



SERVICE POLICY AND GENERAL TERMS

CHINA SUGU

China-to-International Intermediation Service

Effective as of 1st June 2026

Official document - Professional use

Article 1 - Nature of the service

CHINA SUGU is a China-based intermediation service specializing in:

- Product sourcing and purchasing;
- Supplier selection and coordination;
- Pre-shipment verification;
- International logistics coordination;
- Shipment follow-up.

CHINA SUGU is neither a manufacturer, a transport company, nor a customs authority.

Article 2 - Mandatory preliminary review

Every request is subject to a feasibility review taking into account:

- The product;
- The destination;
- The volume and weight;
- Customs constraints;
- The logistics context.

No order is confirmed without prior written approval.

Article 3 - Budget policy

CHINA SUGU only handles requests with a minimum product-purchase budget of XOF 25,000 or equivalent.

This threshold applies solely to the purchase value of the products. It excludes service fees, shipping costs, customs duties, and any other project-related charges.

The threshold is intended to ensure operational viability and service quality.

However:

- The client must confirm their financial capacity before the process begins;
- Service and logistics costs must be approved before any commitment is made to a supplier;
- Specific services, including VIP Support, are subject to separate financial conditions.

Any request below this minimum cannot be handled.

Article 4 - Quotations and prices

Prices may change depending on:

- Suppliers;
- Production periods, particularly after Chinese New Year;
- Logistics fluctuations;
- Market changes.

A quotation is valid for a limited period and becomes firm only after written confirmation and payment of the required deposit.

No supplier commitment is made without prior approval and payment.

Any quotation not approved within the stated validity period may be revised without prior notice.

Article 5 - Logistics

The timelines communicated are estimates.

Shipments depend on:

- Freight forwarders;
- Airlines or shipping companies;
- Periods of activity;
- Customs inspections.

For reference, for shipments to Mali, the standard method is monthly consolidation in order to optimize costs.

Indicative options:

- Express: 5 to 10 days;
- Standard: 10 to 20 days;
- Sea freight: 2 to 3 months.

These timelines do not constitute a contractual guarantee.

They may vary depending on the period, particularly after Chinese New Year or during periods of heavy logistics activity.

Article 6 - Delays and unforeseen events

In the event of a delay:

- The client is informed;
- Active follow-up is carried out with the freight forwarders;
- CHINA SUGU maintains communication until receipt.

Delays caused by external factors do not result in an automatic refund.

No refund may be required for a delay beyond CHINA SUGU's control.

Article 7 - Limited liability

CHINA SUGU cannot be held liable for:

- Customs decisions;
- Regulatory changes;
- Delays beyond its control;
- Changes in supplier conditions;
- Indirect losses or business consequences arising from an operation.

CHINA SUGU's liability is limited to the scope defined in the approved quotation.

Article 8 - Client responsibilities

The client is responsible for:

- The final choice of the product;
- The product's compliance in the destination country;
- The accuracy of the information provided.

CHINA SUGU acts as an intermediary and does not guarantee the profitability of the project.

Article 9 - Operational decision

CHINA SUGU reserves the right to refuse, suspend, or adapt any operation considered:

- Non-compliant;
- Not feasible;
- Or presenting a high logistics risk.

Such a decision may be made without any obligation to provide detailed justification.

Article 10 - Client commitment

Approval of a quotation or confirmation of an order constitutes full acceptance of these CHINA SUGU service terms.

Any approved order is considered firm and cannot be cancelled once a commitment has been made to the supplier.

Article 11 - Confidentiality

CHINA SUGU's suppliers, contacts, logistics networks, and partners are strictly confidential.

Any attempt to bypass CHINA SUGU constitutes immediate termination of the business relationship.