

Regional Support & Authorized Purchase

Guidance for Visbody Devices

Dear Valued Customers,

Thank you for your trust in Visbody. To help ensure a stable, consistent product experience and reliable service support across different countries and regions, including cloud services, software updates, after-sales response, and localized assistance, Visbody maintains a regional support and authorized purchase framework worldwide.

During online activation and use, Visbody devices may apply regional identification measures (such as network-based region signals) to match the appropriate service policies and support resources for the region in which the device is being used.

If a device is used in a country or region where official authorization or a local support structure has not been established, certain services or functions may not be fully available. This may include, for example, access to cloud services, software updates, or the scope and timeliness of after-sales support. If you encounter any such situation, please contact us—we will prioritize verifying your device information and provide the most suitable support options available.

This framework is intended to:

- Support long-term, stable, and sustainable service for end users;
- Ensure proper local delivery, training, and after-sales support;
- Maintain orderly market operations while protecting the service capabilities and



legitimate interests of authorized partners.

Recommended Purchase & Consultation

To ensure full functionality and dependable service support, we recommend:

- In countries/regions with an appointed authorized distributor, please consult with or purchase through the local authorized distributor;
- In countries/regions where no authorized distributor has been appointed, you are

welcome to contact Visbody official channels for consultation and purchasing guidance.

In general, devices purchased through officially recognized and authorized channels are more likely to be eligible for a complete product experience, cloud service access, software updates, and after-sales support (including warranty coverage where applicable).

Common Scenarios & How We Can Help

We understand that cross-regional use may occur for legitimate reasons — for example, relocation, international chain deployments, short-term exhibition use, or pre-owned device transfers. If you need to use a device across regions or would like to confirm service eligibility, please contact us. We will assist with information verification and provide compliant usage guidance and support pathways where applicable.

Privacy Note

Regional identification is used solely for service matching and support assurance purposes and is not intended for unrelated uses.

