

Jia Jie Biomedical Company Limited
Consumer Rights Protection Policy

Approved by the Board of Directors on August 5, 2025

Chapter I General Provisions

Article 1 Purpose

To safeguard and uphold customer rights and establish a corporate culture that values consumer protection, Jia Jie Biomedical Co., Ltd. (the “Company”) has adopted this **Consumer Rights Protection Policy**. This Policy aims to ensure consumer health and safety regarding products and services, and to implement responsible oversight in marketing and labeling practices.

Subsidiaries that have not established their own consumer rights protection policies shall apply this Policy.

Article 2 Basis for Establishment

This Policy is formulated with reference to international standards such as GRI and SASB, as well as applicable domestic regulations.

Article 3 Promotion and Organizational Structure

To ensure that “consumer rights protection” becomes a shared value and behavioral guideline across the entire Company, the Board of Directors and the President shall personally supervise the promotion of consumer rights–related matters. The Corporate Sustainability Committee is responsible for planning and executing relevant initiatives.

Chapter II Policy Content

Article 4 Customer Health and Safety

1. When providing products or services, the Company shall ensure that such products or services meet the level of safety reasonably expected based on contemporary technological or professional standards.
2. Products or services that may endanger consumers’ lives, physical safety, health, or property shall include clear warning labels and instructions for emergency handling.
3. If there is factual evidence indicating that products or services may endanger consumer safety or health, the Company shall immediately recall such products or suspend the services.

Article 5 Customer Privacy

The Company shall protect consumer privacy in accordance with the Personal Data Protection Act, collecting, processing, and using personal data in a lawful, transparent, and fair manner, and implementing reasonable security measures.

Article 6 Marketing and Labeling of Products and Services

1. The Company's product advertising and marketing activities shall comply with the following:
 - (1) Advertising content and marketing information shall be clear and shall not involve misleading, fraudulent, or unfair commercial, advertising, or marketing practices.
 - (2) Consumers shall be provided with channels and procedures to exercise rights related to contract termination, cancellation, product returns, and refunds.
 - (3) Where contractual terms require the consumer to pay liquidated damages upon cancellation, such charges shall be proportionate to the potential losses incurred.
 - (4) If a trial period is offered, the Company shall clearly and adequately inform consumers of the trial period, applicable discounts, and any potential costs after the trial period ends. Any fees shall be disclosed in advance and consent from consumers shall be obtained.
2. All Company products shall comply with the Commodity Labeling Act and other applicable regulations to safeguard consumer rights.

Article 7 Training and Education

The Company shall incorporate this Policy, relevant internal compliance guidelines, and codes of conduct into its training programs (including digital courses), and shall conduct regular education and training for personnel.

Chapter III Supplementary Provisions

Article 8 Regular Review

The Company shall monitor amendments to relevant international standards and domestic regulations and update this Policy accordingly to ensure effective implementation.

Article 9 Complaint Mechanism

Consumers may provide feedback or lodge complaints regarding the Company's products and services through the contact hotline or email address provided on the Company's website.

Article 10 Enforcement

This Policy shall take effect upon approval by the Board of Directors. Amendments shall follow the same procedure.