

## Conditions of Sales

### 1. Logistics Condition

- ◆ Each piece of Byecold heater will be packed in a carton individually. Relevant protection materials will be applied to protect against dampness, moisture, shock and rough handling.
- ◆ On the packaging, the shipping mark can be designated by purchaser if necessary.
- ◆ Byecold can send all the order cargos by Sea LCL/FCL , by Air or by Express. And related service also be provided.
- ◆ For sample order(less than MOQ), Byecold will ship them within 7-10 business days after the payment cleared. The recommended shipping method is express transportation or air freight.
- ◆ For large order(Exceeding MOQ),Sea transportation is necessary. Byecold usually follow the FOB/CIF terms to provide service.

### 2. Freight

- ◆ The freight depends on the purchase quantity(which determines the weight & volume ) and the destination.
- ◆ Customer service staff of Byecold will help purchasers calculate the exactly freight when they decide the order quantity, the request shipping address and the mode of the transportation.

### 3. Payment Terms

- ◆ For sample order(less than MOQ), the payment term is 100% TT(or Paypal, west union) before shipment.
- ◆ For large order(Exceeding MOQ), purchasers need to pay 30% of the order value as deposit by TT, and the balance will be against the BL copy within 5 working days or before shipment after inspection.
- ◆ For large order, L/C term is also acceptable.

### 4. Minimum Order Quantity

- ◆ Normally, the MOQ is 100pcs for each model.
- ◆ Byecold accept the order that's less than MOQ, and will be regarded as a sample order.

### 5. Warranty

- ◆ Byecold provide 30 days replacement and 5 years maintenance warranties.
- ◆ If there are defective goods, Byecold will repair them or send new units to customers for free after checking the defective goods. The service time depends on the quality problem and other factors.

### 6. Return and Refund Policy

- ◆ For items that are considered Dead On Arrival (DOA) within the first thirty days from the shipment date, Byecold will provide a replacement.
- ◆ For replacement, the units will need to be shipped to Byecold warehouse or Exclusive Agency firstly for checking. After the confirmation of DOA issue, Byecold will provide a replacement for free and reimburse shipping cost to advance payer. A new unit will be made available for shipment within 7 business days.
- ◆ Only in case, the product is not in stock a refund at full purchase price will be provided.