

## TERMS OF SERVICE

Following terms and conditions are a set of rules and guidelines for YAKKYO srl (hereinafter referred to as “YAKKYO”) and its customers (hereinafter referred to as “CUSTOMERS”).

### 1. Definition

- 1) Top Tier Country List: All countries where ePacket service are available\* (hereinafter referred to as “Top Tier Countries”)—United States, Canada, Norway, Australia, Germany, France, Saudi Arabia, UK, Israel, Russia, Ukraine, Korea, Malaysia, Singapore, Austria, Belgium, Swiss, Denmark, Hungary, Italy, Luxembourg, Poland, Sweden, Turkey, Greece, Netherland, New Zealand, Finland, Ireland, Portugal, Brazil, Mexico, Japan, Spain, Thailand.
- 2) Other Countries: All countries that are not listed in Top Tier Country List (hereinafter referred to as “Other Countries”)

2. Shipping Method: CUSTOMERS shall choose appropriate choice for shipping country and circumstance. ePacket is not available for all situations (such as products with built-in battery or sensitive products), please use the following chart to determine which shipping method is appropriate.

	Country	Shipping Method	Advantage	Disadvantage
<b>Normal Products</b>	Top Tier Countries	ePacket		
	Other Countries	China Post	-Cheaper cost -Returned goods availability	-Slow delivery -no destination tracking update
		HK Post/ Other Foreign Post	-Better shipping performance than China post	-Higher cost than China Post -No returned goods availability
<b>Sensitive Products (battery...etc)</b>	Top Tier Countries	ePacket (only 8 countries allow battery products*: USA, Canada, Russia, Australia, New Zealand, UK, France, Germany)		
	Other Countries	Foreign Post	-Flexible for sensitive products	-No returned goods availability
		China Post	-Cheaper cost -Returned goods availability	-Slow delivery -about 30-50% rejected rate by China Post**

3. Duty and Responsibility: YAKKYO, as service provider, helps CUSTOMERS from sourcing to fulfillment, to make it easier to procure inventory and dropshipping arrangement. YAKKYO delivers goods based on CUSTOMERS’ shipping method choice, and will handle all coordination till the time the products are delivered to Post. YAKKYO will help CUSTOMERS with tracking, and provide as much information as possible based on shipping method. Not all shipping methods provide tracking inside the destination country.

In order to help with tracking down orders once posted and reduce the unsuccessful delivery rate, YAKKYO requires the full shipping information which includes the shipping name, address, province (state), zip code, country and contact phone number.

4. RMA: YAKKYO will provide a 3-month warranty for RMA and after service for DOA (Dead on Arrival) with a budget of up to 0.5% of the original orders to YAKKYO (per product model) can be used as quick cash refund (YAKKYO application form and video evidence are required to use cash refund budget).

Term	Cash Refund Budget	After 0.5% budget exhausted
<b>RMA within warranty</b>	0.5% of invoice value (per product model)	-Return defective products back to YAKKYO for repair or replacement  -CUSTOMERS are responsible for shipping into China, YAKKYO will pay shipping cost from China  -No shipment into China should exceed 10 pieces, otherwise related duty and customs charge will be to CUSTOMERS
<b>DOA</b>		-Return defective products back to YAKKYO for replacement  -CUSTOMERS are responsible for shipping into China, YAKKYO will pay shipping cost from China
<b>Countries not listed as Top Tier Countries are not eligible for reship, only refunds can/will be granted</b>		

5. Product Issue: If the wrong product or wrong product specification was delivered (such as incorrect size, model or color...etc) YAKKYO will reship and all cost will be to YAKKYO (YAKKYO application form and video evidence are required).
6. Never Arrived: Shipping is affected by many factors. Comparing which carriers such as DHL, Fedex or UPS, shipping with Post is a cost-down option however it does exist on a certain percentage of unsuccessful delivery with uncertain reasons. YAKKYO has no ability to get involved in the operations or transit arrangement of Post, neither of China Post or destination Post. YAKKYO, in an attempt to go above and beyond the standard service, provides a premium service with a budget of up to 0.5% of the original orders (per product model) for CUSTOMERS as defined by:

Insufficient shipping info was given	CUSTOMERS' full responsibility	
Sufficient shipping info was given (name, address, province, zip code, country and contact phone)	Shipping method does not provide tracking in destination country	-up to 0.5% cash refund budget of invoice value (per product model) can be used if the product has not been received after 60 days of initial postdate. YAKKYO application form and related dispute evidence are required.  -Before 60 days of initial delivery, if CUSTOMERS want to arrange the reshipping, it will be charged to CUSTOMERS (product+reshipping). If initial parcel does not arrive in 60 days of initial postdate, YAKKYO will refund it (after 60 days). (Offer limited to single refund)
	Shipping method provides tracking in destination country	
<b>Countries not listed as Top Tier Countries are not eligible for reship, only refunds can/will be granted</b>		

7. Undeliverable Parcels: If CUSTOMERS choose China Post as shipping method, undelivered parcels will be returned back to China\*\*\*. It will take around 30 days or more depending on Post operations. Once parcels returned back to YAKKYO warehouse, YAKKYO will list the product into CUSTOMERS' inventory for further arrangement. CUSTOMERS have option to repurchase the product for second delivery before the rejected parcel arrives at YAKKYO warehouse (YAKKYO application form is required) and once rejected parcel is received by YAKKYO, YAKKYO will list the product into CUSTOMERS' inventory for further arrangement.
8. China Rejected Parcels: Parcels might be rejected by China Post during the process of security check. CUSTOMERS will not incur an additional shipping charge. Post operation may take 20 to 60 days to have parcels back to YAKKYO warehouse, then YAKKYO will arrange to reship. CUSTOMERS have option to repurchase the product for second delivery before the rejected parcel arrives at YAKKYO warehouse (YAKKYO application form is required) and once rejected parcel is received by YAKKYO, YAKKYO will list the product into CUSTOMERS' inventory for further arrangement.
9. Some Post do not notify the end customers when parcel cannot be delivered successfully. It's end customers' responsibility to contact Post for further pick-up. Post may lose the parcels or return the parcels to sender\*\*\* if end customers do not pick up in timely manner.

\*ePacket available countries are subject to change according to China Post without prior notice.

\*\*Using China post to send sensitive products have a 30-50% probability to be seized by Chinese authorities.

\*\*\*Only parcels via China Post can be successfully sent back to China. However sometimes destination post may fail to return parcels back to China intermittently without notice.