

Version: V2.0

Effective date: December 3, 2021

### **I. Application Conditions of After-sales Service Terms**

#### 1. Service objects

This clause applies to all users who have registered the account of the website.

#### 2. Special tips

The term "you" in this Agreement includes users who have registered for the Yechain Platform (website: <http://www.yechain.com>), and the user has obtained the "distributor" qualification of the Yechain platform, and the relevant personnel appointed by the distributor. The term "we" in this Agreement refers to the provider of the website service of Yechain Platform.

Thank you for your trust, in order to improve the quality of our service, to help distributors better serve for customers, we hereby formulate the relevant the sales terms and conditions.

Accordingly, we hereby formulate these After-Sales Service Terms (hereinafter referred to as the "Agreement") and remind you:

1. If you do not agree to this Agreement, please stop registering in Yechain Platform and stop using the services of Yechain Platform, otherwise, it shall be deemed that you agree to and accept the relevant provisions of this Agreement.
2. This Agreement is applicable to all products and services provided by Yechain Platform, excluding services provided by third parties, If you use a third party's service, you shall comply with the relevant provisions of the third party, and Yechain Platform shall not be liable for the service provided by the third party. Please pay attention to the words clearly marked in the agreed items, bold, underline and other ways in this agreement.

### **II. Warranty policies for 3C products**

- 1) The 3C products enjoy a half-year free warranty from the date of purchase.
- 2) Customer shall pay the round-trip freight of the returned goods.
- 3) No free warranty for the following circumstances: beyond the half-year warranty period; The buyer damaged/misused the merchandise.

### **III. After-sales Service Return Process**

We will try our best to deliver the products to our customers in the best possible condition.

If you receive a defective product, follow these steps:

- 1) Contact the online customer service or submit the return application according to the after-sales requirements of Platform, and describe the problem in detail, provide photos or videos of defective products;
- 2) After the application for return of goods has been approved by the customer service of Yechain Platform, please timely send back the goods according to the designated receiving address. The returned package should contain all the original packaging and accessories, description information, and record the returned goods information on paper, so that Yechain Platform can confirm the relevant return of goods after receiving the goods;
- 3) Inform Yechain customer service via email or other online means about the tracking number/website of returned parcels and screenshots of refund freight and delivery receipt;
- 4) We will process the refund within 3-7 days after receiving your package. After the refund is completed, you will receive a confirmation email;

5) Due to the high logistics cost of large furniture, if there was quality problems of spare parts, the priority will be given to replacement and replacement parts (based on the actual compensation standard of the platform goods). If the glass products and fragile products are partially damaged, Yechain will arrange re-sending without returning all goods back. (Upon receipt of the product information provided by the distributor, the customer service will reply within 24 hours of working days.)

6) The instructions about order cancel and order intercept: after distributors apply for canceling orders, we will start the intercepting at the first time, but because of the timeliness or network problems or other causes bring failure in order cancel and intercept, which turns out that the outbound goods ship out, we will need the distributors to inform customers refuse the parcel, after platform confirmed to receive the returning goods, we will refund according to the according to customer's cause (returning without reasons).

Refer to Section 4 for the specific process of return/exchange requirements. Other third parties have no right to make any reply on behalf of Yechain Platform. As for the after-sale treatment of consumers' return/replacement, please contact the customer service of Platform for consultation.

#### **IV About Return and Exchange Requirement on Yechain**

1. Return, refund, replacement and disposal Plan due to product quality problems

1) If the non-3C products have quality problems or cannot be used, you can apply for a refund or replacement within 30 days after the user signs for the products.

2) If the 3C products are damaged or cannot be used upon arrival, you can apply for return of goods within 30 days after the customer signs for receipt. Please include all the accessories in the returned package, such as charger, data cable, battery, etc. If there is a lack of accessories or components or related information, we will ask you to pay the corresponding fee. 3C digital products cover the scope of the product catalog: camera, intelligent digital, digital video and audio, etc. (only for the return of the host part).

3) Partial Refund: Yechain will analysis evidence presented by distributors, if confirm product can be used as normal after repaired by distributors, the platform will refund maximum amount 30% of goods value, the distributor customer agreed to continue to retain, use, sales of the products.

4) Delivery of Parts for Replacement: After analyzing the evidence submitted by the distributor, if it is confirmed that the product can continue to be used normally after the replacement of parts, Yechain is willing to resend the parts to the distributor customers for free.

5) Full refund: If product quality problems or defects affect the product use, confirm to the requirement of platform, the platform will refund directly to distributors. The distributor shall remind customers continue to adopt necessary measures keep the related materials, such as purchasing material, then Yechain are able to bring back the product when necessary. At the same time, according to the rules of the platform, the product will be returned or the user continue to use it.

6) In the process of transportation, there might be some scratches and defects, the area of which is less than 10%, can be dealt according to the "partial refund" rules.

**2. Product Description Discrepancy (the provided advertisement or product parameters have problems) : return, refund, replacement and disposal plan.**

1) If the main drawing, detail page and text description of the product published on Ye platform have slight difference with the real product. There is no exaggeration of the product function and no wrong description. It belongs to the normal replacement period of the product, and Platform shall not assume any responsibility. If the distributor modifies the product parameters and function description, exaggerates the product function or mis-describes the product when selling by itself, the above responsibilities shall be borne by the distributor or other relevant parties, and the platform shall not be held liable.

2) If the main drawing, detail page and text description of the product published on Ye platform have big difference with the real product, and the description is wrong, Platform is willing to refund the total payment not exceeding 30% of the purchase price on platform, and the distributor agrees to continue to retain, use and sell the product.

3) If the main drawing, detail page and text description of the product published on Ye platform have big difference with the real product, and the user does not accept the wrong description, Platform is willing to provide the Return Label to the customer, the distributor shall send the Return Label to the customer within 3 working days upon receipt of the Return Label. A full refund will be given after YeChain Platform's warehouse receives the Return.

Note: Color difference bring by the shooting equipment, light, display and other reasons does not belong to the quality of goods;

If the size problem is caused by inconsistent measurement standards of large goods, the size error within the range of 3cm is not a quality problem of goods.

### **3. About returning goods without any reason**

1. Some products on the platform can be returned within 7 days without any reason, and the actual product mark shall prevail: Customer's personal reason, don't want/buy the wrong product, to receive the products not satisfied (product description and deity anatomists under the premise of customers to receive product size, material, color and other not satisfied), customers buy the wrong or distributors error led to the incorrect (product), the platform does not bear the return shipping cost and do not support freight collect, customer returns by themselves. At the same time, the Yechain platform will deduct the freight and restocking fee (see article 2 return freight).

2. If the end buyer returns the goods automatically through the cross-border platform, the process are as follows:

1. Please inform the customer service of the returned logistics tracking number in advance, so as to create the return order in the warehouse -- after the logistics track is signed, please provide the official delivery certificate to the customer service (the overseas warehouse will give a reply within five working days) -- the warehouse receives the returned goods and the package is not damaged, and arrange the refund. (For damaged packages, a destruction fee will be charged and no refund will be given to the product.)

2. If the distributor fails to inform the customer service in advance about the returned logistics tracking number, the after-sales service will not deal with it.

Returning Cost = Freight + restocking fee + After-sale Inspection Fee

Refund = Order amount - Returning fee

The above fees are subject to the provision of Easily Chain Platform.

### **4. Product Return Due to Quality Problems**

If the product is returned due to quality problems, and within the after-sale period of validity (30 days after the user signs for receipt), the return freight shall be borne by Platform;

**The above return issues shall be reported by the distributor/customer within the after-sale period (30 days after the user signs for receipt). If no feedback is given after the expiry date, the after-sale service period of the product has expired, and the after-sale related matters will not be dealt with.**

## **V. Solutions to under-delivery, wrong delivery, transportation damage or spare parts problems**

1. Product accessories problems: refer to incomplete products, damaged parts, malfunctioning parts or missing parts or faulty instructions.

After we review the evidence provided by the customer, if the customer can solve the problem by himself, we will judge and choose according to the processing fee. If the processing fee is lower than the product cost, we can refund according to the processing fee. If the customer cannot solve the problem by himself, or the local processing fee is higher than the product cost, we can reissue the parts, or we will refund after the customer returns the goods.

The above can be processed according to the order amount.

2. Lack of products or wrong products: the order amount shall prevail;

1) Lack of products: check the outgoing weight of the parcel and confirm it is lack of products.

The specific after-sales solution is subject to the communication result between the customer service of Yechain platform and the customer.

2) Wrong Delivery: provide the order SKU and the package SKU pictures received by the customer. If there is any error, we will confirm the wrong delivery. The specific after-sales solutions are subject to the communication results between the customer service of Yechain platform and the customer.

3) Transport damage and packaging damage: if it does not affect the use of the product, we will not take it as after-sales problems.

4) Product break: if it does not affect the use of the product and the defect/breakage rate of the product is less than 10% (it can be handled according to the "partial refund" rules).

## **VI. Solutions to Package Lost or Undelivered Issues**

The problem of lost or delayed logistics transportation.

1) If the package is shipped from the self-operated warehouse of Platform: there is no scan record of the package on official logistics website. Yechain Platform is willing to directly resend or refund the package for the customers.

2) If the parcel is delivered from platform's own warehouse: It showed the package is lost during transportation, Yechain platform needs to submit a tracking claim to the logistics company, and the customer needs to wait 10 working days. If the logistics company traces back the package, the distributor customer will get the package normally; If the logistics company confirms that the package has been lost, we will resend the package to customer for free, or give a full refund.

3) If the package is delivered by third party: there is no scan record of the package on the logistics website. The distributor shall fill in the information according to the standard claim provided by

Yechain. After the standard claim is submitted by Yechain, the distributor customer will be resent or receive a full refund free of charge.

4) If the package is delivered by a third party: if the package proved lost on the logistic information, the distributor should fill in the information according to the valet claim provided by Ye platform. After receiving the valet claim submitted by the distributor, Yechain platform will provide the customers with free re-sending or full refund.

5) The online information is not updated, and the logistics information is abnormal: the logistics is not updated for more than 15 days, submit the order number check the logistics carrier, and the goods are not received within 30-45 days, we will process according to goods returning rules.

**6 Problems of not receiving goods:**

(1) The logistics shows the signed orders, the distributor contacts the shipping carrier, and the Ye Chain platform provides help. If the goods are not processed after the deadline, the goods will be returned or the package will be destroyed, we will not accept the after-sales.

(2) Unsigned: After the logistics information is verified by the Yechain platform, compensation will be paid or reissued according to the specific situation.

(3) Delivery failure: if the distributor has been notified, overdue processing will bring the return or destruction of the package, we will not accept the after-sales.

(4) Postal mail service have not tracking service: postal mail service will not be checked.

If the packages was returned to warehouse due to above reason, we will process with the refunding after the warehouse received the returned parcels.

If the parcel is lost due to the logistics problem, it' s not within the after-sales scale, and the customer needs to contact the logistics company to claim for compensation.

After sales type	Logistic Issues	Logistic Status	After-sales Processing Period	Proof that the distributor needs to provide	Solution	Whether to deduct the shipping cost at the time of shipment	Remark
Logistic	No tracking	The logistics tracking has not updated for more than 10 working days	Within 30 days when the logistic information stops updating	Screenshot of logistics update	The platform arranges reissue or refund	NO	
	Packing lost during transportation	The order has been sent but the distributor					

		has not received it, and the logistics track will not be updated for more than 10 working days					
	The logistics track shows that the receipt has been signed, but the consignee did not received the package.	The logistics track shows that the delivery has been successful, and the distributor reports that the customer has not received the product: When the track shows that the sign-off address is inconsistent with the shipping address		The screenshot that delivered information	The platform arranges reissue or refund	NO	
		The logistics track shows that the delivery has been successful, and the distributor reports that the customer has not		The screenshot that delivered information	The platform only provides official logistics delivery certifi	YES	

		received the product: the track shows when the sign-off address is the same as the shipping address			cates, and does not arrange reissues or refunds .		
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PS: Due to the peak season, there may be delays in logistics delivery, resulting in a longer delivery time. However, orders with continuously updated logistics information will not be supported by after-sales applications

### **VII. Online Logistics**

For some goods, we will charge the last mile delivery fee. For details, please refer to the commodity freight formula of Yechain Platform.

Last mile delivery fee refers to the logistics cost between the stored warehouse to the customer's door.

### **VIII. The Product Infringement Problem**

1. The platform will comment on some products that are at risk of infringement, and the distributor will determine whether to put the product on the shelf. After-sales issues of products listed by customers due to infringement problem, the platform will assist distributors to authorize or the distributors to remove the products on their own, and will not be processed after-sales.
2. For infringement issues of products that are not marked with infringement risk, the platform will assist the distributor to authorize or the distributor to remove the product by itself.

### **IX. After-sales service shall be supported by evidence**

Corresponding evidence shall be provided, and the acceptable scope of evidence are: chat software records, email screenshots, screenshots of refunds of other payment methods acknowledged by the platform, photos and videos proving problems with orders (only continuous dynamic videos can show the products with problems), etc.

Only provide the screenshot of customer dispute refund, and cannot prove that the products problem are caused by platform, Yechain platform will provide after-sales service.

The following information is also required:

- (1) The customer receives the product with quality problem

The Order Number :

Description of specific problems:

Customer Remarks (English):

The pictures or video that showed product problems and customer request

Product has a problem with the picture or video customer requested

Other information required by Easily Chain Platform

- (2) Logistics problem not received goods

The order no. :

Logistics method + logistics tracking number:

Product SKU:

Other information requested by the customer as required by Platform

**X Platform Disclaimer**

The customer fills in the wrong address information, resulting in the wrong delivery;

The customer unable to offer proof, and unwilling to return the goods for further inspection;

The customer's request for replacement, re-sending, return or refund is overdue;

Force majeure or local government policies

If you have any questions, please contact the customer service of Yechain Platform.