Please read the following precautions carefully:

1. Return reason: Not shipment; The recipient address is unknown; The recipient did not pick up the parcel timely; The Local do not allowed to import; Unable to pass through security, and so on.

2. The returns needs to be handled within 5 working days after import data in system.

3. If do not handle within 5 working days, the status change to "to be expire", the returns can be kept another 2 working days in this status, if still do not handle within 2 working day, the status will change to expired and the returns will be destroyed acquiescently.

4. If SFC cannot handle (insufficient account) reject it, customers need to provide the suggestion within 5 working days.

5.If returns type is HKBAM/HKBRAM/DEAM2/DERAM2/SWBAM/SWBRAM/SWBAM1/SWBRAM1

/SGAM/SGRAM, need to charge the return fee 50RMB/KG. Please ensure your account balance is enough.

6. SFC do not handle the returns on weekends, instructions submit on working days will be handled within 1 working days(if submit in afternoon maybe be handled the next day). If required to pick up in Guangzhou office, please contact branch office 1 or 2 days later. Please check the tracking number in the return list if return by express, the return time refer to the domestic express.

7. Please contact the customer services if you need to withdraw the instructions.

8. If the returns were required to abandon, the destroy handing fee charging standard is 1RMB/KG. If you need unpacking inspection, unpacking inspection charging standard is 5RMB/piece. Warehouse returns if required to put on shelf again, need to deduct space resource, insurance and item resource according to the qualified returns. For more than 2KG returns, beyond the parts need to charge 1RMB/KG, less than 1KG charge per 1KG. The above fees will be deducted by system automatically.