

Hanbit Office After-Sales Service Policy

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Article 1 (Purpose)

This policy establishes procedures for service request intake, warranty assessment, paid repair quotes, approval, and on-site repairs for office furniture sold by Hanbit Office to ensure consistent handling of customer repair requests.

Article 2 (Intake)

The intake staff record the customer company, product name, purchase date, symptoms, and preferred visit date on the intake form. They also confirm whether the issue was caused by user fault and identify the service location for warranty assessment and quoting.

Article 3 (Warranty Assessment)

Repairs are free of charge if the request is received within two years of the purchase date and the issue was not caused by user fault. All other repairs are chargeable. An agent may assess warranty eligibility by referring to this policy and records both the decision and its basis.

Article 4 (Paid Repair Quotes)

The paid repair cost is calculated by adding the parts cost and the service call fee. The service call fee is KRW 30,000 for locations in Seoul or Gyeonggi and KRW 50,000 for all other regions. The intake staff include the parts cost, service region, service call fee, and total amount in the quote.

Article 5 (Approval)

Paid repair costs are approved according to the following criteria, and the finance officer verifies the costs.

Paid repair cost (excluding VAT)	Approval procedure
Under KRW 500,000	Approval by the sales team lead
KRW 500,000 or more	Approval by the sales team lead, followed by verification by the finance officer

If the sales team lead or finance officer rejects the quote, the reason is recorded and the quote is returned to the paid repair quoting step. After revision, the quote goes through the approval procedure again based on the revised amount.

Article 6 (On-Site Repairs and Completion Reports)

On-site repairs proceed after warranty assessment for free repairs and after completion of the procedure in Article 5 for paid repairs. The intake staff confirm the results of the on-site repair and record the service date, work performed, and billed amount in the completion report. The billed amount for free repairs is recorded as KRW 0.

Article 7 (Deadline)

On-site repairs take place within five business days of receipt of the request. The intake staff confirm the preferred visit date and schedule the visit within this deadline.