

Dymind Material Return Authorization

■ **IMPORTANT NOTICES**

1. Before returning any materials, you must get the Return Material Authorization (“RMA”) document and the corresponding RMA number from Dymind. And then fill in the RMA document and submit it to Dymind's service engineer via email or fax. We will confirm your address based on the information provided in the RMA document. 在进行任何物资退回前，贵方必须首先从帝迈获取物料退货授权（RMA）文档及相应的RMA编号。请准确填写该RMA文档，并通过电子邮件或传真的方式提交给帝迈的服务工程师，我们将根据RMA文档中提供的信息确认您的地址。
2. For returned goods weight less than 20KG, please make the Commercial Invoice (CI) document to declare at a value which not more than **660 USD** for each delivery package and ship to Dymind's Shenzhen headquarters via DHL, noting “**Sample, no commercial value.**” And also please be sure to send the CI document to Dymind for verification before sending the goods. 对于重量低于20公斤的退回货物，请按照CIF总价值不高于660美金进行申报，并通过DHL快递发往帝迈深圳总部，备注“样品，无商业价值”。同时务必将CI文件一并发送至帝迈以供核实后再发货。
3. If the returned goods weight more than 20KG, the CI document and declared value will be determined by Dymind and then Dymind will release the corresponding CI document. Also the goods must be shipped to Dymind's designated Hong Kong agent warehouse, where the agent will be responsible for the inspection of the internal and external pack again. 若退货货物重量达到或超过20公斤，CI文件以及货值申报将由帝迈公司评审决定然后提供针对性的CI文件，且货物需发往帝迈指定的香港代理仓库，由香港代理负责货物的内外包装复核。
4. 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 the RMA document provided by Dymind and the verified CI document can you return the relevant goods. Ensure that the goods are sent to the recipient address specified in the RMA document, and provide the tracking number to Dymind's service engineer after shipment. 如果您对物料退回有特殊需求，例如商业发票上的价格或快递公司选择等，请提前与我们沟通。仅当您获得帝迈提供的RMA文档及核验后的CI文件后，方可退回相关物料。请确保将物料件发送至RMA文档中指定的接收地址，并在发货后，向帝迈的服务工程师提供追踪号码。
5. Please print the RMA document and properly package it together with the goods to be returned and also ensure that the packaging box is sufficiently sturdy to prevent damage during transportation. 请将打印出的RMA文档与待退回的物料一同妥善包装，同时务必确保包装箱足够坚固防止运输途中的损坏。
6. The sender share bear the freight costs of returning goods and receiver will bear customs clearance fees of the returning goods. 寄件人承担退回货物的运费，收件人承担退回货物的清关费用。
7. To ensure the efficient and safety return of goods, please strictly follow the guidelines provided above. Return items not processed according to this procedure will be directly rejected by the recipient, and any additional costs and material losses incurred will be borne by the sender. 为确保退货物品的高效、安全退运，请严格遵照以上指引操作。未按此流程办理的退运件将被收货人直接拒收，由此产生的额外费用及物料损失将由发货方承担。



Shenzhen Dymind Biotechnology Co.,Ltd

10th Floor, Building B, High-tech Park, Guangqiao Road, Tianliao Community, Yutang Street, Guangming District, Shenzhen 518107, P. R. China

■ **Detailed RMA Information**

1) **Customer Information To be filled out by Customer**

Company			
Address			
Contact Name		Telephone	

2) **Packing List To be filled out by Customer**

Unit Name	Unit S/N	Qty	Purpose of return

3) **Dymind Receiver Information:**

■ **For goods return which total weight less than 20KG**

Company	Shenzhen Dymind Biotechnology Co.,Ltd		
Address	1F, Dist C Punai Technology Park Factory Tongren Rd Yutang St 518107 SHENZHEN		
Contact Name	Jenny Chen	Zip Code	
Telephone	+86-13760410808	Fax	

■ **For goods return which total weight more than 20KG**

Company	HONG KONG DYMIND BIOLOGICAL CO. LIMITED		
Address	Warehouse Unit 609, 6/F., Hutchison Logistics Centre, 18 Container Port Road South, Kwai Chung, N.T., Hong Kong		
Contact Name	Alan	Zip Code	
Telephone	852-91667189	Fax	