

声明

我司 Pollogen by Lumenis Be, 为初普 TriPollar 品牌的所有者。

作为全球领先的家用美容仪市场领导者，初普 TriPollar 是全球百万用户的共同选择。深耕中国市场多年，我们凭借兼具安全性与美容效力的优质产品，受到广大用户的信任与青睐。对此，我们深表感谢。我们始终珍视中国消费者，并致力于通过持续努力，以不断迭代的创新科技和优质服务，践行我们对于中国消费者的长期承诺。

针对近期关于初普 TriPollar 品牌的相关言论，特作出以下声明：

1、为了更好地服务中国消费者，我司已于 2024 年 1 月 1 日起正式更换了中国区总代理商，由原代理商“环宇蓝海技术有限公司”（隶属于南京小鲸鲨信息科技有限公司）变更为新代理商“杭州超品供应链管理有限公司”。自 1 月起，由原代理商运营的线上各渠道店铺已逐步关闭，相关公众号也已同步变更。3 月起，新代理商将于各渠道上线全新官方旗舰店和社交媒体账号，届时请广大消费者认准以下品牌官方平台：

平台	名称
官方旗舰店	
天猫	初普美容仪器旗舰店
京东	初普旗舰店
抖音	初普 Tripollar 杭州超品供应链管理有限公司美妆专卖店 (店铺名称待更新升级为初普 Tripollar 官方旗舰店)
	初普 Tripollar 超品电子美容仪专卖店 (店铺名称待更新升级为初普 Tripollar 美妆旗舰店)
	初普 Tripollar 美容仪旗舰店 (开设流程中)
拼多多	初普官方旗舰店
小红书	初普 Tripollar 旗舰店
官方社交媒体及官网	

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微博	初普 Tripollar
小红书	初普 Tripollar
品牌官网	https://cn.pollogen.com/
品牌官方快手旗舰店、微信公众号及抖音账号即将上线，敬请期待。	

2、如大家所知，自 2024 年 4 月 1 日起，中国市场家用射频美容仪会被正式纳入第三类医疗器械管理。初普 TriPollar 作为家用射频美容仪领导品牌，始终遵循中国法律法规，目前品牌关于第三类医疗器械注册的相关工作正在稳步推进中。与此同时，我们不断致力于探索尖端美容科技在家用领域的突破性应用，并即将为中国消费者带来多款重磅家用美容仪新品，敬请期待！

3、对于此前在品牌官方渠道购买产品的消费者，若您遇到任何产品质量问题，可在质保期内通过客户服务热线（400-9677-885，工作时间为工作日上午 9 点-下午 6 点）、电邮（Tripollar_Service@chao-e.com）、或咨询以上官方平台的售后客服，与我们的客户支持团队联系，我们将竭诚为您提供专业的技术支持和咨询服务。

初普 TriPollar 在中国市场一直以来备受认可，现在如此，未来亦如此。任何与之相悖的传言均属不实消息，希望大家不信谣、不传谣。对恶意造谣的个人、机构及组织，我们将保留追究其法律责任的权利。如您对品牌有任何疑问，欢迎与我们的代理商联系。

我们将携手新代理商伙伴，持续深耕中国市场，为大众提供安全、专业、高标准的抗衰御龄选择。再次由衷感谢您一直以来对初普 TriPollar 的喜爱、支持与信赖。

Mark Rublin
VP HOME USE DEVICE
BUSINESS UNIT
Pollogen LTD

Pollogen by Lumenis Be.

2024 年 2 月 26 日

Lumenis BE Ltd.

Official Statement

Our company, Pollogen by Lumenis Be, is the owner of the TriPollar brand.

As the global leader in the home beauty device market, TriPollar is the trusted choice of millions of users worldwide. With a deep commitment to the Chinese market for many years, we have earned the trust and favor of a wide range of users with our high-quality products that combine safety and efficacy. We are deeply grateful for this. We always value Chinese consumers and are committed to fulfilling our long-term commitment to them through continuous technological innovation and high-quality service.

In response to some public concerns about the TriPollar brand recently, our company makes the following statement:

1. In order to better serve Chinese consumers, our company has officially changed the general agent in China from the original distributor "Universal Blue Technology Limited" (a subsidiary of Nanjing Little Whale Information Technology Co., Ltd.) to the new distributor "Hangzhou CP (Chaopin) Supply Chain Management Co., LTD" from January 1, 2024. Since January, online stores in various channels operated by the original agents have been gradually closed, and the relevant WeChat account have also been changed simultaneously. Starting from March, the new agent will launch new official flagship stores and social media accounts on various channels. Please refer to the following brand official platforms:

Platform	Name
Official flagship store	
Tmall	Chupu Beauty Instrument Flagship Store
JD	Chupu flagship store
Douyin	Chupu Tripolar Hangzhou CP Supply Chain Management Co., Ltd. Beauty Exclusive Store (Store name to be updated to Chupu Tripollar official

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	flagship store)
	Chupu Tripolar Hangzhou CP Electronic Beauty Instrument specialty store (Store name to be updated to Chupu Tripollar Beauty Flagship Store)
	Tripollar Beauty Instrument Flagship Store (opening process)
PDD	ChuPu official flagship store
Redbook	Chupu Tripollar flagship store
Official social media platform & website	
Weibo	初普 Tripollar
Little red book	初普 Tripollar
Website	https://cn.pollogen.com/
The brand's official Kuaishou flagship store, WeChat official account and Douyin accounts will be launched soon, so stay tuned.	

- As everyone knows, starting from April 1, 2024, the Chinese market home radio frequency beauty devices will be officially included in the management of Class III medical devices. TriPollar, as the leading brand of home radio frequency beauty devices, has always followed Chinese laws and regulations. At present, the brand's work on the registration of Class III medical devices is progressing steadily. At the same time, we are constantly committed to exploring the breakthrough application of cutting-edge beauty technologies in the home-use field, and we will bring a variety of exciting new home beauty devices to Chinese consumers very soon. Please stay tuned!
- For consumers who have previously purchased products through the brand's official channels, if you encounter any issues with product quality, we encourage you to reach out to our dedicated customer support team within the warranty period. through the customer service hotline (400-9677-885, working hours are 9 a.m. to 6 p.m. on weekdays), email (Tripollar_Service@chao-e.com), or consult the after-sales customer service of the above

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official platform. We will actively provide you with professional technical support and consulting services.

The TriPollar brand is and will continue to be a renowned brand in the Chinese market. Any rumors to the contrary are false and should be ignored. Persons, institutions, or organizations spreading false information about the brand may be subject to legal action. We encourage you to contact our distributor with any questions about the brand.

We will work hand in hand with our new agent partner to continue to cultivate the Chinese market and provide the public with safe, professional, and high-standard anti-aging solutions. We would like to express our sincere gratitude again for your love, support, and trust in TriPollar for a long time.

Mark Rubin
VP HOME USE DEVICE
BUSINESS UNIT
Pollogen LTD

Pollogen by Lumenis Be.

February 26, 2024

Lumenis BE Ltd.