



## **HOLDING CO**

***(Extra services for Partner dedicated)***

Orders filled in CO

- The failed delivery orders 3 times are not due to the customer's refusal to receive them (no receiver, change of time/address)

- The orders with the reason that the customer refuses to receive (in the form of preparing to return), including the following 6 items:

+ The packaging is intact - The customer wants to cancel the order

+ Packaging intact - no product inside

+ Packaging intact - Rejected due to not allowing co-inspection

+ The packaging is intact - The goods are delivered late SLA

+ Packaging intact - Customers ordered a duplicate

+ Packaging is not intact - wrong goods delivered

The orders will be aggregated into a file and automatically sent to the folder in Google Drive that Ninjavaan has created for Partners. "

\*\*\* Every day, partners click on the link and get the file to be processed before 4 pm on the same day

- Orders will be re-delivered only once on the next day (except Sundays and holidays).

- Each order must not exceed 4 times of delivery (not due to the customer's refusal to accept).

- In case the order is not answered before 4 pm on the same day, Ninja Van will update the return status