

FREQUENTLY ASKED QUESTIONS WITH REGARDS TO PRICING ADJUSTMENT

1. Product & Unit Price

Q1-1 : Will the unit price for all the products be adjusted from January 1st 2025 onwards?

A1-1 : Starting January 1st 2025, only certain product prices will be adjusted. For details on the affected products and their new prices, please refer to the "USA's Products Price List."

Q1-2 : How can I obtain the updated price list?

A1-2 : The changes will be reflected on the product catalogue (January – June 2025), you can also view the updated unit prices or download the digital version of the product catalogue (January – June 2025) from the Nefful USA official website from January 1st 2025 onwards.

Q1-3 : Why are product prices being increased?

A1-3 : The increase in product prices is due to several factors, including rising costs (such as raw materials and transportation), changes in market supply and demand, economic conditions, and inflation.

2. Sales Volume Related Matters


Q2-1 : Will the adjustment in product prices affect the sales volume metrics?

A2-1 : Yes, sales volume metrics will be positively correlated with changes in product prices.

3. Product Exchange

Q3-1 : If I purchase products in December 2024, can I exchange them for non-defective products in January 2025?

A3-1 : The non-defective exchange process will remain unchanged. However, starting from January 1st 2025, exchanges will be based on the adjusted product prices.



Q3-2 : If I purchase products in USA, can I exchange them for non-defective products in another country?

A3-2 : Product exchanges must be processed in the country where the original purchase was made. Exchanges at business premises in other countries are not permitted.

Q3-3 : If I order products in December 2024, will price adjustments affect returns?

A3-3 : Price adjustments will not affect partners' rights to return products. Returns are handled according to the contract termination provisions in the business handbook (Section 1.6), and the refund amount will be based on the original invoice amount of the product.

4. Stock Availability

Q4-1 : If partners want to place an order before the price increase but are concerned about insufficient stock, can they submit a pre-order or purchase other products first and exchange them once the new stock arrives?

A4-1 : Given the difficulty in accurately predicting delivery times and to ensure that exchange deadlines and partner rights are not impacted, we do not recommend placing pre-orders or purchasing other products with the intention to exchange later. For up-to-date information on product availability, please reach out to our local business premises.

Q4-2 : How can I find out about product availability information?

A4-2 : Nefful USA's official website updates the "Stocks Update List" daily. Please visit the company website to stay informed about the latest product information.

