or exchange, and we will handle it according to the terms of the agreement.

3. Insurance

We promise to insure product liability with a coverage of USD 2 million to comprehensively protect customer interests.

5. Our Responsibilities and Obligations

1. Compliance Operations

We comply with all relevant laws, regulations, and standard operating procedures, and are always ready to cooperate with customer audits and factory inspections. We continuously improve internal processes to ensure compliance and meet customer requirements.

2. Quality Control

We have established and operate a strict quality management system, controlling the entire process from raw materials to finished products, ensuring the stability and consistency of product quality.

3. Continuous Improvement

We value customer suggestions and feedback as important bases for improving our products and services, and regularly conduct customer satisfaction surveys.

6. Policy Changes

We reserve the right to revise this policy based on business needs and regulatory changes.