



## Logistics Protection Service

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### 1. Definition and Applicable Conditions

Logistics protection service is a value-added service provided by SaleYee dropshipping platform for distributors to reduce the operation cost when logistics track shows that the items have been delivered but the end consumer claims not to have received the items.

Once the distributor pays for the protection service when placing an order on the SaleYee dropshipping platform, if the conditions are by his agreement, the SaleYee dropshipping platform will compensate the distributor.

**The logistics protection service applies to the logistics track showing “delivered” while the end customer claims not to have received the items.**

### 2. Logistics Protection Service Fee

The logistics protection service fee is 2% of the purchase order amount. It needs to be paid on the order settlement.

Note: When a distributor's risk rate is significantly higher than the normal level, SaleYee reserves the right to make targeted adjustments to the service fee rate and will notify the distributor in advance of any such adjustments. If the distributor continues to use the service, it means that it accepts the adjusted fee standard.

### 3. Compensation Rules

- (1) Compensation amount: 100% of the order amount (excluding payment transaction fee).
- (2) The claims application is valid within 40 days from the date of the order being paid. If the order occurs problem within logistics service coverage, the distributor needs to initiate the compensation within the time limit, otherwise, the order is no longer eligible for compensation.
- (3) Information to be submitted for a claim application:
  - a. Screenshots of the communication records between the distributor and the end consumer;

b. Screenshot of a distributor's order refund on an e-commerce marketplace, or online stores.

#### **4. Restrictions on Logistics Protection Service**

Reasons for declining a claim application includes, but are not limited to:

- (1) Distributor's intentional and malicious deception for compensation or fraud;
- (2) Returns due to the incorrect receipt information provided by the distributor or the end consumer;
- (3) The sales amount of the same order is greater than 300. (Subsequent adjustments will be made according to the actual situation of the business, please pay attention to the notification of the SaleYee platform.);
- (4) Any exception caused by earthquakes, hurricanes, fires, and other force majeure factors.

#### **5. Process for Claim Application**

- (1) The distributor initiates the after-sale appeal on the SaleYee dropshipping platform, chooses "Refund only" as the type, and "Delivered, but not received" as the reason
  - a. Attach the claim application materials as described in **3. Compensation Rules**, fill in the information, and submit the claim;
  - b. Distributors should ensure that the materials provided are consistent with the order information on the SaleYee dropshipping platform and that they are authentic, complete, and effective.
- (2) After receiving the distributor's application, SaleYee dropshipping platform will process it within 1-2 business days, and normally the application will be processed in 3 business days.
  - a. If there are objections to the materials, SaleYee dropshipping platform reserves rights to request the distributor to re-upload the claim application materials;
  - b. If it is found that the materials submitted by the distributor do not match the order information or are false, the claim application will be rejected;
  - c. If the goods in the return package do not match the original order or are damaged, the claim will be rejected.