

LuxpowerTek User Terms of Service

Last Updated: August 15, 2025

1. General Provisions

These Terms of Service constitute a legal agreement between you (hereinafter referred to as the "User") and Shenzhen Lux Power Technology Co., Ltd. (hereinafter referred to as the "Company" or "we"), operating under the brand name LuxpowerTek,

regarding your use of the Company's products, services, software, website, and related functionalities (collectively referred to as the "Services"). Please read and fully understand these Terms before using our Services. **By accessing, registering, logging in, downloading, installing, or using any of our products or services, you acknowledge that you have read, understood, and agreed to be bound by these Terms.**

If you disagree with any part of these Terms, please refrain from using our products and services.

We reserve the right to update or modify these Terms as necessary and will notify you via our official website or in-app announcements. The updated Terms shall take effect upon publication, and your continued use of the Services constitutes acceptance of the revised Terms.

2. Service Content and Scope

(1)The Services we provide include, but are not limited to:

Hardware Products: Solar energy storage inverters, batteries, and related accessories;

Software Platforms: LuxCloud monitoring platform (web and mobile app), AI assistant LuxBot, and data analysis and management tools

Technical Support: Remote monitoring, parameter configuration, firmware updates, installation guidance, and after-sales service;

Value-Added Services: Integration with third-party platforms (e.g., Octopus, Nordpool) for electricity price data and smart home control features.

(2)Certain Services may require you to register an account, bind devices, and complete identity verification.

(3)Services may be adjusted based on local laws and regulations, and we may impose restrictions or customizations on certain functionalities.

3. Account Registration and Usage

(1)Registration Requirements:

You must be at least 18 years old and possess full legal capacity to act;

You must provide accurate, complete, and truthful personal or company information during registration;

Impersonation of others or the use of false information is prohibited.

(2)Account Security:

You are responsible for safeguarding your account credentials and password and must not disclose them to third parties;

Any consequences arising from your failure to secure your account, such as theft or data breaches, shall be your sole responsibility;

Notify us immediately if you detect any unauthorized use of your account.

(3)Account Management:

We reserve the right to suspend or terminate Services for accounts involved in illegal, non-compliant, fraudulent, or abusive activities;

Accounts inactive for an extended period may be deactivated.

4. User Rights and Obligations

(1)You are entitled to use our hardware and software Services in compliance with these Terms;

(2)You must not use our products or Services for any activities that violate laws, infringe upon others' rights, or harm public interest, including but not limited to:

Uploading, publishing, or disseminating illegal, harmful, false, or infringing content;

Reverse engineering, decompiling, cracking, or modifying our products;

Unauthorized access to or interference with our servers, networks, or systems;

Circumventing security measures or restrictions in any manner.

(3)You must ensure that devices connected to our platform comply with local safety standards and certification requirements;

(4)If you integrate third-party platforms or devices during use, you must secure proper authorization and adhere to the terms of those third parties.

5. Data and Privacy Protection

(1)We collect, store, use, and share your personal information and device data strictly in accordance with our [Privacy Policy](insert link);

(2)Collected data includes, but is not limited to, device operational status, power generation, consumption, location information, and account details;

(3)Data is used to provide monitoring and management services, optimize product performance, offer customer support, and meet legal requirements;

(4)We implement reasonable security measures to protect your data; however, in the event of data loss or leakage due to hacking or force majeure, our liability shall be limited to the extent permitted by law;

(5)You have the right to request access, correction, or deletion of your personal data within the limits allowed by law.

6. Intellectual Property

(1)All content provided within our Services (including but not limited to text, graphics, logos, icons, images, software code, interface designs, and documentation) is protected by copyright, trademark, patent, and other intellectual property laws;

(2)Without our written permission, you may not reproduce, modify, distribute, display, or otherwise use the aforementioned content;

(3)The trademarks LuxpowerTek, Pengcheng New Energy Technology, and related product names and logos are registered and legally protected by us.

7. Service Changes, Interruptions, and Termination

(1)We reserve the right to adjust, suspend, or terminate part or all of the Services due to business development, changes in laws and regulations, or force majeure, with prior notice to you;

(2)We shall not be liable for service interruptions or unavailability caused by:

Device malfunctions or network outages;

Force majeure events (e.g., natural disasters, government actions, wars, strikes);

Issues with third-party services (e.g., power supply interruptions, operator network failures).

8. Disclaimer and Limitation of Liability

(1)We strive to provide stable and reliable Services but shall not be liable for direct or indirect damages arising from:

Device damage or data loss due to user negligence;

Product failures resulting from non-compliance with installation or operating instructions;

Losses caused by third-party service interruptions or failures;

Damages due to force majeure.

(2)To the fullest extent permitted by law, we shall not be liable for any indirect, incidental, special, punitive, or consequential damages.

9. Governing Law and Dispute Resolution

(3)These Terms are governed by the laws of the People's Republic of China;

(4)Any disputes arising from or related to these Terms shall first be resolved through amicable negotiation; if unsuccessful, either party may submit the dispute to a competent People's Court in the Company's jurisdiction.

10. Contact Us

For any questions or assistance regarding these Terms, please contact us at:

Company Name: Shenzhen Lux Power Technology Co., Ltd.

Brand Name: LuxpowerTek

Email: service@luxpowertek.com

Phone: +86 755 8520 9056

Address: 1-5/F, Building A, Zone C, Donghua Intelligent Manufacturing Park, Bao'an District, Shenzhen, Guangdong Province, China