

Yijie's Ecommerce Market - Customer Account Management Policy

Effective Date: September 13, 2025

This document outlines the policies and procedures for managing a customer account with Yijie's Ecommerce Market.

1. Account Creation

1.1. Eligibility: You must be at least 18 years of age to create an account. **1.2. Required Information:** To create an account, you will be required to provide a valid email address and create a secure password. You may also choose to provide your full name, shipping address, and billing information at this stage. **1.3. Process:** 1. Navigate to the "Sign Up" or "Create Account" page on our website. 2. Fill in the required fields. 3. Read and accept our Terms of Service and Privacy Policy. 4. Click "Create Account." A verification email will be sent to the address provided. 5. Click the verification link in the email to activate your account.

2. Password Resets

2.1. Self-Service Reset: If you have forgotten your password, you can reset it at any time. 1. Click the "Forgot Password?" link on the login page. 2. Enter the email address associated with your account. 3. A password reset link will be sent to your email. This link is valid for 60 minutes. 4. Follow the link to create a new, secure password. Your new password must be at least 8 characters long and contain a mix of uppercase letters, lowercase letters, numbers, and symbols. **2.2. Security:** We will never ask you for your password via email or phone. If you receive such a request, please contact our support team immediately.

3. Profile Updates

You are responsible for keeping your account information current and accurate. **3.1. Personal Information:** You can update your name, email address, and phone number in the "My Profile" or "Account Settings" section of your account dashboard. **3.2. Address Management:** You can add, edit, or delete shipping and billing addresses from the "Address Book" in your account settings. You can also set a default shipping and billing address for faster checkout. **3.3. Communication Preferences:** You can manage your email and newsletter subscriptions in the "Communication Preferences" section.

4. Login Issues

If you are experiencing trouble logging into your account, please try the following:

- Ensure the email address and password are correct. Check for typos and make sure Caps Lock is off.
- Reset your password using the "Forgot Password?" process described in Section 2.
- Clear your browser's cache and cookies, or try logging in with a different web browser.
- If your account has been locked due to too many failed login attempts, please wait 30 minutes before trying again or contact customer support for assistance.

5. Account Deletion Requests

You may request to permanently delete your account and associated personal data at any time.

5.1. Process: 1. Log in to your account and navigate to the "Account Settings" page. 2. Select the "Delete Account" option. 3. You will be asked to verify your identity by entering your password. 4. A confirmation prompt will explain that this action is irreversible and will result in the deletion of your order history, saved addresses, and personal information.

5.2. Data Retention: Please note that for legal and financial compliance (e.g., tax records, transaction history), we may be required to retain certain anonymized transactional data for a specified period. For more details, please see our Privacy Policy.