



Uniqbe Limited
Room 403, Elite Industrial Centre, 883 Cheung Sha Wan Road,
Lai Chi Kok, Kowloon, Hong Kong.
Tel: +852 2750 2932
Email: info@uniqbe.com

Service Terms & Conditions

A Clear Guide to Our Services

Updated: 6th May, 2026

Thank you for becoming a valued Uniqbe reseller. This brief introduction covers our payment, shipping, order, and warranty return procedures. We look forward to working with you and continually improving the quality of our services.

Table of Contents

Part 1: Products	2
Part 2: Payment	3
2.1 Direct Bank Transfer.....	3
2.2 Credit Card.....	4
Part 3: Shipment & Delivery.....	4
3.1 Shipping	4
3.2 Self Pickup	4
Part 4: DOA	5
4.1 Dead on Arrival (DOA)	5
4.2 Scope of Coverage	6
4.3 Return Procedures for DOA Claim.....	6
Gratitude and Appreciation.....	7

Kindly review this document with care.

Your use of our services signifies your acceptance and adherence to these terms and conditions.



Uniqbe Limited

Room 403, Elite Industrial Centre, 883 Cheung Sha Wan Road,

Lai Chi Kok, Kowloon, Hong Kong.

Tel: +852 2750 2932

Email: info@uniqbe.com

Part 1: Products

1. All ordered items are guaranteed to be brand new. Please note that certain models, such as Samsung devices, may be unsealed prior to shipping. This is a standard procedure to ensure the device is activated for use outside its country of origin.
2. We do not provide active software APIs for retrieving pricing information. Therefore, we recommend utilizing our website to place your orders. Prices are regularly updated, either daily or as required.
3. Our inventory changes daily and sometimes faster than we can update live listings. Please be prepared for the possibility that, on rare occasions, we may request you to ask your customer to consider changing the chosen device colour or the model itself. While these requests are infrequent, they may occur from time to time. There is no way to avoid this occasional service gap, so we encourage resellers to make necessary provisions to support their sales. We recommend that you frame your service delivery policies with this flexibility in mind.



Uniqbe Limited

Room 403, Elite Industrial Centre, 883 Cheung Sha Wan Road,

Lai Chi Kok, Kowloon, Hong Kong.

Tel: +852 2750 2932

Email: info@uniqbe.com

Part 2: Payment

We currently offer two payment options: Direct Bank Transfer, and Debit/Credit Card via Stripe.

2.1 Direct Bank Transfer

1. At present, our accepted currencies are limited to US Dollars (USD).
2. Clients who intend to make payments via direct bank transfer are required to utilize a business or company account for the transaction. Please submit your Business Registration (BR) certificate for account verification.
3. Bank transfer fees may apply to the total order cost, including both product and shipping. All transaction fees and bank charges associated with the transfer shall be borne by the client. Please forward your payment confirmation to info@uniqbe.com for verification once the transaction is complete.
4. To optimize cost-efficiency, we advise aligning your transfer amount with the anticipated number of orders: USD 2,000, USD 5,000 or USD 10,000. This approach minimizes fees and is particularly advantageous for our valued long-term clients and committed resellers who place frequent, often daily, orders throughout the week.
5. If your bank is not internationally accessible or uses partner/intermediary banks, additional fees may apply, stemming from both your bank, its exchange partners, and ours. This may result in receiving an amount less than your order's total. Order fulfilment depends on receiving the full payment amount. Any additional transfers to cover discrepancies will incur standard fees and charges, which we cannot cover.
6. We kindly request that you employ the appropriate currency-specific bank account and explicitly instruct your bank regarding the designated currency for the transaction. Sending funds in an incorrect currency to an inappropriate account may result in conversion losses for which we cannot assume liability.
7. Rest assured that your funds are held securely with us. Prepayments can be refunded, subject to the settlement of any outstanding debts and the deduction of any bank charges incurred during the refund process. All transactions are meticulously recorded in our sales and order system, and upon request, a comprehensive transaction-by-transaction report of your orders can be promptly provided.



Uniqbe Limited

Room 403, Elite Industrial Centre, 883 Cheung Sha Wan Road,
Lai Chi Kok, Kowloon, Hong Kong.
Tel: +852 2750 2932
Email: info@uniqbe.com

2.2 Card Payment

1. Debit/Credit card payments are subject to 4.2% Stripe processing fee of the total cost (Product + Shipping). You will see the final total upon checkout. This is a third-party processing charge collected by Stripe, not an additional service fee from Uniqbe Limited. We do not absorb these transaction costs.

Part 3: Shipment & Delivery

3.1 Shipping

1. We offer a variety of global shipping options, some of which are competitively priced, enabling you to maximize your profit margins. We will act as your forwarding agent for your shipments.
2. Unless caused by our error, any losses or damages during transit are the customer's responsibility. Any reimbursements resulting from approved claims by the shipping service will be promptly credited to your wallet balance.
3. For lost items, the maximum claimable amount is either USD 100 or the declared item value, depending on which is lower. Different couriers have varying compensation limits and claim procedures. The amount will be credited/refunded upon the courier's confirmation and provision of the necessary legal documentation.
4. Customs regulations vary significantly between countries. You are responsible for the Declared Value (DV) and local customs clearance for your order. We may advise on a minimum value for successful customs clearance. Held orders are your responsibility, and we can assist to mediate with the carrier.
5. You are responsible for providing any required importation and declaration documents to local customs if requested.
6. For any orders returned by customs, whether due to under-declared value or other reasons, customers are responsible for the return and restocking fees. It is important to note that in such cases, only a partial refund for the item is permissible.

3.2 Self-Pickup

1. Customers are welcome to pick up their parcels from our Hong Kong office. Please contact our customer service in advance to make necessary arrangements.



Uniqbe Limited

Room 403, Elite Industrial Centre, 883 Cheung Sha Wan Road,

Lai Chi Kok, Kowloon, Hong Kong.

Tel: +852 2750 2932

Email: info@uniqbe.com

2. Clear packaging instructions must be provided when placing orders. Please be advised that additional charges may be incurred if the packaging instructions are exceptionally complex.
3. Pickup availability is limited to the hours of 10.00am (HKT) to 6.00pm (HKT), Monday through Friday, excluding Hong Kong public holidays.
4. For self-pickup, customers are responsible for any loss, damage, or issues arising from their own courier/logistics services. Such matters must be resolved directly with the courier service.

Part 4: DOA

4.1 Dead on Arrival (DOA)

1. We offer a Dead-On-Arrival (DOA) coverage for the initial 7 days upon receipt. DOA products are eligible for a one-to-one replacement, contingent upon the return of the goods to our facility in Hong Kong and an inspection of the device.
2. For devices identified as DOA (defective from the factory), buyers are responsible for the shipping fee to return the item to our Hong Kong facility. We will cover the shipping cost to send the replacement item to their destination.
3. The ownership of items subject to a DOA claim will be transferred back to Uniqbe. Consequently, the customer must refrain from using the device. If there is evidence the device was used after a DOA claim was raised, the claim may be rejected. This measure is in place to prevent further damage to the device.
4. DOA-claimed devices must be shipped back within 7 days of reporting, with proof of return shipping (e.g., a trackable airway bill number) provided within the same timeframe. In cases of exceptional circumstances that prevent the customer from meeting this deadline, it is imperative to inform Uniqbe. In such cases, an extension may be granted after due considerations.
5. Devices under DOA claims are required to be kept in their original condition and should not be used. All accessories must also be returned.
6. If a customer rejects a device upon receiving it, they must not activate the software and operating system of the device, particularly in the case of APPLE iPhone and APPLE



Uniqbe Limited

Room 403, Elite Industrial Centre, 883 Cheung Sha Wan Road,

Lai Chi Kok, Kowloon, Hong Kong.

Tel: +852 2750 2932

Email: info@uniqbe.com

products that necessitate activation upon first use. If the device is found to be used or activated after claiming it to be defective, the DOA claim may be forfeited and denied.

7. All return shipments must be registered by completing the RMA request form, available for download on our website. Email the form along with clear images or videos of the issue to info@uniqbe.com. We aim to address these email claims within 48 hours. If you have not received a response after 48 hours, we appreciate your proactive follow-up.
8. Kindly note that the RMA form should be included within the shipment and clearly labelled on the return parcel. The return address is provided below:

Uniqbe Limited

Room 403, 4/F, Elite Industrial Centre, 883 Cheung Sha Wan Road,

Lai Chi Kok, Kowloon, Hong Kong

Contact Number: +852 2750 2932

4.2 Scope of Coverage

1. Accessories such as USB cables, chargers, and earpieces included in the original packaging are excluded from DOA warranty coverage.
2. Free gifts provided with a purchase are not eligible for DOA warranty claims. Only the main purchased product is covered under the DOA policy.
3. Uniqbe Limited is not responsible for any network-related issues. If the device is inspected and found to be free of defects, and the issue is determined to be network-related, customers must contact their respective network provider to resolve such issues.

4.3 Return Procedures for DOA Claim

1. Customers are advised to maintain the original packaging in good condition for potential DOA returns. When returning items for DOA claim, it is important to use the original packaging and adequately pad the box to prevent damage during shipping.
 - a. We shall not assume liability for any further damage to the device during the return shipping process resulting from inadequate packaging. We strongly advise providing customers with guidance on proper packaging and return shipment procedures.



Uniqbe Limited

Room 403, Elite Industrial Centre, 883 Cheung Sha Wan Road,

Lai Chi Kok, Kowloon, Hong Kong.

Tel: +852 2750 2932

Email: info@uniqbe.com

- b. In the presence of evidence indicating subpar packaging that might lead to additional damage to the device, we may opt not to proceed with the DOA claim.
 - c. Customers are expected to REMOVE any password protection or device location security, if applicable, to expedite the DOA process. In cases where the device exhibits the issue of being unable to power on, customers are required to provide the necessary password or pattern.
 - d. Any time lost due to waiting for a username/password to unlock the device will not be factored into the DOA duration.
2. Customers are required to unlock the device from any password protection and/or device location security to speed up the DOA process.
- a. For Apple devices, please disable the “Find My iPhone” feature.
 - b. For Android devices, please disable any LOCK PATTERN or PIN on the Home Screen.
 - c. Log out of your Google account on your Android device.
 - d. For Xiaomi devices, please unsync and disable Xiaomi Account on the device.

Gratitude and Appreciation

We extend our gratitude for selecting us as your dropshipping partner. We look forward to collaborating with you to better understand your needs and further enhance our services.