



Return Protection Service

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1. Definition

The return protection service is provided by the SaleYee dropshipping platform for distributors to reduce the operation cost when the end consumer initiates an unconditional return based on the rules of the e-commerce marketplaces, online stores, and/or legal requirements.

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

2. Applicable Conditions

It applies to conditions where end consumers claim rejection or return from distributors due to non-product quality reasons. Non-product quality reasons include:

- (1) The end consumer's subjective dislike of the received goods;
- (2) The end consumer is dissatisfied with the size, material, and color of the received goods.

3. Return Protection Service Fee

There are two types of the return protection service: Basic version and Standard version. Each order can only purchase one type of return protection service, so Buyer needs to choose according to the actual situation of the order. And it needs to be paid on the order settlement.

Type	Rate	Limitation of claims
Basic	2.5%	Within 30 natural days after the order shipped
Standard	3.5%	Within 60 natural days after the order shipped

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.

4. Compensation Rules

- (1) Compensation amount:
 - a. 65% of the order amount (excluding payment transaction fee) after the goods are returned to the warehouse and received.

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- b. Distributors can provide discounts or partial refunds to allow end consumers to retain the products. When the amount returned by the distributor to the end consumer is less than the amount sold by the distributor, the service will pay according to the following rules.
- 1) When $[\text{Distributor's selling amount}] - [\text{SaleYee's purchase amount}] \geq 0$
If the $[\text{refund amount to end customer}] > [(\text{Distributor selling amount} - \text{SaleYee's purchase amount})]$, the claim amount will be 65% of $[\text{refund amount} - (\text{Distributor selling amount} - \text{SaleYee's purchase amount})]$, with the maximum claim amount being 65% of the SaleYee's purchase amount;
 - 2) If the $[\text{refund amount to end customer}] \leq [(\text{Distributor selling amount} - \text{SaleYee's purchase amount})]$, no compensation will be made;
 - 3) When $[\text{Distributor's selling amount}] - [\text{SaleYee's purchase amount}] < 0$, the maximum claim amount is 65% of the $[\text{refund amount to end customer}]$.
- (2) Limitation of claims: Following the third rule above. If there is an unconditional return, distributors must initiate a claim application on the SaleYee platform 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. Any proof of the returned package by the end consumer;
 - c. Screenshot of a distributor's order refund on an e-commerce marketplace/online stores.

5. Restrictions on Return 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 wrong order placed by the distributor or incorrect receipt information;
- (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.)

6. Process for Claim Application

- (1) The end consumer returns the goods to the return address authorized by the SaleYee dropshipping platform:
 - a. The returned package should contain all the original packaging, accessories, explanatory materials, etc.;
 - b. The goods in the package should match the original order and be intact.
- (2) The distributor initiates a claim to the SaleYee dropshipping platform:
 - a. The distributor should initiate a claim to the SaleYee dropshipping platform within the time limit;
 - b. Provide all the materials as required in **4(3). Information to be submitted for a claim**

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application, and the proofs of the returned goods should be provided within 7 days from the date of the package being sent back or within 2 business days from the date of the returned goods being delivered.

c. 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.

(3) SaleYee dropshipping platform review:

a. If there are objections to the materials, the distributor is required to resubmit or supplement the certification 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.

(4) Compensation will be made in a timely manner after the approval of the SaleYee dropshipping platform and the delivery of the returned package to the authorized return address.