

Service Regulations for Cell Products

- 1. Order Cancellation:** Purchasers may cancel any Order only if production has not yet commenced, provided written notice of cancellation is submitted to Procell. Once Procell confirms that production of the Order has commenced, such Order shall be non-cancellable unless prior written consent is obtained from Procell.
- 2. Order Modification:** Any change to the scope of the Order shall be formalized through a written amendment duly executed by authorized representatives of both the Purchaser and Procell.
- 3. Delivery Acceptance:** The Purchaser shall inspect and either accept or reject the Deliverables immediately upon delivery. Any non-conformity shall be reported to Procell in writing without undue delay, specifying the non-conformity and the corrective actions required prior to final acceptance. Failure by the Purchaser to submit written notice of such non-conformity within ten (10) calendar days following receipt of the Deliverables shall constitute deemed acceptance of the Deliverables.
- 4. Feedback / Complaint Reporting:** Any issues identified following delivery shall be reported in writing using the designated feedback form ([click to download](#)). Upon completion, the form shall be submitted to the relevant distributor or via email to techsupport@procellsystem.com.
- 5. The Purchaser may request a redelivery of the Deliverables or a refund under the following circumstances:**
 - 5.1.** If cells cannot be delivered to the Purchaser due to customs-related reasons, including but not limited to changes in customs policies or issues arising from customs clearance or inspection, or due to reasons attributable to Procell, including but not limited to production scheduling, insufficient inventory, or logistics errors, the Purchaser may request a refund in accordance with the procedures set forth in the Contract.
 - 5.2.** In the event of any abnormalities in the cell product upon delivery due to transportation-related issues, including but not limited to damaged cryovials or thawing, the Purchaser shall provide clear photographic evidence of the received items to the designated contact address. Based on the actual condition reflected in such a document, Procell may arrange a free redelivery to ensure the timely receipt of intact cell products. It is imperative that all pertinent evidence be retained in order to facilitate the prompt and effective resolution of the issue.
 - 5.3.** In the event that one or more frozen culture tubes are received, and any issue arises, a completed after-sales feedback form shall be submitted without undue delay. Upon technical assessment and confirmation that the culture tubes are irrecoverable, Procell shall arrange the redelivery of the original quantity of frozen cells ordered by the Purchaser.
- 6. The following items are not eligible for free redelivery:**
 - 6.1.** Of the two frozen cell samples received from the same batch, post-revival viability testing indicated that one sample was viable, while the other was non-viable. In accordance with applicable requirements, the successful revival of at least one sample from the batch indicates that the cells met

the quality standards at the time of shipment. Accordingly, a complimentary re-delivery shall not be provided for non-viable samples.

6.2. In the event that issues arise due to user-handled procedures, including but not limited to, cell contamination, reduced cell viability, or post-revival cell death, no free reprocessing services shall be provided.

6.3. If no product defects are reported within 45 days of delivery, the product shall be deemed to conform to the agreed specifications, and no further replacements shall be provided. The Purchaser is advised to inspect the product carefully upon receipt. Any defects identified shall be reported within the 45-day reporting period. Failure to raise any objection within the stated timeframe shall constitute acceptance of the product as being in satisfactory condition, and no further replacements shall be issued.

6.4. It is imperative that the conditions stipulated in the cell culture instruction manual are strictly followed. Any abnormalities observed in cells resulting from the use of non-recommended culture systems or the addition of exogenous reagents shall not be covered under the after-sales warranty.

7. In recognition of our valued customers, we hereby present the following promotional offers:

7.1. For cell line products (Cat No.: CL-XXXX) purchased together with the corresponding specialized culture medium, the Purchaser shall be entitled to a 45-day unconditional after-sales service period commencing on the date of receipt, irrespective of whether cell death is attributed to the user handling. This service is limited to a single occurrence only.

7.2. For cell line products (Cat No.: CL-XXXX), if the cells become unusable due to improper user handling, users who reorder the same catalogue number of cell lines within 45 days from the date of receipt shall be entitled to an exclusive discount. To confirm the final discounted price, consult your local distributor.

8. Service Receipt: It is imperative that photographic evidence of the QR code on the cell label be provided to substantiate the purchase. To expedite verification of order information, please present this QR code when contacting the aforementioned entity (see example below)

