

No.	Item	When to Use	SOP	Result	What to leave in remarks when submitting value-added service order	Fee
1	Priority Stock-in	"Priority Stock-in" is one kind of value-added services we provide. You can purchase it when placing orders or before your products arrive at our warehouse. In this case, designated staff will quickly store your products into the warehouse.	If you have purchased "Priority Stock-in" service, we will quickly store your products into the warehouse within 3 hours after signing in the parcel (the time which is subject to order in Superbuy system remarked as "Received".)	/	/	5 RMB / Product ID
2	Priority Stock-out	You can purchase the value-added service of "Priority Stock-out" when submitting parcels. Our specialist will complete the outbound processing within the specified time.	For any parcel with successful payment of "Priority Stock-out", our specialist will pack and weigh it within 3 hours: If you purchase "Priority Stock-out" service between 9:00 - 17:00 (Beijing Time) and your parcel has not been packed within 3 hours after approval, we will refund you the service fee. If you purchase "Priority Stock-out" service between 17:00 - 09:00 Next Day (Beijing Time) and your parcel has not been packed before 12:00 Next Day after approval, we will refund you the service fee.	/	/	Each parcel includes no more than 10 DI: 10RMB/Parcel Each parcel includes more than 10 DI: Service fee is charged according to the quantity of sub-orders (DI+ digit) included in the parcel, i.e. 10RMB + 0.5RMB / Sub-order, with no upper limit for a single parcel. For example: If the parcel submitted by the user includes 14 DI, the service fee of Priority Stock-out shall be: 10RMB + 4 * 0.5RMB= 12RMB
3	Detailed Photo (During Purchasing)	You need extra photos to display more details (e.g. the size measurement of specific part of product) when submitting shopping order.	Provide detailed photos as per your requirements.	You can log into you account to view the photos.	Specify your requirements, e.g. a photo of the logo on the chest and a photo of the overall length of clothing;	2 RMB / PC
4	Detailed Photo (After Stock-in)	You need extra photos to display more details (e.g. the size measurement of specific part of product) after free product photos for inspection are provided.	Provide detailed photos as per your requirements.	You can log into you account to view the photos.	1. Product Number (DI + digits) that needs detailed photos; 2. Specify your requirements, e.g. a photo of the logo on the chest and a photo of the overall length of clothing;	2 RMB / PC
5	Power-on Test for 3C & Electronics	You need power-on test in addition to the standard quality inspection (only applicable to products that can be directly powered-on/off, and not applicable to those that need to be assembled)	1. Check if the indicator lights and power-on/off are well-functional; 2. Provide a pic of the item on power-on condition.	The service will be completed within 24 hours, and you will be notified of the result (with a pic showing the completed test) via internal message and email.	Specify which item needs power-on test, e.g. power-on test for the mobile phone	12 RMB / Product
6	Secondary Quality Inspection	It refers to quality inspection or re-stocking of an order which hasn't undergone quality inspection or verification [Product Inspection & Verification] after stock-in. Only standard quality inspection will be performed.	1. Proceed with standard quality inspection on products; 2. Take 3 photos of such quality inspection.	The service will be completed within 24 hours, and you can check the result via shopping order.	/	6 RMB / ID
7	Order Splitting	You need to split one order (including several product IDs) into multiple orders.	Separate the items as requested, then weigh and store them back into the warehouse.	The service will be completed within 24 hours. You can log into your account to check the result via the original order.	1. Product Number (DI + digit) in the order to be split; 2. Specify the number of sub-orders and item quantity for each order. For example, if the ID of 10 items needs to be split into 2 sub-orders, which include 4 and 6 items respectively, you can indicate: It needs to be split into 2 sub-orders with 4 and 6 items respectively;	2 RMB/ Sub-product ID
8	Packaging Modification	You need to remove or modify the packaging after item stock-in (packing box used by couriers will be removed before item stock-in, but the original product packaging will be kept)	Remove or modify the packaging of items as requested, then weigh and store them back into the warehouse.	The service will be completed within 24 hours. You can log into your account to check the result via the original order.	1. Product Number (DI + digits) that needs packaging modification; 2. Specify the type of packaging (shoe box, clothing bag, etc.) to be removed, e.g. remove the original shoe box and re-store with packing bag;	2 RMB / Product Packing Box / Bag
9	Label & Tag Removal	You need to remove labels or tags for some items after stock-in.	Remove labels or tags as per your requirements	The service will be completed within 24 hours, and you can check the result via shopping order.	Specify which item needs removal of labels or tags, e.g. remove the collar label	3 RMB / Product
10	Thread Trimming	You need to trim threads for some items after stock-in.	Trim thread as per your requirements	The service will be completed within 24 hours, and you can check the result via shopping order.	Specify which item needs thread trimming, e.g. trim thread for T-shirt	5 RMB/ Product
11	Plastic Packaging	You need plastic packaging for items after stock-in.	1. Proceed with plastic packaging for items; 2. Provide a photo showing that plastic packaging is completed.	The service will be completed within 24 hours, and you will be notified of the result (with a pic showing the completed plastic packaging) via internal message and email.	Specify which item needs plastic packaging, e.g. plastic packaging for mobile phone.	10 RMB / Product

12	Model Try-on of Clothing / Footwear	You need photos of model trying on clothing / footwear after stock-in.	Clothing try-on: You can specify your requirements like the height and weight of the model, and we will ask the eligible model to do the job, with 4 photos (front, back, left and right) provided. Footwear try-on: You can specify your requirements like foot size of the model, and we will ask the eligible model to do the job, with 4 photos (front, back, left and right) provided.	The service will be completed <b>within 24 hours</b> , and you will be notified of the result via internal message and email.	Specify the height, weight or foot size of the model.	30 RMB / Product	
13	Product Video	You need 360-degree videos of products after stock-in.	Provide 360-degree videos of products.	we will complete the shooting service and mail the video to the user's registered email within 24 hours.	Specify which part of the product needs to be captured in detail	20 RMB / Product	
14	Paid Storage	The system will automatically calculate the number / amount of storage unit you need to purchase / pay after the 90-day free storage of your items expires.	The extended storage after 90 days will be charged by day. Storage Fee for items with volume below 0.02 m <sup>3</sup> will be charged as 0.02 m <sup>3</sup> . For example: if you have some items with the total volume of 4.5 m <sup>3</sup> and submit them for parcel shipment after storing them in the warehouse for 100 days, you need to pay the storage fee for 10 days, i.e. 4.5 / 0.02 * 0.1 * 10.	When you submit items with expired free storage, the system will automatically calculate the additional storage fee after you select the shipping address and logistics line.	/	0.1 RMB / Product ID / Day	
15	Storage Period Extension	You need to extend the storage period of items.	Extend the storage period as per your requirements. Only applicable to items with storage period less than 180 days, with a maximum extended period of 6 months.	The service will be completed <b>within 24 hours</b> , and you will be notified of the result via internal message and email.	1. Product Number (DI + digits) that needs storage period extension; 2. Specify how long the extension is (charged by month, with a maximum of 6 months):	10 RMB / Product ID / Month	
16	EPE Loose Filling	Fill up the parcel with EPE boards to protect against damage during transportation. It mostly applies to small-sized electronics, and can be used together with paper corner protectors for better protection.	Fill up gaps inside of the carton with EPE fillings.	The system will automatically calculate the service fee according to the weight of parcel you submit.	/	3 RMB / KG	
17	Corner Protector	It mostly applies when you need the original packaging for certain items (e.g. the outer packaging of action figures).	Place four corner protectors in the corner of the carton's out packaging.	The system will automatically calculate the service fee according to the weight of parcel you submit.	/	5 RMB / KG	
18	Stretch Film	Pack with stretch film to keep the parcel from getting wet and being switched. Suitable for all product categories.	Cover the carton completely with stretch film.	The system will automatically calculate the service fee according to the weight of parcel you submit.	/	4 RMB / KG	
19	Wooden Case	Protect electronics with high value or extra weight, electric equipment and ceramic crafts against collision and damage during transport. Use together with EPE fillings for better protection.	Reinforce the parcel with wooden case that is made of plywood and can be directly exported without fumigation.	The system will automatically calculate the service fee according to the weight of parcel you submit.	/	250 RMB / Wooden Case	
20	Moisture-Proof Bag	Protect the parcel's outer packaging against getting wet during transport, so as to keep the items inside mould-free. Suitable for all product categories.	Pack the carton with moisture-proof bag and seal it tightly.	The system will automatically calculate the service fee according to the weight of parcel you submit.	/	6 RMB / Parcel	
21	Vacuum Packaging	Save storage space by significantly compressing the volume, and help you save volume-based shipping fees. Preferred for items with light weight and large volume (down jackets, beddings, home textiles)	Proceed with vacuum compression for all items in one parcel, and the maximum volume of vacuum bag is 80cm * 60cm	The system will automatically calculate the service fee according to the weight of parcel you submit.	/	17yuan/piece	
22	Whole-Process Packing Video	Provide videos of the packaging process for users	Packaging video can be viewed after the parcel status is "Packaged". Video viewing is valid for 30 days from the time of parcel video upload.	After the package is packed, customers can view the parcel video on the parcel list.	/	5 RMB / Parcel	
23	Customized Packaging	Use customized logos, cartons, packing bags, cards as per your requirements	Proceed with customized handling as requested	/	/	5 RMB / Parcel (excluding costs of materials)	
24	Demo Packing	This service has been upgraded as Shipping Expert. Welcome to try it.					

25	Shipping Expert	<p>1. You don't know enough about the characteristics of the product;</p> <p>2. You have no idea about packaging reinforcement;</p> <p>3. You have personalized needs for packaging reinforcement.</p> <p>4. You need the best shipping solution when packaging reinforcement inevitably leads to freight hikes;</p> <p>5. You need the final weight and volume of the parcel before submitting it, which you will use as a reference for selecting logistics lines in the future;</p>	<p>1. Provide data from Rehearsal Packaging;</p> <p>2. Recommend logistics lines;</p> <p>3. Estimate shipping costs.</p>	Warehouse staff will contact you within 1-3 working days after receiving your purchase order of Shipping Expert.	/	<p>When the shipping list includes 10 DIs or below, a service fee of 20 RMB will be charged;</p> <p>When the shipping list includes over 10 DIs, in addition to 20 RMB, an extra service fee of 1 RMB will be charged for each additional DI.</p>
26	Value-Added Customized Warehousing Services	<p>They are a set of value-added services to meet users' personalized needs, including but not limited to:</p> <p>1. Order and parcel consolidation;</p> <p>2. Trimming buttonholes for clothes;</p> <p>3. Packing products with custom bags / boxes, and sticking custom logos, etc.</p> <p>For details, please click: <a href="https://www.superbuy.com/cn/page/help/#p5_60_helpId1380">https://www.superbuy.com/cn/page/help/#p5_60_helpId1380</a>.</p>				Upon Inquiry
27	Bubble Cushioning Wrap Packaging (Product-level Value-added Services)	Pack products with bubble cushioning wrap (with enhanced anti-shock feature) to protect them against damage due to crushing, collision and falling-off. Suitable for cosmetics, electronics, action figures, glass bottles, ceramics.	Pack products with bubble cushioning wrap	Completed within 24 hours after product stock-in	/	¥5/PCS
28	Bubble Mailer Packaging (Product-level Value-added Services)	Pack products with bubble mailers (with cushioning and anti-shock features) to protect them against damage due to crushing, collision and falling-off. Suitable for small-sized jewelries / jade products, driver's license / ID card, as well as small-sized electronics.	Pack products with bubble mailers	Completed within 24 hours after product stock-in	/	¥3/PCS
29	EPE Packaging (Product-level Value-added Services)	Pack products in 3 layers of EPE (with cushioning and anti-shock features) to protect them against damage due to crushing, collision and falling-off. Suitable for fragile products with packing boxes.	Pack products in 3 layers of EPE	Completed within 24 hours after product stock-in	/	¥4/PCS
30	Dust-proof Bag Packaging (Product-level Value-added Services)	Pack products with dust-proof bags to protect them against dust, scratch, moisture and discoloration (due to long-time exposure to sunlight). Suitable for clothing, hats, shoes and bags.	Pack products with dust-proof bags	Completed within 24 hours after product stock-in	/	¥4/PCS
31	Customized EPE Packaging (Product-level Value-added Services)	Customized packaging reinforcement with EPE to protect the products against collision and scratch (also eco-friendly). Suitable for electronic components, circuit boards, action figures, ceramics.	Out out slots on EPE as per the specific shape of the product, and cover the product with multiple layers of EPE.	Completed within 24 hours after product stock-in	/	¥23/PCS
		<p>This service applies if:</p> <p>1) the quality of products matters so much that you cannot accept defects such as slight stains, discoloration, scratches, fabric defects, and breakages; the inner side of products (e.g. inner side of pockets / clothing linings / inner side of luggages) is also important to you;</p> <p>2) In case of products without size marks, we suggest that you purchase this service if you want to avoid contacting the seller for verification or measuring the size by purchasing the service of In-warehouse Product Photos (Detailed) after the products arrive.</p> <p>3) If you want to ensure the products arrived are correct (e.g. correct models of mobile phone cases), we suggest that you purchase this service and our staff will measure the sizes of arrived products (such as mobile phone cases) to check for any wrong ones.</p> <p>4) If you want to check whether the shelf</p>				

32	Product Inspection (Detailed)	life of the products is less than 1 month. 5) If you need to check whether the zipper is intact. After the products arrive, we will try the zippers for confirmation.	Perform detailed inspection for products according to Procedure of Product Inspection (Detailed)	Completed within 24 hours after product stock-in	/	¥5.5/PCS
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