

# [2025] No.001 | Official Statement to CHC Navigation Users

**Issued: March 10, 2025**

**Subject: Official Statement to CHC Navigation Users**

**Region: International**

**Dear Valued CHC Navigation Users,**

Recently, some users have brought to our attention certain refurbished products purchased on e-commerce platforms such as AliExpress and Made-in-China, allegedly bearing CHC Navigation branding. We would like to assure you that we take this matter very seriously, and we have promptly established a dedicated team to investigate and verify these claims. We would like to make the following formal declaration regarding the investigation findings and the actions taken:

1. CHC Navigation has not authorized any dealers to sell our products on e-commerce platforms like AliExpress and Made-in-China. Products sold on these platforms are likely to be refurbished devices. These refurbished products have not undergone standard refurbishment processes and lack quality inspections, making them unreliable in terms of precision, potentially resulting in significant project-related issues.
2. Products sold on the above-mentioned e-commerce platforms do not qualify for CHC Navigation's warranty and post-sale benefits, which include (1) regular after-sales warranty services and (2) complimentary software upgrades.
3. We strongly advise our valued users to purchase CHC Navigation products exclusively from our official channels and authorized dealers. During the purchase process, please ensure to verify authorization documents and request sales receipts to safeguard against the acquisition of refurbished, warranty-less, and post-sale benefits-lacking products from unauthorized sellers on these platforms. If you have already purchased products from unauthorized sellers on these platforms, please reach out to CHC Navigation as soon as possible. We can provide free product

inspections, and if refurbished products are identified, we will fully assist users in providing evidence.

4. CHC Navigation remains committed to addressing unauthorized refurbishment and sales of our products, counterfeit use of our branding, and any malicious activities that harm our brand or undermine the legal rights of our users. Our dedicated team will continue to take vigorous legal action against these activities upon discovery. We extend our gratitude to our loyal users for their unwavering support and encourage them to report such unlawful activities for our vigilant monitoring.

This statement is hereby made on March 10, 2025.

## CHC Navigation

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