

## 22. User Reviews & Community Guidelines

Q22-1: How do I leave reviews for purchased products?

A22-1: Review process:

1. Log in to member account → My Orders
  2. Find completed order → Click “Write Review”
  3. Upload text, photos, or video feedback
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Q22-2: When can I leave a review?

A22-2: Reviews can be left after product status changes to “Completed”: -  
Usually 1-3 days after delivery - Review period is within 30 days of delivery

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Q22-3: Can I modify or delete reviews?

A22-3: Yes:

Modify: Click “Edit” on review page to update content and images

Delete: If deletion is needed, please contact customer service

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Q22-4: Will reviews be displayed immediately?

A22-4: All reviews undergo moderation first: - Ensures no inappropriate content, advertisements, or personal attacks - Usually approved and publicly displayed within 1-2 business days

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Q22-5: Can I attach photos or videos to reviews?

A22-5: Yes, we recommend uploading clear actual photos or unboxing videos to help other consumers.

Upload Limits: Each review can include up to 5 photos or 1 video

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Q22-6: What is the rating standard?

A22-6: Uses 1-5 star system, with 5 stars being the highest.

Rating Basis: You can rate based on overall experience including product quality, packaging, delivery service, etc.

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Q22-7: What content will be deleted or hidden?

A22-7: The following content will be processed: - Insulting, discriminatory, or defamatory language - Unrelated to products or advertising behavior - Contains personal information (phone numbers, addresses, etc.) - Images/videos involving illegal or inappropriate use

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Q22-8: Are there rewards for leaving good reviews?

A22-8: Some activities provide points or coupon rewards for good reviews with photos.

Details: Subject to current activity announcements

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Q22-9: What are the community interaction guidelines?

A22-9: Please maintain respect and courtesy: - Do not post false information - Do not attack other users

Violation Handling: Violators may have content deleted or accounts suspended

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Q22-10: Can I report fake reviews?

A22-10: Yes, click "Report" next to the review and fill in the reason.

Handling Method: Customer service team will review and take removal or blocking actions as appropriate