

## Notice on Returns and refunds update

December 8, 2022

Dear Business Partner,

In order to provide a more convenient, focused and efficient after-sales service and build a better after-sales service management system, SaleYee Dropshipping Platform will adjust the effective period of processing status for after-sales appeals and use system control from December 12, 2022.

1、 Rules adjustment is as follows:

(1) For after-sales appeals, please pay attention to the processing status. If your response is not received within **9 days** from the latest record from SaleYee dropshipping platform, the appeal will be closed.

(2) If the appeal closed, you can re-appeal during the after-sales period. Once it is exceeded, you can not re-appeal anymore. Please attention. If you haven't respond the appeal within 9 days and don't re-appeal during the after-sales period, SaleYee will have the right to deem that you have given up the compensation for the after-sales appeal.

2、 Function optimization is as follows:

(1) **【News】** add the type "Notice on Returns and refunds", which will inform you the appeal to be handled, listing the application ID and supporting link up to the Returns and refunds page.

(2) **【Order management】-【Returns and refunds】** the page add "Countdown " ,which remind you to reply in time. Please pay attention to it and the appeal will be closed when times up.

SaleYee will always do its best to provide partners with better services. Thank you for your continued commitment and support to SaleYee.

SaleYee Dropshipping Platform