

TIENS NORTH AMERICA PRODUCT RETURN PROCEDURES

- Step 1: Fill out the Return Merchandise Authorization form and submit it to TIENS for approval. Once your return has been approved, TIENS will provide you with a Return Merchandise Authorization (RMA) number.
- Step 2: Package all items to be returned in the original box along with a copy of the invoice and Return Merchandise Authorization form. Seal the box and make sure everything is ready for shipping. Please be sure to clearly indicate the RMA number on the outside of the box. Any packages without an RMA number on the outside of the box will be returned at the sender's expense.

- Step 3: Ship your returns to the designated TIENS North America Office

If you are located in the United States of America, please send your returns to:

TIENS USA Distribution Center
917 134th Street SW, Suite A-8
Everett, Washington 98204
USA

If you are located in Canada, please send your returns to:

TIENS North America Head Office
15 Allstate Parkway, Suite 105
Markham, Ontario L3R 5B4
CANADA

Please make sure that your package can be traced at all times. Insurance is optional but strongly recommended. We will not be held responsible for any lost, damaged, or stolen packages.

- Step 4: Contact customer service department to check the status of your return. When your returns have been received by our logistics department, TIENS will process the return accordingly. Refunds are processed immediately but can take up to 10 business days to appear on your bank statement. Returns requiring replacement product(s) will be shipped out to the address on the original order.