

慧智基因股份有限公司 SOFIVA GENOMICS CO., LTD.

[Refund Process]

Please contact your sales personnel to confirm whether you meet the refund conditions before proceeding with the refund process.

Sofiva Genomics provides the service of sending refund documents to you via mail or through our sales personnel.

The refund documents include:

- 1.Refund confirmation letter.
- 2. Sales credit note.

(limited to those who have received the invoice)

3.Self-addressed envelope.

1. Consumers should confirm the details of the refund documents upon receipt.

2. Upon confirmation, consumers should fill in related forms and sign them in person.

3. Refund documents to be sent back (returned) include:

A.Refund confirmation.

B.Sales credit note.

(limited to those who have received the invoice)

C.The original copy of the invoice.

D.Photocopy of the remittance account. (required for refund)

After receiving the refund documents, they will be verified before proceeding with the refund process.

- 1. Remittance: Approximately 7 working days.
- 2. Credit card refund: Approximate 1 to 2 working days.