



# After-sales Service Terms and Conditions

Release Date:2021-12-30

Effective Date:2022-01-08

## Applicable Conditions

The after-sales service terms and conditions (hereinafter referred to as "ASS T&Cs") apply to all members who have successfully registered and used services on the SaleYee Dropshipping Platform ([www.saleyee.com](http://www.saleyee.com)). Members are also called "distributors". If a distributor who has purchased the products on the SaleYee platform encounters an after-sales problem, SaleYee will be entrusted by the supplier of the products to process after-sales issues according to the ASS T&Cs.

### [Important Tips and Instructions]

1. ASS T&Cs apply to the products or services provided by SaleYee Dropshipping Platform, excluding the services provided by third parties. If you are using third-party services, SaleYee is not responsible for the services provided by third parties. Please carefully read ASS T&Cs, especially the bolded and underlined information. If you have any questions, please contact SaleYee customer service.
2. The after-sales problems of the orders placed by the distributor before the effective date of this clause shall apply to the effective after-sales service rules at that time; the after-sales problems of the goods purchased after the effective date of this clause shall apply to this ASS T&Cs.
3. The SaleYee Dropshipping Platform can adjust the ASS T&Cs at any time according to the operating conditions and publicize it to distributors in the form of notice shown on the SaleYee website. Distributors can check the latest version of the ASS T&Cs at the bottom of the homepage on [SaleYee.com](http://SaleYee.com) or the "Help Center". SaleYee users who have received the notice on the adjustments of After-sales Service Terms and Conditions are deemed to accept these terms and conditions, as well as the subsequent adjustments from time to time.

## Shipping Issues

The after-sales service for "shipping issues" is valid for **40 days** from the date of the order being paid.

1. If these situations happen: no logistics track, A-SCAN doesn't update for more than 7 business days, parcel lost in transit, SaleYee platform will re-arrange shipment or refund after verifying the situation.

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2. If the tracking information on carrier's site shows parcel damaged, the SaleYee platform will arrange reshipping or refunds.

3. If the tracking information on carrier's site shows parcel delivered, but the end consumer hasn't received:

(1) If the delivered address on official tracking information **is inconsistent with the recipient's address** and it is verified that the shipping carrier sent the wrong address, the SaleYee platform will arrange reshipping or refunds.

(2) If the delivered address on official tracking information **is consistent with the recipient's address**, SaleYee only provides the packing slip without processing the after-sales issue. **(If you want to get compensation, please order the logistics protection services)**

4. Return:

(1) For the return caused by end-customers such as the wrong address, address modified, not picked up, lose touch, rejected, etc.; When the returned products are received to the warehouse and signed for, **after deducting the round-trip shipping fees and the re-packaging cost (if needed), SaleYee will arrange a refund;**

(2) For the return caused by logistics service provider such as the packing slip destroyed/no specific reason, when the returned goods are received to warehouse and signed for, SaleYee platform will arrange reshipping or refunds.

## **Evidence to be submitted**

- a. Distributors provide screenshots of the returned orders on their online stores;
- b. Screenshots of the communication records between the distributor and the end consumer.

## **Broken Issues**

The after-sales service for “broken issues” is valid for **40 days** from the date of the order being paid. After checking the packaging and products, the platform will arrange reshipping or refund according to the order amount\*compensation ratio. If the distributor requests to return & refund, SaleYee will provide an RL according to the order amount, and distributors need to return the products including the products, accessories, user manual, and others. SaleYee will refund within 7 business days after the returned product is signed for.

## **Evidence to be submitted:**

- a. Photos of the outer box with a clear and complete packing slip;
- b. Photos of the broken products (Please clearly show the broken parts of the product);
- c. Screenshots of the returned orders on distributors' online stores;

## **Product Issues**

For product issues [quality problems / missing products / shipping errors / shipping extra products / listing error (Inconsistence with the description), distributors can

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submit after-sales appeals **within 60 days** from the date of the order being paid. By the actual situation and the distributor's decision, the platform will process the appeals according to the order amount \* compensation ratio. If the distributor requests a refund, the platform will provide an RL return label based on the order amount. The distributor needs to return the product in time. The returned package should include all the original packaging, accessories, user manual, and more. The platform will refund within 7 business days after the returned product is received; if the distributor cannot provide evidence for the corresponding issues, the platform will not process it. In addition, the following situations are excluded from the product issues:

1. Color difference will occur due to the factors such as shooting equipment, light, display, etc., so the **color difference will not be concluded** as a shipping error or a listing error;
2. The product size difference will occur due to manual measurement as well as the difference of measurement tools and methods, so the size difference within a reasonable range **will not be concluded** as a shipping error or a listing error;
3. The improper operation of the end consumer or his or her wrong operation not following the user manual **will not be concluded** as a product quality issue, and the SaleYee platform will not bear the resulting personal or property damage.

## Information to be submitted for a return request

No.	Causes	Required Evidence
1	Quality problems	a. Product photos or dynamic videos showing quality problems b. Screenshots of communication records with end consumers c. Outer package and label picture (clear and complete label picture on the outer package) d. Screenshot of the distributor's order refund record on the online store
2	Missing products	a. The full picture of the outer package and the label picture (clear and complete label picture on the outer package) b. The full picture of the received product c. Circle the specific missing part according to the user manual, or circle the missing part for products without manual d. Screenshot of the distributor's order refund record on the online store
3	Shipping error	a. The full picture of the received product b. Clear and complete label picture on the outer package c. Screenshot of the distributor's order refund record on the online store

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4	Listing error	a. The full picture of the received product b. Clear and complete label picture on the outer package c. Screenshot of the distributor's order refund record on the online store
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**Note: If the distributor cannot provide the required evidence for the correspondingly requested after-sales product issues, the platform will not process it.**

## SaleYee Platform Disclaimer

The following situations will not be accepted:

1. Any product not sold on the SaleYee platform (SKU does not match);
2. The after-sales request is overdue;
3. Timeliness in processing after-sales orders: If the SaleYee platform provides an RL return label, please return the package **within 15 days** (tracking information available) from the date of receiving the RL return label, overdue cases will not be processed;
4. If you do not communicate with the customer service representatives before the refund request, the platform cannot bear the full refund regardless of the type of after-sales issues;
5. Distributor's intentional and malicious deception for compensation or fraud;
6. Delay or interruption of platform services caused by force majeure events.

## The Cost of Return Shipping

Non-distributor reasons (product problems, logistics provider problems, damage, etc.); The original supplier of the SaleYee platform bears the return shipping fee, but does not provide value-added services, such as door-to-door pickup or more.

## Refund Amount

The refund amount does not involve transaction fees that were charged by the third-party payment service providers;

If the payment method is credit card, WeChat Pay, or Alipay, the amount of money will be sent back to the payment method of your original payment account; for other payment methods, the amount of money will be sent back to your SaleYee account balance.

## Processing Timeliness

1. After-sales orders submitted on business days will be processed on the same day;
2. After-sales orders submitted on weekends will be postponed to business days for processing.