

Kwacha Payment



Wholesale Price

Cooperating with Chinese Suppliers

FYOUBUY OFFICIAL GUIDANCE

EASY GET FROM CHINESE SUPPLIERS

Fyoubuy Official Guidance

Introduction

Congratulations on successfully registering as a member of Fyoubuy! Next, we will guide you on how to search, place orders, recharge, pay for orders, handle international logistics, track orders, and use forwarding agents, etc.

Currently, online purchasing has become an unstoppable trend, and many entrepreneurs choose online purchasing because it can save manpower and financial costs. We are committed to providing safe and efficient online purchasing channels for entrepreneurs, creating profit margins for them, and offering stable and reliable sources of goods.

Fyoubuy is currently a purchasing agency that allows you to enjoy services from 1688.com, which is the largest e-commerce company in China under the Alibaba Group founded by Jack Ma. On 1688.com, there are millions of products from Chinese factories. More importantly, on 1688.com, you can directly cooperate with suppliers and factories, which also allows for higher profit margins. As a Chinese company, Fyoubuy is better positioned to communicate with Chinese sellers and gain more information about the Chinese supply chain and production processes. Besides 1688.com, Fyoubuy also supports other e-commerce platforms such as Taobao and Tmall to meet your diverse shopping needs.

Some customers find it difficult to purchase directly on 1688.com due to language barriers, payment requirements in Chinese RMB, and risks associated with international logistics, especially for beginners. Fortunately, these issues can be resolved with Fyoubuy's one-stop service. Our one-stop service includes purchasing, payment, shipping, tracking, door-to-door delivery, and forwarding. The system can help you easily place orders and make online transfers. Professional English-speaking customer service will assist you in resolving any issues encountered during online shopping. Fyoubuy has a better understanding of Chinese factories and has professional and unique business assistants. When you search for products online, we will assist you in reducing procurement risks. We will also integrate preferred service providers for our customers. In addition to the one-stop service, reasonable shipping and service fees are also good reasons for you to choose Fyoubuy. In the future, we will listen to your needs and create more convenient procurement services. Your support is our driving force for progress.

In addition, we will select the best suppliers for you. We have professional purchasers who are familiar with the business of 1688.com. They regularly screen and select a batch of outstanding suppliers and products, and place them in a dedicated section for you to easily access the surprises we have prepared. Therefore, starting your business on our platform is easy to operate, time-saving, and cost-effective. Why not give it a try and experience it firsthand on our website? This guide will help you get started with procurement.

Understanding how to use the system is crucial in guiding you through searching, placing orders, shipping, making transfers, tracking, and contacting your dedicated business assistant. You may have already completed these steps, but we will show you more details from the feedback of many customers and provide some tips to address the issues you may encounter during the procurement process. We will share our experience in searching, selecting, placing orders, calculating shipping costs, and reducing procurement risks.

As Fyoubuy continues to grow, we will constantly improve and optimize this guide. We are more than happy to provide assistance and collect your feedback to make our guide more useful and clear. Please register with Fyoubuy: [Login \(fyoubuy.com\)](https://fyoubuy.com)

Mission:

To be a bridge between African and Chinese suppliers.

Vision:

To collaborate and achieve win-win partnerships with African entrepreneurs.

Values:

Safety, efficiency, and steady progress.

1. Why Choose Fyoubuy?

Fyoubuy is a one-stop platform that provides services for businesses to source products from Chinese factories and have them delivered to African countries including Zambia, Tanzania, Zimbabwe, and more through door-to-door shipping. On our website, you can search for millions of products, make Kwacha payments, use image search, and enjoy direct shipping services. Before we talk about Fyoubuy, let me introduce 1688 platform. Many African friends are familiar with Alibaba Group, but may not know about 1688.com. In fact, 1688.com (referred to as 1688 hereafter) is a B2B platform owned by Alibaba Group.



1688 is the world's largest wholesale online marketplace. It offers millions of products from Chinese factories, which is why we act as a purchasing agent for 1688. Many online and offline Chinese merchants purchase a large quantity of products from 1688.com, and even many

sellers on Amazon and African e-commerce platforms source from 1688.com due to its competitive prices.

The screenshot shows the Alibaba.com interface for a product listing. The main image is a woman in a long, dark green, form-fitting dress with a high slit. A yellow label 'Dress on Alibaba.com' is overlaid on the image. The product title is '2023 Latest Sample Mermaid Long Bridesmaid Dresses Ready Made in Stock'. The price is listed as \$36.10 for 1-9 pieces and \$33.25 for 10+ pieces. There is a 5% discount ending in 114:23h:54m:30s. The page includes a 'Verified supplier' badge for 'Suzhou Renaissance Wedding Dress' and a 'Share' button.

The screenshot shows the 1688.com interface for the same green dress. The main image is the same woman in the green dress, with a yellow label 'Dress on 1688.com'. The product title is '欧美现货修身连衣长裙派对晚礼服主持人礼服敬酒服长裙'. The price is listed as ¥128.00 (approximately \$20) for 2 pieces. The page includes a '代发' (drop shipping) option and a 'Share' button.

The screenshot shows the YouBuy interface for the green dress. The main image is the same woman in the green dress, with a yellow label 'Dress on Fyoubuy.com'. The product title is 'Available in Europe and America Satin Slim Fit Dress Party Evening Dress Host Dress Toast Dress Long Dress'. The price is listed as \$20. There is a note: 'Minimum purchase 2 pcs'. The page includes a 'Share' button and a 'Check original page' link.

However, purchasing directly from 1688 in Africa can be challenging due to the language barrier, as the system and product descriptions are in Chinese, payment requires Chinese currency (RMB), and registration typically requires a Chinese mobile number. Fortunately, Fyoubuy is dedicated to helping you overcome these obstacles and making your purchasing process easier.

To enhance your search experience, we offer three simplified search methods: keyword search, category search, and paste 1688 link. When you choose Fyoubuy, payment security should be your primary concern. We provide a secure and reliable payment system and services. You can pay using various methods, such as PayPal, MTN (only available in Zambia), Airtel (only available in Zambia), Fyoubuy balance, and more. Shopping online with your phone or computer is convenient, efficient, and secure. Our services also include door-to-door delivery. For shipping fees, you can calculate them before making a transfer using this link: <https://www.fyoubuy.com/calculation>

2. Browsing the Fyoubuy website



Fyoubuy operates by allowing you to browse and purchase products from China. Here's how it works:

Search for products using keywords or paste 1688 links on the Fyoubuy website.

1. Add selected products to your shopping cart and proceed to payment using credit card or electronic transfers such as MTN, Airtel, etc. to recharge your Fyoubuy balance.

2. Once payment is completed, we will help you purchase the products from the sellers in China. Your items will be collected in our China warehouse in approximately 2-5 days.

3. The next step is to have your package shipped to Africa! Create your shipping order and pay for the shipping fee. Once payment is completed, we will arrange international shipping.

4. The transit time from China warehouse to Africa for door-to-door delivery depends on the shipping method you choose, usually 45-60 days for sea freight and 7-15 days for air freight.

2.1 How to use

2.1.1 Search

1. Link Search

Copy the product link found on 1688 and paste it into the search box on the Fyoubuy website, and the system will redirect you to the order page.



Amazon Hot Selling 60W45W85W Suitable for Apple Laptop Power Adapter Macbook Computer Charger



2. Keyword Search

Fyoubuy provides a keyword search function that allows you to quickly and accurately find the products you need. Once you are logged in to the Fyoubuy website, simply enter relevant keywords related to the product in the search box, and the system will automatically display relevant product information.

The image consists of three screenshots of the Fyoubuy mobile app interface, illustrating the search process in three steps:

- Step 1:** The search bar is empty. A dropdown menu is open, showing options: "taobao", "1688", "taobao", and "help". A red box highlights this dropdown. A red arrow points from the "taobao" option to a green circle with the number "1". Below the search bar, there are two numbered steps: "1 Submit Item List Submit a list of goods" and "2 Fyoubuy Si Warehouse ins". A red arrow points from the "1" to the text "Select where you want to buy from".
- Step 2:** The search bar now contains the keyword "shoes". A red box highlights the search bar. A red arrow points from the word "shoes" to a green circle with the number "1". Below the search bar, there are two numbered steps: "1 Submit Item List Submit a list of goods" and "2".
- Step 3:** The search bar contains "shoes". A red box highlights a selection area below the search bar. This area contains the text "Where do you want to shop?" and three platform options: "淘宝网 Taobao.com", "TMALL", and "1688 找工厂 网上1688". A red arrow points from the "淘宝网 Taobao.com" option to a red box around two product listings below. The first listing is for "Le'Murmure 限量新色..." with a price of "USD 85.57". The second listing is for "Le' Murmure设计师 两..." with a price of "USD 74.00". A red arrow points from the "Choose which platform you want to buy from" text to the "淘" icon in the first listing.

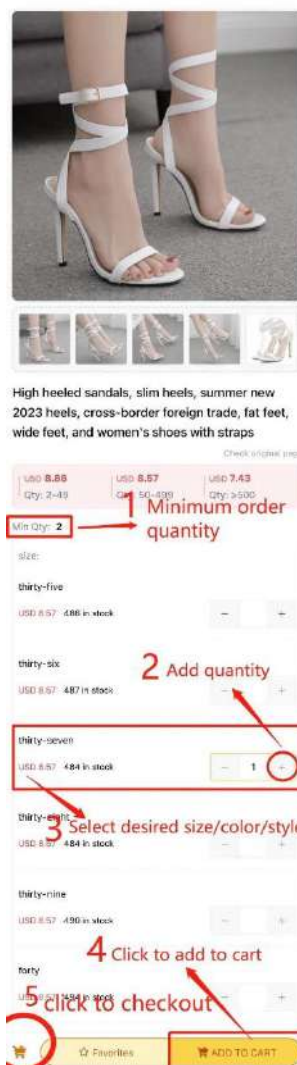
3. Category Search

The category search function can help you understand the types of products we offer and can assist you in finding the products you need more quickly. On the Fyoubuy website, you can browse our product listings based on product categories.

When searching, you can choose the platform source from which you want to purchase. Currently, the available platforms to choose from are 1688, Taobao, and Tmall.

2.1.2 Placing an Order

On the order page, you will see the information of the product. Choose the color, size, and quantity of the product, and you can add it to your shopping cart. Please note that some products have minimum order quantity requirements. Make sure you have selected all the parameters of the product, otherwise, it may not be added to the shopping cart. After adding to the shopping cart, click on it to see all the items that have been added, and get ready for payment.







taobao Product name or product URL




My Cart




 xialu

 High heeled sandals, slim heels, summer new 202...
colour:White heel height 12cm;size:thirty-six
USD 8.57

 High heeled sandals, slim heels, summer new 202...
colour:White heel height 12cm;size:thirty-seven
USD 8.86

Item Cost: USD 17.43 Domestic Freight: USD 2.14

Select the order you want to pay for this time

 "L.KJ体育"

 Nike Zoom Kobe 6 Kobe ZK6 playoffs black, w...
color classification:black and white shoe size:forty
USD 554.14

Item Cost: USD 0.00 Domestic Freight: USD 0.00

If you want to pay for all of the above, click here

Click to check out

Total: USD 17.43 (Service Fee: 1.74)
International shipping is not included.

Check Out

*2.1.2.1 Account Registration

If you do not have a Fyoubuy account or are not logged in, after clicking "Check Out", the system will guide you to the account login/registration page. Registering with Fyoubuy is very simple! You just need to fill in a commonly used email address, your name (note: inappropriate nicknames may not pass the review and result in shopping failure), and set a password.

The image shows a sequence of three screenshots from the Fyoubuy website, illustrating the account registration and login process. Red arrows and text annotations highlight key steps.

Registration Form: The first screenshot shows the registration form with fields for "Email" and "Password". A red arrow points to the "Click to register" button. Below the form, a "SIGN UP" button is highlighted with a red box, and a "Forgot Password?" link is visible. An orange "SIGN IN" button is at the bottom.

Registration Details Form: The second screenshot shows a form for entering personal details: "First Name", "Last Name", "Email", "Enter password", "Confirm password", and "Enter verify code". A red box highlights the entire form, and a red arrow points to the "Fyoubuy" logo above it. A verification code "5032" is shown in a green box.

Registration Agreement: Below the form, there is a radio button and the text: "By creating an account, you have read and agree the User Registration Agreement and Privacy Policy and Disclaimers of Shopping Agent and Parcel Forward Services".

Login/Return to Login: A red box highlights a "Return to Login" button, with a red arrow pointing to it. A red arrow also points from the "Return to Login" button to the "Submit" button. The text "After filling out, click to return to login" is written in red. An orange "Submit" button is at the bottom.

Login Form: The third screenshot shows the login form with the "Fyoubuy" logo above it. A red box highlights the form, which contains the email "CarryBlue@gmail.com" and a masked password ".....". A red arrow points from the "Login with the information you just filled out" text to the form. Below the form, there are links for "Want to register? SIGN UP" and "Forgot Password?". An orange "SIGN IN" button is at the bottom.

2.1.3 Recharge and Payment

On the shopping cart page, select the items you want to pay for, and click "Check Out" to go to the "Order Confirmation" page. First, enter your destination country on the top, then you will be able to see the total amount of this transaction (item price + service fee + possible domestic shipping fee). After confirming, click "Check Out" again to go to the payment page, choose the payment method, and click "Pay Now" to complete the payment. If your balance is not sufficient during checkout, you should recharge your balance first. Recharge options include online and offline methods.

The screenshot displays the YouBuy mobile application interface. At the top, there is a navigation bar with a menu icon, the YouBuy logo, and a user profile icon. Below the navigation bar is a search bar containing the text 'taobao' and a search icon. The main content area is titled 'Order Confirmation' and features a red box around a text prompt: 'Please choose destination country'. A red arrow points from the text 'Click and select the destination country' to this prompt. Below the prompt is a product listing for 'Le Murmure Shoes'. The product name is 'Le Murmure hand woven T-band Mary Jan...'. The price is listed as 'USD 99.86' and the quantity is '1'. Below the product listing, the total cost is shown as 'Item Cost: USD 99.86 Domestic Freight: USD 1.14'. At the bottom of the page, the total amount is 'Total: USD 99.86 (Service Fee: 9.99)' and a note states 'International shipping is not included.' A red arrow points from the text 'Click and check out' to an orange 'Check Out' button.

Our recharge options include both online and offline methods. Offline recharge options include MTN, airtel, credit cards, and debit cards, while online recharge supports PayPal online payment. However, in most cases, we recommend using offline recharge methods as PayPal charges higher transaction fees, which may result in unfavorable pricing.

The screenshot shows the Fyoubuy checkout interface. At the top, there is a search bar with 'taobao' selected and a placeholder 'Product name or product URL'. Below this is the 'Check Out' section. Under the 'Costs' heading, a table lists the following items:

Type	Amount
Item Costs	17.43
Chinese Domestic Delivery	2.14
Service Fee	1.74
Transaction Fee	-

Below the costs table, the 'Payment Method' section is visible. It includes three options:

- Balance**: Balance: \$41173.67. This option is highlighted with a red box and labeled 'Offline recharge' with a red arrow.
- Top Up**: This option is also highlighted with a red box and labeled 'Recharge entrance' with a red arrow.
- PayPal Express Payments**: Transaction fee rate: 4.4% ; Fixed Charge: \$0.3. This option is highlighted with a red box and labeled 'Online payment' with a red arrow.

At the bottom left, the total amount is displayed as **\$ 21.31**. At the bottom right, there is a yellow 'Pay Now' button.

2.1.3.1 Offline Recharge and Payment

MTN/Airtel

Simplified Procedure: Remittance (MTN/Airtel) - Submit Recharge Request (Register your recharge) - Fyoubuy reflects - Pay with Balance

MTN/Airtel (only for customers in Zambia). It usually takes 24 hours for the recharge to be

successfully reflected in your account. To avoid delays, please enter the correct reference number provided to you during the recharge process.

Use MTN please click "fyoubuy MTN Zambia"

Use Airtel click "fyoubuy Airtel Zambia"

fyoubuy MTN Zambia **fyoubuy Airtel Zambia** **Bank**

fyoubuy Airtel Zambia **fyoubuy MTN Zambia** **Bank**

Submit your remittance details

* Amount
ZMW **600** USD 36.47

* Phone Number
260968188888

* Txn.ID
P200324.1047.G50333

Submit

Once you have made payment, please allow 24 hours for us to confirm payment and begin shipping your order, if you have any question, contacts

payment code	fyoubuy
reference number	877211210534

How to complete your payment?

1. Dial *303#
2. Get into MTN Money Menu
3. Select 2 Pay bill
4. Select 6 Retail Payment
5. Enter Merchant ID "fyoubuy" as payment code
6. Enter the full amount to be paid
7. Enter your REFERENCE number: 877211210534
8. Enter your PIN to confirm payment
9. Your payment was successful.

Airtel merchant code payment Guide

1. Dial *778#
2. Select option 4
3. Select option 5
4. Select option 1
5. Enter fyoubuy as the merchant code
6. Enter amount
7. Enter your REFERENCE number: 877211210534
8. Enter your PIN to confirm payment
9. Your payment was successful.

Bank

Payment can be made using a debit card or credit card. When entering the address, please make sure it matches the shipping address you provided on Fyoubuy (the "Shipping Country" and "Shipping Address" when submitting the order and package). Once completed, you can proceed with the payment.

- Top Up Online

- Top Up Offline

fyoubuy MTN Zambia fyoubuy Airtel Zambia Bank

Submit your remittance details

* Amount

USD 600

USD 9870.00

* Remitter Name

* Remitting Bank

* Remitting Bank Number

Reference No.

Please send the transfer voucher to pay@fyoubuy.com

Submit

Telegraphic transfer from overseas will incur handling charges, subject to the remittance bank. Please choose to pay all handling charges. The actual amount received after deducting the handling charges shall prevail.

Beneficiary	FYOUBUY COMPANY LIMITED
Beneficiary's A/C NO	01553168014571
Beneficiary's Bank	THE BANK OF EAST ASIA LIMITED
SWIFT CODE	BEASHKHH
Bank Address	10 DES VOEUX ROAD,CENTRAL,HONGKONG
Receiver Address	SUITE A1.12/F RITZ PLAZA 122 AUSTIN RD TST KLN HONG KONG
Receiver Email	pay@fyoubuy.com

User Notice:

Select "Bank" for bank transfer

2.1.3.2 Paypal Payment

After logging in to your PayPal account, please enter or update the shipping address on the payment page, and make sure it matches your Fyoubuy shipping address (the "Shipping Country" and "Shipping Address" when submitting the order and package).

2.1.4 Procurement

Fyoubuy will contact the seller and purchase the items you have ordered. During the purchasing process, you can access the "Account" - "My Order" - "In Processing" list to view detailed information. After the procurement order is placed, you should monitor the status of your order at all times. If there are any issues with your order, such as "Out of Stock", "Invalid Order", "Awaiting Reply", or other issues that require your prompt response/operation, it will be reflected on the "Action Required" page and waiting for you to choose whether to continue, refund, or take any other action. We recommend checking your order status on the day after successfully placing the order. This is very important!

2.1.5 Storage

After your items are procured, they will be sent by the sellers from 1688, Taobao, or Tmall to Fyoubuy China's warehouse. We provide free storage for 30 days, with a maximum storage period of 90 days (a warehousing fee of \$0.5 per item per day will be charged for any days exceeding 30 days). Our warehouse staff will inspect your items according to inspection standards, and also re-measure the size and weight of the packages and update the information in the system.

1.If your items pass the inspection, they will be stored in the warehouse, waiting for your next step of "Submit International Shipping" operation.

2.If your items fail to pass the inspection, we will update the order status on the "My Order" page, waiting for your further actions, such as returns, exchanges, refunds, etc.

Friendly reminder: We recommend that you wait until multiple orders have arrived at the domestic warehouse before submitting a request for international shipping. This way, we can package your multiple parcels into one shipment, which will significantly reduce the shipping cost.

2.1.6 International Shipping

When your packages arrive in China, you will be able to see them in "My Order" under "Submit Shipment." You can select one or multiple orders that you intend to submit for international shipping, and then click "Submit Packaging" to proceed to the checkout page. Here, you will need to complete several actions:

1.Fill in the shipping information, including name, phone number, shipping address, etc.

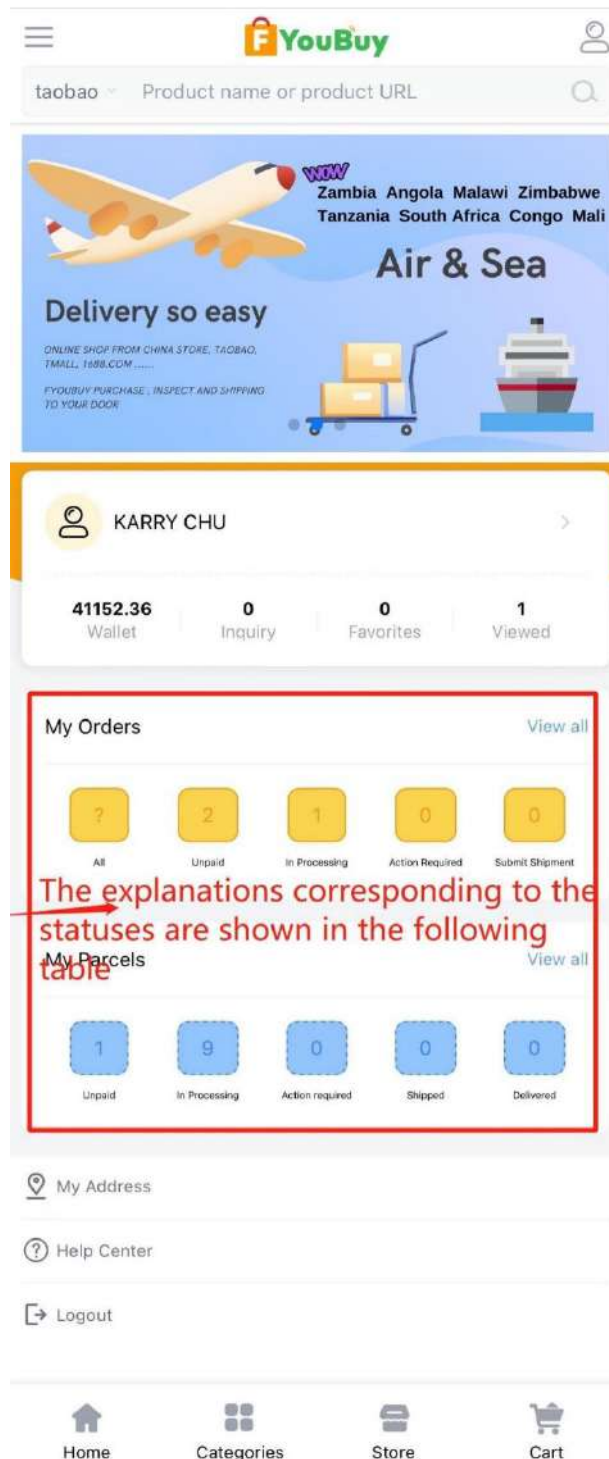
2.Choose the shipping method you prefer, such as sea freight, air freight, etc.

3. After confirming that all the information is correct, proceed to pay the international shipping fee, and you can refer to section 2.1.3 for specific payment methods.

Note: Certain items may be subject to restrictions on certain types of delivery. For example, powders and liquids can only be shipped by sea freight. You can refer to the "help" section for more information.

2.1.7 Order Tracking

To visually explain all the statuses of your order, we will use a table:



Status	Explanation
Order Status: Goods still in China	
My Order—Unpaid	Payment for goods not yet made
My Order—In Processing	Package en route to Fyoubuy China warehouse
My Order—Action Required	Package requires additional action, such as payment or return
My Order—Submit Shipment	Package has arrived at Fyoubuy China warehouse, awaiting submission for international shipping
Order Status: Goods have left China	
My Parcel—Unpaid	International shipping submission completed, awaiting payment for shipping fees
My Parcel—In Processing	Package in transit to destination via international shipping
My Parcel—Action Required	Package has encountered an issue, please check and follow the prompts for further actions.
My Parcel—Shipped	Package has arrived at the destination and is awaiting delivery confirmation
My Parcel—Delivered	Package has been successfully delivered and signed for.

You can simply click on "Account" to see the status of your shipment at any stage, and this table shows the meanings of each status. Once your package enters international logistics, you can find the tracking number in "Account" - "My Parcel" - "In Processing", click on it to view the status of international logistics.

2.1.8 Package Delivery

Through the "Track Order" module, you can know the status of your package. Next, you just need to wait for your package to be delivered. Your package status will be updated to "Shipped", and our staff will contact you for pickup at the nearest pickup point. After that, your package status will be updated to "Delivered", and this shopping journey will be completed.

Accidents can happen during international package transportation, such as delays, seizures, taxes, package damage, or package loss. Fyoubuy cannot control or prevent accidents that may occur when your package is in the hands of third-party logistics companies or customs, nor can we guarantee the service quality of other non-Fyoubuy companies.

However, our goal is to provide the best service to our customers, and we will notify you in advance of the transportation situation for each route or country/region you have chosen, and provide assistance to the best of our ability in case of problems.

2.2 Our Prices

There are two payments for each purchase:

1. Pay for product cost after submitting the purchase

Product payment = Product cost + Domestic shipping fee in China + Service fee (Service fee is 10% of product cost)

2. Pay for international shipping fee after submitting the package

International shipping fee: Calculated based on weight, shipping method, and destination

Customs fee: The customs clearance fee for the package depends on the shipping method you choose.

All our prices are transparent and visible, and you can view the prices at each stage.

2.3 Logistics Notes

2.3.1 Logistics Process

Package forwarding service consists of two steps, and we recommend estimating the international shipping fee before shipping.

Step 1: Place an order on Fyoubuy, and ship the purchased products to Fyoubuy warehouse.

Step 2: After the products are received and stored in the warehouse, consolidate them into one package (if there are multiple products stored in the warehouse), pay the order, and then ship the package.

2.3.2 Package Forwarding, Signature Acceptance, and Inspection Rules

1. When signing for the package upon receipt, if we find that the package does not meet the product packaging requirements (such as severe external damage to the packaging), we will not accept the package and may return it to you.

2. If your package meets all the product packaging requirements, we will open it, inspect for prohibited items, weigh it, and put it in the warehouse.

3. If your product does not meet the requirements for air transportation, we will mark the corresponding order and notify you of the return of the product.

4. If there is no update in the order status of your package for a long time, please contact our customer service and explain the situation, and we will help you resolve it.

2.3.3 Dimensional Weight

The cost of shipping a shipment may be based on the space it occupies, rather than its actual weight. This is called dimensional (or size) weight.

For international shipping, the higher of the dimensional weight and the actual weight is used to calculate the shipping cost.

The formula for calculating dimensional weight is:

For air shipments: Dimensional weight (kg) = Length x Height x Width (cm) / 6000

For sea shipments: Dimensional weight (kg) = Length x Height x Width (cm) / 6000

Please note that the weight displayed on the seller's webpage is usually the actual weight.

You need to pay special attention to the size of large items, such as soft or plastic toys, diapers, pillows, chairs, crystal lamps, bicycles, etc. Sometimes, the shipping cost may even be higher than the value of the product itself. We recommend checking the dimensions directly with the seller or seeking our assistance.

2.3.4 Pick-up Location

Fycargo is an air cargo service that currently covers 3 countries with 8 cities. If you use Fycargo to load your parcels, you can collect them at the following addresses:

Check on this web: <https://www.fycargo.com/index/location>

2.3.5 Receiving Instructions:

Firstly, we recommend that you open the package in front of the courier to avoid potential issues later. You can record the process of signing for the package via video as evidence for handling any potential issues later.

1. Before signing, check the external packaging of the goods for any damage, whether the sealing is intact, and if there are any significant differences in weight.
2. Regardless of whether the external packaging shows obvious damage or tearing, you should inspect the goods in front of the courier before signing, and note any issues on the waybill. If there are any problems, refuse to sign for the package directly.
3. We will not be responsible for any issues after the normal receiving process and package forwarding are completed.
4. If there are any issues after signing, please report to customer service within 72 hours, as any reports after this period will not be accepted.

2.4 After-sales Service

2.4.1 Regarding Package Returns:

1. If your package is returned due to domestic security check failure, we will confirm with you and resend it free of charge.
2. If your package has been shipped to overseas but is returned due to international security check failure, lack of markings, unclear address, or delivery failure, you will need to bear the cost of re-delivery.
3. After the package arrives at the overseas customs, it needs to go through customs clearance and may be subject to customs inspection. If the customs deems that your package contains special items, you may be required to provide an invoice or clearance certificate. If the package is returned due to an unclear recipient address or inability to contact the recipient, the relevant customs fees incurred will be borne by the recipient.

2.4.2 Notification of Package Receipt

Before signing for the goods, please carefully inspect the outer packaging of the goods for any damage, whether the sealing box is intact, and whether there are any obvious differences in weight. If the package has obvious damage or damage marks, the recipient should inspect the package in front of the postal delivery personnel and sign for acceptance or refuse to accept it. If the package is not signed for in front of the postal delivery personnel and is found to be damaged or broken, please retain the original package (and seal it), and provide us with relevant evidence such as invoices and actual photos within 2 working days after delivery. We will negotiate compensation matters with the local post office. Once the package is properly signed for, it marks the end of the entire transportation process, and we will no longer be

liable for any responsibility. If there are any issues with the package after it is signed for, please provide feedback to customer service within 72 hours, as cases submitted after 72 hours will not be processed.

2.4.3 Disclaimer Clause:

- 1.For fragile and perishable goods, whether or not reinforced packaging is required, we only provide compensation for loss, and do not involve claims for damages.
- 2.Claims do not cover dangerous goods and prohibited items, such as compressed gases, liquefied gases, flammable liquids, corrosive substances, and other prohibited items by national regulations.
- 3.Claims do not cover losses or expenses caused by natural loss, defects, characteristics, or price fluctuations of the goods.
- 4.We do not assume any responsibility for all or partial losses caused by natural disasters such as adverse weather, lightning, tsunami, earthquake, and flood during transportation.
- 5.No compensation will be provided for products that expire, lose warranty, or are delayed due to uncontrollable factors such as weather and customs clearance.
- 6.If your package is not delivered within the timeframe promised by the package forwarding logistics due to your refusal to cooperate with customs (including but not limited to paying customs duties), you will be solely responsible for any losses or liabilities incurred, and the package forwarding logistics will not assume any responsibility.

2.4.4 Confiscation of Goods

We will verify the materials of the goods and their categories, but we are unable to authenticate counterfeit brands related to intellectual property rights. For all foreign brands, counterfeit brands, A goods, etc., we are unable to assist with purchases and are not responsible for customs clearance. If the items you purchased are determined to be counterfeit brands, fake goods, or sensitive items, resulting in the confiscation of the package, you will be responsible for the corresponding liability.

Note: Please carefully select the shipping method, especially for such goods, when submitting an international delivery order.

2.5 Customer Service

If you need support, please visit the Help Center for assistance. You can find useful information in the Help Center to solve problems, such as our pricing and cost calculation. In addition, you can also contact our professional customer service. Please click on the WhatsApp icon and add it to the WhatsApp group for assistance. We are happy to receive your suggestions. You can also provide us with any suggestions via email. Thank you.

E-mail: service@fyoubuy.com

WhatsApp:

+86 188 1840 0152

+86 181 0260 4254

+86 180 2454 7676

+86 188 1840 0070

Facebook: <https://www.facebook.com/fyoubuy>

Twitter: <https://twitter.com/FyoubuyOfficial>

3.Fyoubuy Disclaimer

Fyoubuy is committed to addressing your concerns when it comes to international online shopping. In order to ensure the safe delivery of your items, we have established corresponding processing standards. During your shopping process, there may be some special situations, and the following are the policies and standards for these situations. Please familiarize yourself with them before submitting your order, and feel free to contact our customer service if you have any questions.

1.Sensitive products: This includes items such as essential oils, care liquids, lubricants, batteries, adhesives, and other sensitive items. To ensure the safety of the goods, we will remove these items for you.

2.Customs policies: Items containing counterfeit brands, large amounts of liquids or powders, electrical products, etc., may be subject to customs restrictions and carry certain risks. Fyoubuy does not assume responsibility for customs clearance and related legal liabilities resulting from this.

3.Inability to conduct professional inspections: For electrical equipment, brand-restricted items, tickets, cards, etc., purchased, we are unable to conduct professional inspections (such as quality, authenticity, integrity, etc.). Inspectors can only check the appearance of the items and whether the accessories are complete, but cannot open the equipment for quality inspection.

4.Fragile items: Ceramic and glass products, irregularly shaped items (such as windshield wipers, automatic dampers, etc.) may be subject to wear or damage during delivery. Please purchase with caution. We will ensure the integrity of the items before delivery, but if such items are classified as fragile by the logistics provider and are damaged during delivery, you will be responsible for the resulting losses.

5.Customized products: If you submit an order in the form of customized goods, we recommend that you directly communicate with the seller to meet your requirements. After successful negotiation, you need to provide us with the chat ID, information, or logo of the seller. As we are unable to conduct professional inspections on these items, you will be responsible for any resulting losses.

6.Deposit orders: Due to the regulations of Taobao sellers, once an order is placed, deposit orders cannot be cancelled, and you must clear the outstanding balance as per the information provided by the seller before the items can be delivered. If the outstanding balance cannot be cleared within the specified time, the deposit will not be refunded.

7.Sellers with poor credit: We recommend that you choose well-known stores with a credit rating of three stars or above and have paid the Taobao guarantee. If the seller has a low credit rating and has not paid the guarantee, there may be risks such as false shipments, non-shipment, or lack of inventory.

If your order involves the above risks, we will confirm that you have read and accepted the above terms and conditions. Please read them carefully. The right to interpret belongs to

Fyoubuy.

4. A letter to the user

Dear Customers from Africa,

Greetings!

We would like to express our heartfelt appreciation for your continuous support and trust in Fyoubuy! You are our valued partners, and we highly cherish our collaboration with you.

In the future, Fyoubuy will continue to strive to provide you with even better services. We will continuously optimize our platform features and improve system performance to ensure that you can conduct procurement and transactions efficiently and conveniently. We will also actively collaborate with suppliers and strictly control the quality of products to ensure that you receive high-quality products.

At the same time, we will launch more promotional activities and favorable policies to show our gratitude for your support and trust. We will continue to enhance our after-sales services to promptly resolve any issues or difficulties you encounter during usage and protect your rights and interests.

We understand that as B2B customers, you face various challenges in your business, but we believe that collaboration is the key to problem-solving. We will work closely together, overcome difficulties, and achieve mutual growth. We hope to become a reliable partner that you can depend on and jointly achieve business objectives.

Finally, we sincerely thank you for your unwavering support to Fyoubuy and look forward to a broader scope of cooperation in the future. We will continue to be committed to providing you with better services and experiences, and creating a brighter future together!

Best regards,
The Fyoubuy Team

Fyoubuy Team