

Dymind In-warranty Spare Parts Delivery Policy

Dear Valued Customers,

Good day to you. Thank you very much for all your support and trust with Dymind products and service. Below information will make you get more details about Dymind after service spare parts delivery and will also facilitate you getting the corresponding spare parts from Dymind.

■ **IMPORTANT NOTICES**

1. Before delivery any spare parts to you, Dymind Service Specialist will send you the CI document to confirm via email. We will confirm your address, receiver information and etc based on the CI document.
2. If you have special requirements, such as the price on the commercial invoice or choice of courier service, please communicate with us in advance. Only after receiving your CI confirmation email can we send out the goods. Dymind will arrange the forwarder to send out the goods based on the receiver information specified in the CI document, and provide the tracking number to you after shipment.
3. Dymind cannot change the receiver information once CI document is confirmed and the goods already shipping out. If you want to change your receiver contact person information or receiver address, please contact the local express company based the Tracking information provided from Dymind.
4. The receiver should bear the spare parts customs clearance fees. Please also make sure that your have corresponding Spare Parts Import License to do the customs clearance. Dymind will provide necessary support when you need the specification information for the spare parts customs checking and declaration.
5. To ensure the efficient and safety receiving of goods, please strictly follow the guidelines provided above .If the parts are kept at the destination customs for a long time due to problems with receiver company's spare parts import license or receiver company's personnel's failure to do the customs clearance in time, resulting in storage fees or the parts are returned or even destroyed and scrapped by local customs, the relevant costs will be borne by the receiver.
6. Dymind shall only bear the single shipment shipping cost of the goods. If the goods cannot be collected due to the recipient's reasons, resulting in the need for a second shipment or rescheduling, the recipient shall bear all costs.