

# Buyer Manual

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Ver. 1.1

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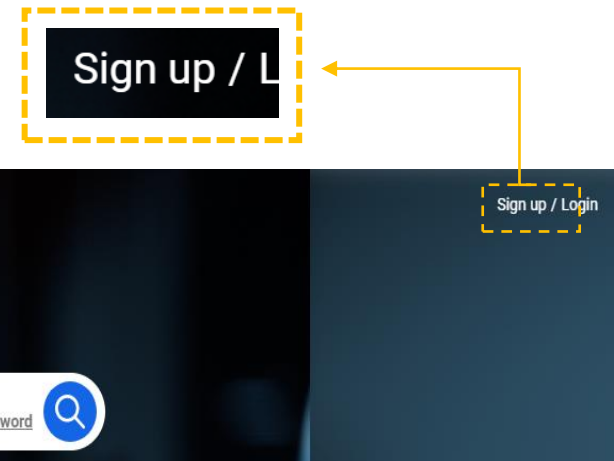
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## Registration

### 1. Sign up

Please click Sign up button at the top right of the main screen.



## Registration

### 2. Fill out personal information.

After entering your personal information, click



**Sign up**

- Please include your real name if possible
- Please enter your actual email  
(You can't change ID once registration is done)
- Password can be entered in upper / lower case letters and special characters (8-20 letters)
- Both dental clinic and dental lab can join HERi2go as buyer.  
Seller's registration is available for dental labs only.  
Please note. You can't change your corporation type once you set
- I agree to [Service Policy](#) (Mandatoty)  
 I agree to [Privacy Policy](#) (Mandatoty)

#### 1. User Name (Name)

Please write your real name excluding special characters and numbers. (Korean and English available)

#### 2. ID(Email)

It cannot be changed, so please write carefully and click  for duplicates.

\* You need to download Brity Messenger app and register separately in order to check your order, delivery statues and communicating between you and sellers. You should use the same ID for both HERi2go and Brity Messenger.  
( More information about Brity Messenger please go to p29.)

#### 3. Password

Please make your password using english uppercase and lowercase letters and special characters.  
(8-20 characters can be input.)

#### 4. Corporation type



Those who want to apply for a seller, please make sure you choose Dental Lab.

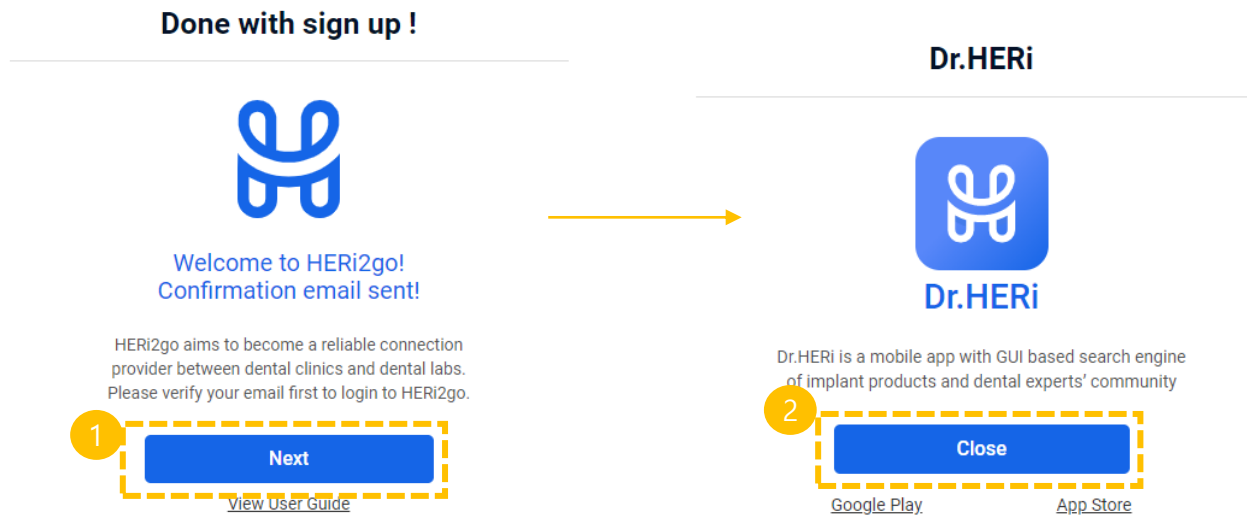
#### 5. Terms and Conditions Check

Please check both service policy and privacy policy.

## Registration


### 3. Email confirmation

When the below screen appears, click  and , then confirmation email will be sent to your login email address.



## Registration

### 4. E-mail Authentication

Please  button in your confirmation email for the final registration.

**Please verify your email**



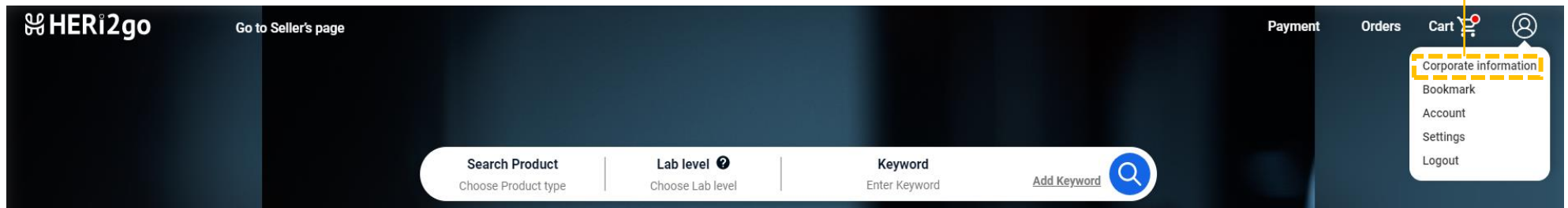
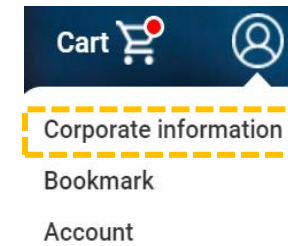
Please verify your email to complete signing up to HERi2go.  
Click the button below for verification.

**Click for Verification**

## Corporate Information/Shipping Address Registration

### 1. Corporate information

To register corporate information/delivery address, click the corporate information button on the upper right corner of the main screen.



### 2. Corporation information registration

Please enter corporation information.

Information below is required to use HERi2go as Buyer.  
If you fill out now, you can reduce time when you make purchase order.

#### Corporation type

Dental Clinic

#### Corporation name 0/50

2

Corporation name

Please enter exact corporation name

#### Owner name 0/50

3

Owner name

Please enter real name

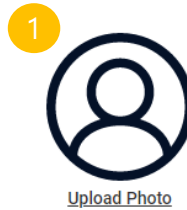
#### Email

4

kminhoe10@gmail.com

\* HERi2go ID is automatically entered here but you can change it freely

\* Change email doesn't affect on ID



#### 1. Profile picture

Click the icon  to attach a photo. (jpg, jpeg or png) ( up to 5MB)

#### 2. Corporation name

Please put your corporation name (letters, numbers and special characters)

#### 3. Owner name

Please put the representative's name.

Please enter within 50 characters using letters, numbers and special characters.

#### 4. Email

Please put the email address where you will actually receive emails.

By default, HERi2go ID email address is put and you can change the email address different from ID.



### 3. Registering phone number and delivery address

After entering the phone number and shipping address, click  .

**1** Office/Representative phone number

Country number

Office/Representative phone number

Phone number is used for shipment information only and it is not expose until Sellers confirm your purchase order.

#### 1. Office/Representative phone number

Please enter the office or representative phone number.

**2** Address

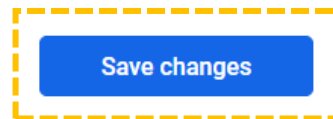
Detail address

Region/City/State

Not selected

#### 2. Address

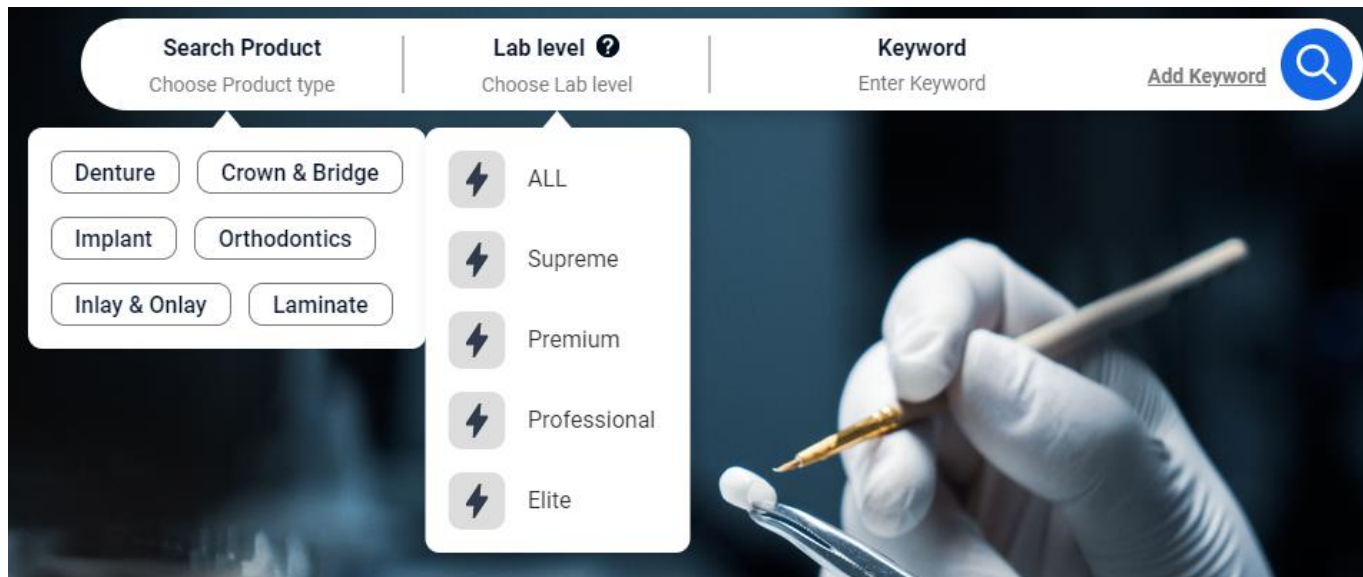
Please enter your business address.



## Main Screen

### 1. Searching by Dental Prosthesis Type/ Dental lab classification

You can make specific dental prosthesis products or search labs registered in a specific classification.



#### 1. Search Product

You can search by selecting a laboratory that make only a specific prosthesis.

All selection or multiple selection are possible.

#### 2. Dental Lab level

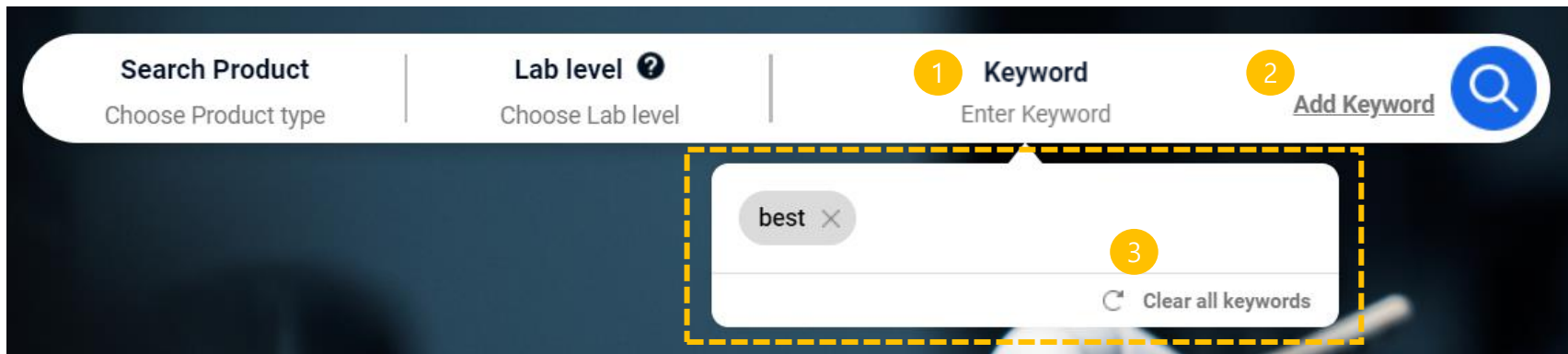
You can search by selecting dental labs of a specific classification.

All selection or multiple selection are possible.

## Main Screen

### 2. Keyword Search

You can find a specific lab using the keyword search function.



#### 1. Keyword Enter

Enter the keyword you are looking for.

#### 2. Multiple Search

You can add multiple keywords you want to find by clicking **Add Keyword**.

#### 3. Delete all

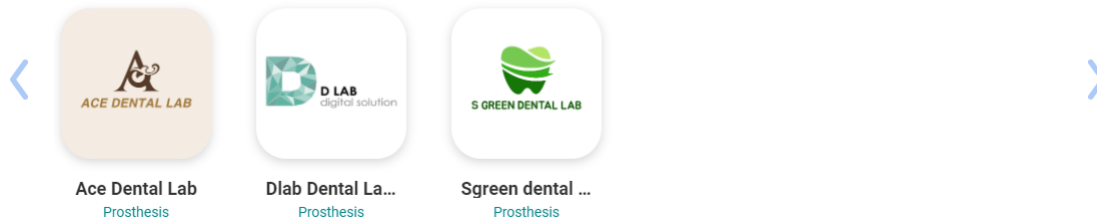
If you want to delete all the added keywords, you can delete them all by clicking the **Clear all keywords** button.

## Main Screen

### 3. Introduction of main screen

1

#### Favorite Labs



#### 1. Favorite Labs

You can check the list of bookmarked labs.

2

#### Recommended Labs



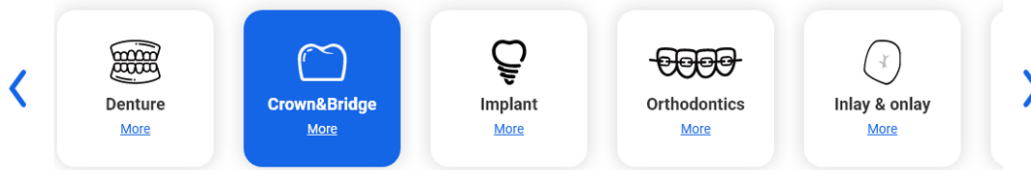
#### 2. Recommended Labs

The labs with the highest evaluation scores are listed.

## Main Screen

### 3. Introduction of main screen

#### 3 Find labs by Category



#### 3. Find labs by Category

When selecting a specific category, you can check the list of labs according to the type of prosthesis

\* Category: Denture, Crown & Bridge, Implant, Orthodontics, Inlay & onlay, Laminate and etc.

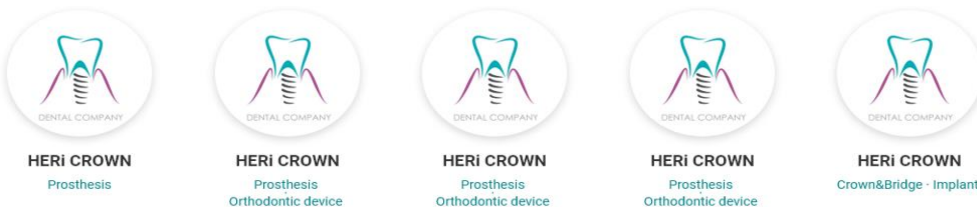
#### 4 Popular labs



#### 4. Popular labs

The labs with the highest number of orders are listed.

#### 5 New Labs

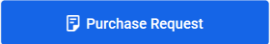


#### 5. New Labs

The recently registered labs are listed.

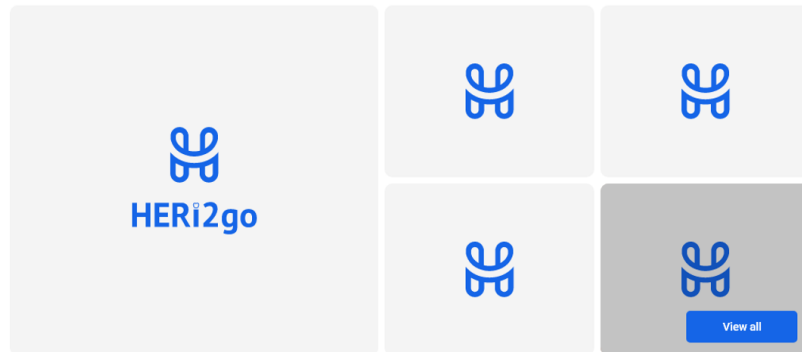
## Fill out the order form

### 1. Fill out the order form

After selecting a lab, click  to create an order form.

#### dental lab **Level A**

Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy



**Information** Introduction Profile Products Reviews

Bookmark the lab

**Purchase Request**

[Report Seller](#)

Last update: 10.OCT.2020

#### Information

Owner

00000000000000

#### Purchase Order [User Guide](#) test test2

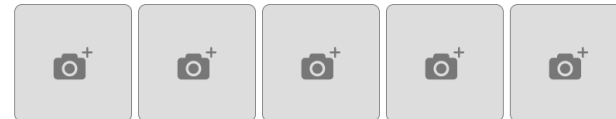
Seller | Sunwon Crown Date of request | 2021-09-08 14:26 PM Requested arrival date

Patient  +Add Patient

Patient's Name |  Date of birth |  Gender |

Patient's information is used for communication between buyer-seller ONLY

#### Add photo(s)



#### Choose product type

Prosthesis

Orthodontic device

Upper Jaw (Primary teeth)

17	16	15	14	13	12	11	21	22	23	24	25	26	27	28	
55	54	53	52	51	61	62	63	64	65						
85	84	83	82	81	71	72	73	74	75						
48	47	46	45	44	43	42	41	31	32	33	34	35	36	37	38

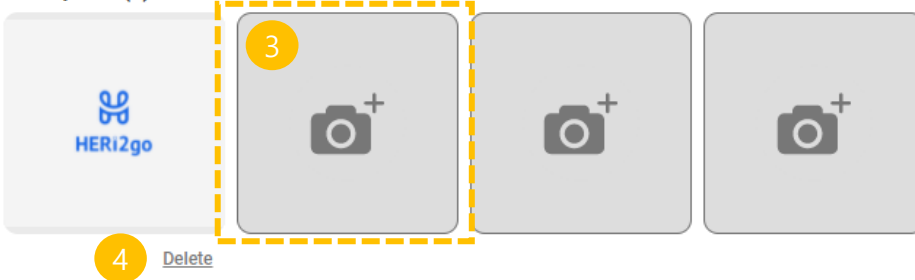
## Fill out the order form

### 1. Fill out the order form

Please fill out the patient's personal information and attached the photos.

The screenshot shows a form for adding a patient. At the top left, there is a tab labeled "Patient" with a close button (X) and a yellow circle with the number "1" above it. To its right is a button labeled "+Add Patient" with a yellow circle with the number "2" above it. Below these are two input fields: "Patient's Name" and "Date of birth". The "Date of birth" field has a calendar icon and a "Get" button. Below the form, there is a note: "Patient's information is used for communication between buyer-seller ONLY".

#### Add photo(s)




#### 1. Delete Order

If you want to delete the patient's order form, click the **X** button.

#### 2. Add order form

If you want to add an order form, click the **+Add Patient** button. You can add up to 10 orders.

#### 3. Attach photos

If you want to attach a photo such as a patient's oral photo, click  (jpg, jpeg or png only) (photo size: up to 10mb)

#### 4. Delete Photo

You can delete attached photo by clicking [Delete](#) button.

## Fill out the order form

### 2. Order dental prostheses

If you would like to order dental prosthesis (except orthodontic device), please click [Prosthesis](#)

If you want to select a tooth number, click [Choose teeth/jaw](#)

(\*To fill out an order form for orthodontic devices, go to P19. )

#### Choose product type ?

1 [Prosthesis](#) [Orthodontic device](#)

Upper Jaw (Primary teeth)

17	16	15	14	13	12	11	21	22	23	24	25	26	27	28
		55	54	53	52	51	61	62	63	64	65			

---

		85	84	83	82	81	71	72	73	74	75			
48	47	46	45	44	43	42	31	32	33	34	35	36	37	38

Lower Jaw (Permanent teeth)

2 [Choose teeth/jaw](#)



## Fill out the order form

### 2-1. Order dental prostheses (teeth/jaw)

After selecting a tooth or jaw, click [Save](#) to input the information.

Permanent teeth

Upper jaw

Lower jaw

1

2

3

Selected # 48 ×

Save Close

#### 1. Selecting a tooth or jaw

You can click the tooth or jaw that you want to order the prosthesis.

#### 2. Selected

If you click the jaw, it will automatically go to the selected box, but you have to click [Add to the list](#) after you select the tooth in order to put it in the selected box.

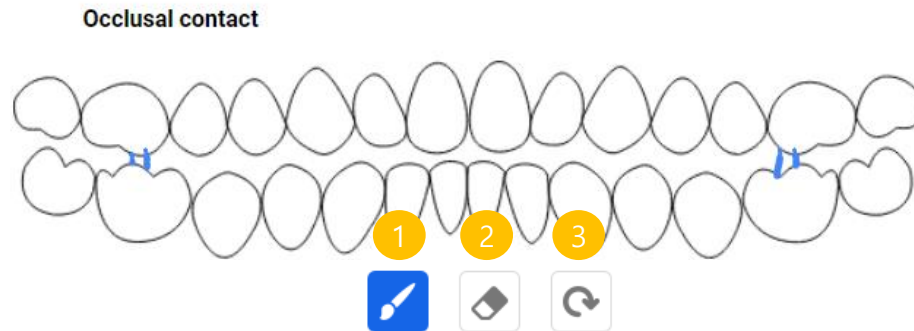
#### 3. Complete Selection

If you finished the selection, please click [Save](#) .

## Fill out the order form

### 2-2. Order dental prostheses (occlusion relationship)

If you want to explain the patient's occlusal relationship, click .



1. 

You can freely draw the occlusal relationship.

2. 

You can erase the part you want to.


3. 

You can delete the drawn occlusal relationship entirely.

## Fill out the order form

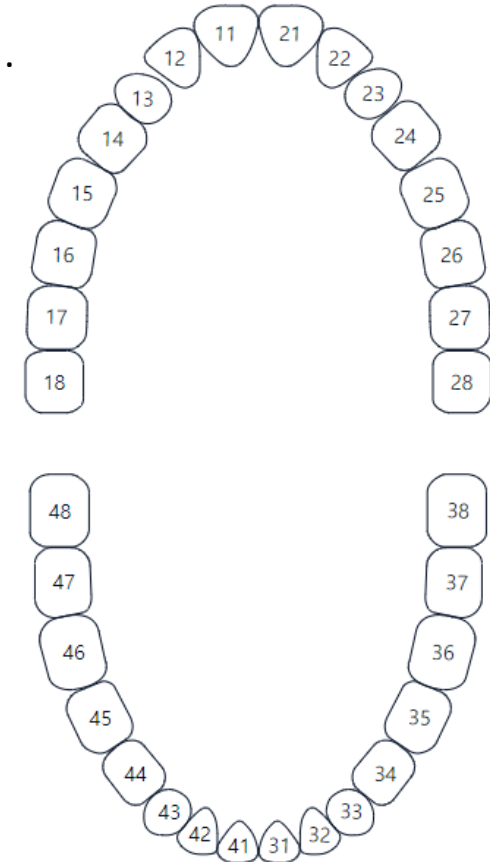
### 3. Orthodontic device order

IF you want to order the orthodontic device, please click  .

**Choose product type** 

Prosthesis

**Orthodontic device**



Draw

Print

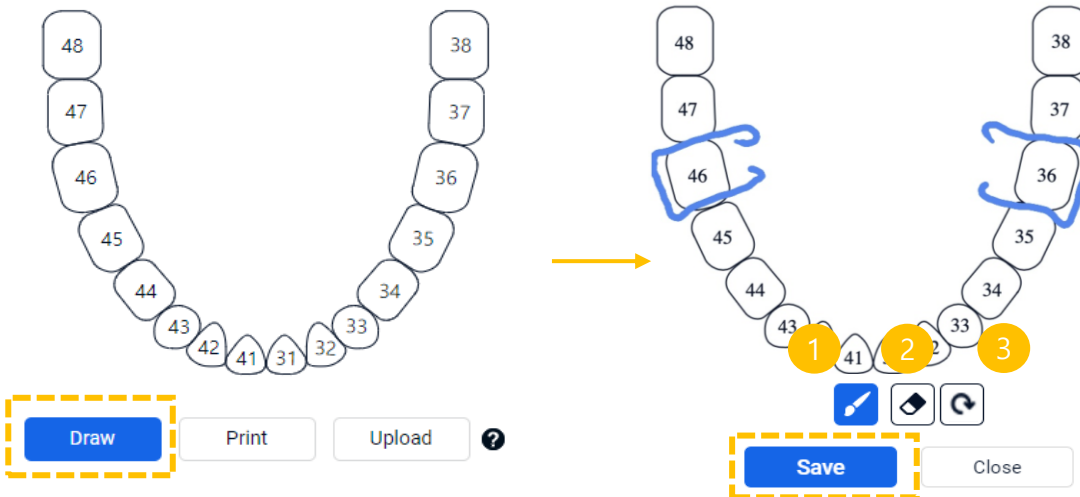
Upload






## Fill out the order form

### 3-1. Orthodontic device order (drawing braces)

When you click **Draw**, you can draw an orthodontic device you want to order.  
To save, please click **Save**.

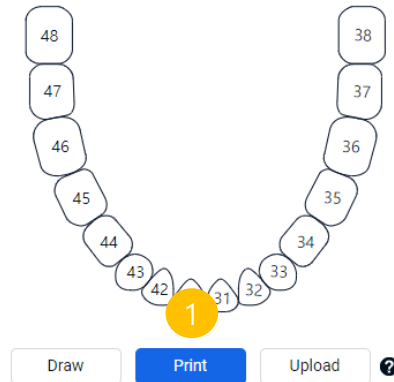


1.  You can freely draw the braces.
2.  You can erase the part you want to.
3.  You can delete the drawn braces entirely.

## Fill out the order form

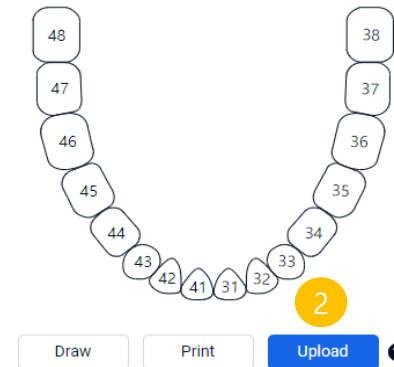
### 3-2. Orthodontic device order

If it is difficult to draw the orthodontic device with a mouse, click [Print](#) to print a photo of the teeth. After drawing on the paper, you can upload the photo by clicking [Upload](#).



1. [Print](#)

You can print a picture of the tooth shape.



2. [Upload](#)

You can attached the file or photo.  
(jpg, jpeg or png only)

## Fill out the order form

### 3-3. Orthodontic device order (Invisalign brace)

If you want to order an Invisalign brace, you can input the angle and mark the extraction.

The screenshot shows a form for entering orthodontic data. It is divided into two main sections for the right (R) and left (L) sides by a vertical line. On the right side, the top row is labeled '1' and 'Angulation' and contains a grid of input boxes with '-12°' entered in the fourth box. Below this is a row labeled '2' and 'Extraction R' with a blue horizontal line extending to the left. It contains two rows of boxes numbered 1-7. The third and fifth boxes in both rows have a blue 'X' icon. The bottom row is labeled 'Angulation' and contains a grid of input boxes with '+8°' entered in the second box. The left side of the form is partially visible, showing 'Extraction L' and 'Angulation' labels.

#### 1. Angulation

You can input the angle of the tooth you want to correct.

#### 2. Extraction

You can mark the extraction when you click the number.  
(click again to cancel)

## Fill out the order form

### 3-4. Select orthodontic device

When ordering orthodontic devices, choose from each list.

1

#Upper jaw

Choose product options ?

STEP 1  STEP 2

#### 1. Upper Jaw orthodontic device

You can choose the device from the upper jaw list.

2

#Lower jaw

Choose product options ?

STEP 1  STEP 2

#### 2. Lower Jaw orthodontic device

You can choose the device from the lower jaw list.

\* An orthodontic device that is combined with upper and lower jaws can be ordered by clicking either the upper or lower jaw.

## Fill out the order form

### 4. Product Selection

You can order by selecting the dental product you want to order.  
(same condition for dental prostheses and orthodontic devices)

**Choose product options**

1

STEP1 ▾

Crown & Bridge  
Denture

STEP2 ▾

Partial denture  
Complete denture

1. Choose product options  
You can select the type of dental product for each step.

Material (\$ 0) ▾

Select one from each option

teeth

Resin: PMMA (\$ 1)

Ceramic: Feldspathic Porcelain (\$ 2)

Ceramic: Glass ceramic (Stain) (\$ 3)

Ceramic: Glass ceramic (Layered) (\$ 4)

Ceramic: Zirconia (Monolithic) (\$ 5)

frame

Resin: Acrylic (\$ 6)

2

2. Required selection  
 buttons are mandatory and you must select to move on to the next item.

direct retainer ▾

You can select 1 or more options  
Price per unit(price added since 2nd): \$10

C-clasp 3  - 2  +

embrasure clasp  - 0  +

ring clasp  - 0  +

bar clasp (Y bar)  - 0  +

bar clasp (I bar)  - 0  +

RPI  - 0  +

3

3. Designation of the number of accessories  
You can specify as many accessories as you want, and the price will change according to the number you specify.



## Fill out the order form

### 5. Attachment

Please attach the patient's oral scan file as a link as show below or enter the email address to send.

**File link/information(Optional)**

1

Cloud  
Email  
Others

#### 1-1. Cloud

Please attach a link to the oral scan file such as EXO CAD, 3 SHAPE and etc.

- Please make sure you check the seller's design program in the lab's introduction before you make the order.

#### 1-2. Email

If you would like to send by an email, click email and write the email address you want to send.

#### 1-3. Others

Select this option when sending the oral scan file by any other method.

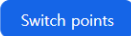
## Payment


### 1. Payment

After filling out the order form, click  **Receipt** .

You can proceed with payment by clicking  on the screen.

#### Payment amount

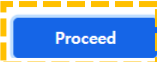
<b>Total price</b> (Products and delivery rate)	44 pt
<b>Charged point</b> <span>1</span>	(Available point: 9,700 pt) <input type="text" value="44"/> 
<b>Bonus point</b>	(Available point: 0 pt) <input type="text"/> <small>Service point can't be used mixed up with charged point and you need 10,000 point or more of service point to use.</small>



2

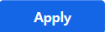
I agree to the [Service Policy](#) related to payment.

I agree to the [Privacy Policy](#) related to payment.

3 

#### 1. Available point

You can see the points that can be used .


After you write points that you want to purchase and you click  .

(\* If available points are insufficient, go to p 27)

#### 2. Check terms and conditions

When making payment, you must check the service policy and privacy policy.

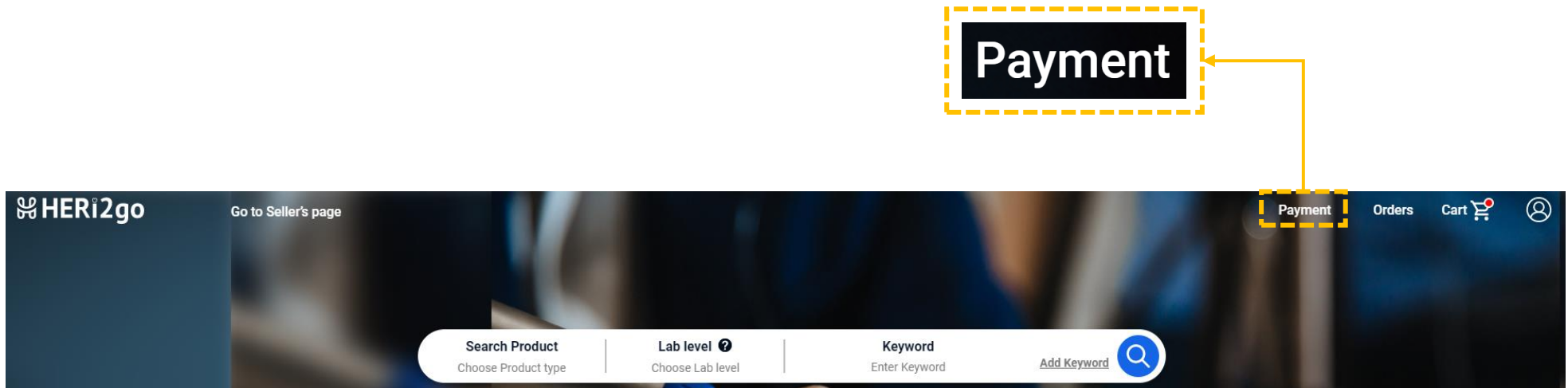
#### 3. Payment

After finishing the fill out, click  to complete the payment.

## Point Charging

### 1. Payment

When charging points, click the payment button at the top right of the main screen.



## Point Charging

### 2. Point charging

You can top up your points using PayPal or credit card.

#### Point information

Charged point

8,000 pt

Refund point

Bonus point

0 pt

Service point can be used since 10,000pt.

Total used point

12,000 pt

#### Point switch

1

1,000 pt 5,000 pt 10,000 pt 50,000 pt

- Payments are applied in USD. (Exchange rate of one-business day before payment is applied)
- Pressing the "Switch Points" button will open a Payment window.

#### 1. Point Selection

You can choose points that you want to top up.

2

Switch points by PayPal Switch points by credit card

#### 2. Charging method

You can top up points by selecting the charging method. (PayPal/credit card)

The screenshot shows the HERi2go payment interface. At the top, it displays 'HERi2go' and 'HERiBio Point USD 1,000.00'. A green callout box points to the 'Point to top up' amount. Below this, there are payment options: 'Credit Card' (selected) and various card logos (VISA, MasterCard, JCB, American Express, Discover, UnionPay). The form fields include: 'Card Number' (with a green callout 'Credit card number'), 'Month' and 'Year' dropdowns, 'CVC or 4DBC' field, 'First Name' and 'Last Name' fields, and 'Email address' (with a green callout). At the bottom, there are 'Cancel' and 'Next' buttons. The footer contains the EXIMBAY logo and copyright information: '© 2014 EXIMBAY, Co., Ltd. All rights reserved'.

## Point Charging

### 3. Point Refund

If you want to refund the charged points, click **Refund point** button on the payment management screen. You can proceed with the refund by clicking **Refund point** button on the Refund management screen.

#### Payment management

##### Point information

Charge point  
**1** 600 pt  
**Refund point**

Bonus point  
0 pt  
Service point can be used since 10,000pt.

#### Refund management

· Please check "Order history" page about refund of order.  
You can only request a refund for the point change in this page.

Period	<input type="text"/> <input type="text"/>
Price	<input type="text"/> <input type="text"/>
Status	<input checked="" type="checkbox"/> Switched <input checked="" type="checkbox"/> Refund processing <input checked="" type="checkbox"/> Refund done

**Search**

#### 1. Select the Point

Please select the points to be refunded.

#### 2. Refund point

Points can be refunded by clicking on **Refund point** button after selecting the points to be refunded.

Select	Date	Type	Price	Status
<b>1</b> <input checked="" type="checkbox"/>	03-NOV-2021	Basic point	\$1,000	Switched (Refund available)

**1**

**2** **Refund point**

## Brity Messenger

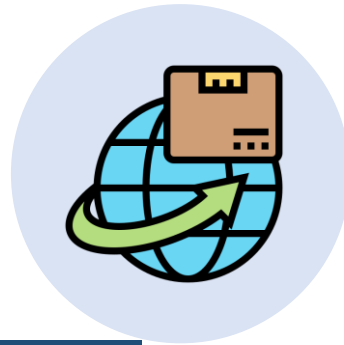
### 1. What is Brity Messenger?

It is a separate mobile application used for order and delivery status, communication between buyer and seller.



#### Notice

You can quickly receive notification from order approval/rejection to delivery and purchase confirmation.



#### Process

You can easily check and manage the delivery progress, sales status, and sales status of dental prostheses.



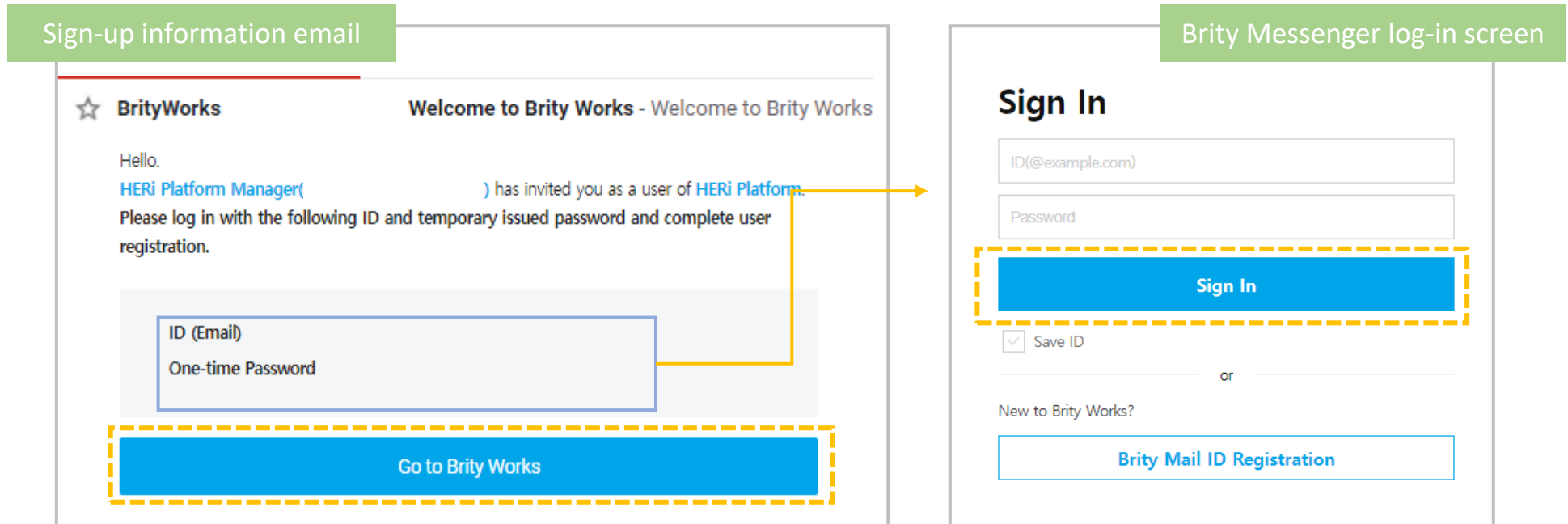
#### Chatting

You can solve problems quickly and easily through 1:1 chat between buyer and seller as well as 1:1 chat with administrator.

## Brity Messenger

### 2. Brity Messenger Registration

After you sign up for HERi2go, you will receive an email about signing up for Brity Messenger.



#### 1. Shortcut to Brity Messenger Registration

After checking Brity Messenger sign-up email in the email you signed up for HERi2go, click [Go to Brity Works](#) to go to the Brity Messenger login screen.

#### 2. Log-in

Enter the ID(email) and temporary password written on the Brity Messenger sign-up email and click [Sign In](#).

# [Appendix 1] Brity Messenger

## Brity Messenger

### 2. Brity Messenger Registration

Following the signup process to complete your registration.

**1**

#### Brity Meeting

**Collection and Use of Personal Information (Required)** Agree

1. Personal information items to collect  
Name, ID(e-mail account), password, company name, department, job title, employee number, [terminal model information, terminal OS information, terminal-specific information(IMEI, DUID, Mac Address, etc.), Push ID, configuration information]  
\* Items in [] are collected from mobile service customers.

2. Purpose of collection and use about Personal Information  
(1) Provide service and relevant contents to customer in accordance with the company's Terms of Service

**Personal information items to collect (Optional)** Agree

1. Personal information items to collect  
Nickname, office number, office fax number, phone number, company address, job description, profile photo, schedule, personal e-mail address

**NEXT**

1. Check Terms and Conditions  
After agreeing the collection and use of personal information and the terms of use, please click next.

**2**

#### You need to register new password.

Password must be between 8 and 12 characters in combination of letters, number (!@#%&\*^).

- Password with ID cannot be used.
- Password with your personal information(employee number, phone number, etc.) cannot be used.
- Password cannot contain more than 3 characters of the identical or sequential letters/numbers.

Current Password

New Password

Confirm Password

**NEXT**

2. Changing the password  
Please change the password and click next.

**3**

#### Personal Information

Last Name\*  First Name\*

Nick Name

ID(E-mail)

External E-mail\*  @

This is the email address you use to find your password.

Mobile  Select cnt. v

**SAVE**

3. Enter personal information  
Click the save button after entering personal information.



## Report Seller

### 1. Report Seller

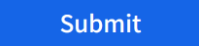
After clicking on the relevant laboratory, click [Report Seller](#) button below.

Premium

The screenshot shows a laboratory profile page. At the top left, there is a large logo for 'HERi2go'. To its right are four smaller logos, each with a 'View all' button below it. Below the logos is a navigation bar with tabs for 'Information', 'Introduction', 'Profile', 'Products', and 'Reviews'. Under the 'Information' tab, there is a section titled 'Information' with the text 'Owner' and 'Last update: 07.Oct.2021'. To the right of this section are three buttons: 'Bookmark the lab', 'Purchase Request', and 'Report Seller'. The 'Report Seller' button is highlighted with a dashed yellow border. A yellow arrow points from this button to a larger, dashed yellow box containing the text 'Report Seller'.

## Report Seller

### 1. Report Seller

After selecting the report type, input the reason for the report, attaching a photo, and click  button.

Seller name

Report type

1

Report detail

(0 / 1000)

2

Report detail

Attachments

3

Files or drage files here

You can attach maximum 3 files and each file's maximum volume is 5 MB

Submit

#### 1. Report type (\*mandatory)

Please select the reason you wish to report.

#### 2. Report detail (\*mandatory)

Please enter the details you want to report within 1000 letters.

#### 3. Attachments

If you want to attach a file, you can attach it by clicking the button or dragging the file.

Please attach files with extension jpg, jpeg, png, pdf.

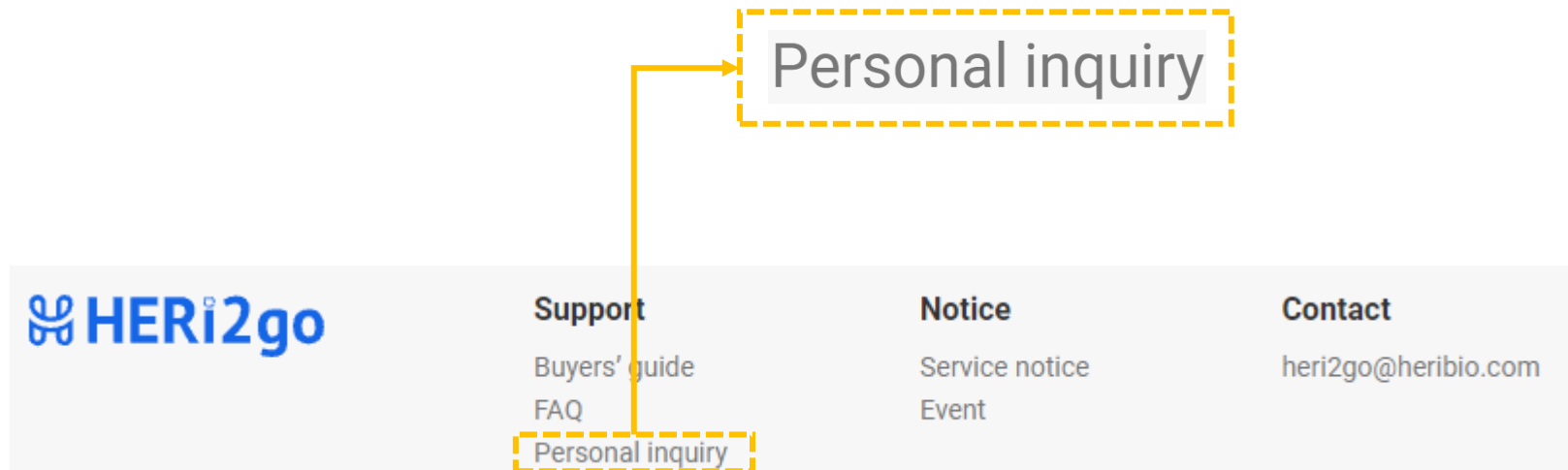
Please attach a photo of 5 MB or less.

You can attach up to 3 files.

## Personal Inquiry

### 1. Personal inquiry

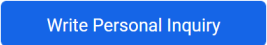
Please click **Personal inquiry** at the bottom of the main screen.



## Personal Inquiry

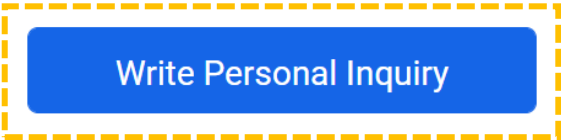
### 2. Write Personal Inquiry

Please click



### Personal inquiry

Title	Inquiry type	Last updated	Status
-------	--------------	--------------	--------



## Personal Inquiry

### 3. Write a personal inquiry

After you write a personal inquiry, please click  button.

**1** Inquiry Type  
Inquiry Type

Email  
z\_z8808@naver.com

**2** Inquiry Title 0/50  
Inquiry Title

**3** Inquiry Detail 0/1000  
Inquiry detail

**4** Attachments  
Files or drage files here

You may attach maximum 3 files(png, jpeg, jpg, pdf) and each file's maximum volume is 5MB

Back to list

Submit

**1. Inquiry Type (\*mandatory)**

Please select the reason for inquiry.

**2. Inquiry Title (\*mandatory)**

Please enter the subject of the content you wish to inquire.

**3. Inquiry Detail (\*mandatory)**

Please enter the details you want to inquire within 1000 letters.

**4. Attachments**

If you want to attach a file, you can attach it by clicking the button or dragging the file.


Please attach files with extension jpg, jpeg, png, pdf.

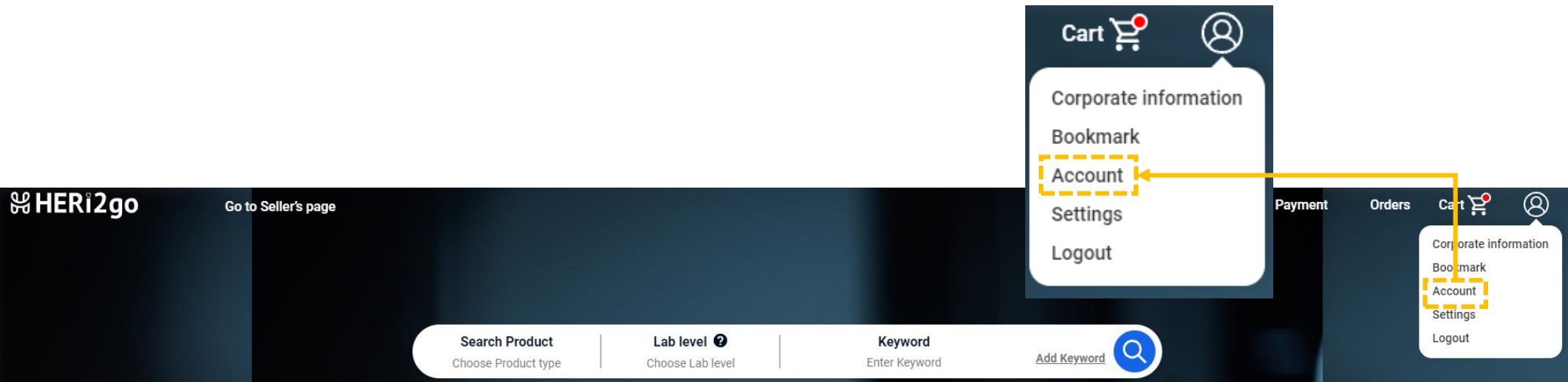
Please attach a photo of 10MB or less.

You can attach up to 3 files.

## Personal Information Setting


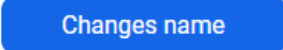
### 1. Account

Click **Account** button of the icon  in the upper right corner of the main screen.



## Personal Information Setting

### 2-1. Personal information setting – changing name

After clicking  button, edit the name and click  button.

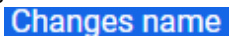
#### Account

Name



A text input field for the name, currently empty. To its right is a button labeled "Change" in red text, enclosed in a dashed yellow box with a yellow circle containing the number "1". A yellow arrow points from this box down to the next step.

#### 1. Name Change

If you want to change the member's name, click **Change** button, edit the name and click  button.

Name



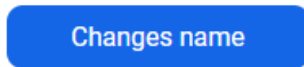
The text input field now contains the Korean text "변경하고자 하는 이름 입력" (Enter the name you want to change). To its right is a button labeled "Cancel" in red text, enclosed in a dashed yellow box with a yellow circle containing the number "2".

#### 2. Cancel

If you want to cancel the name change, click **Cancel** button.



A button labeled "Changes name" in blue text, enclosed in a dashed yellow box with a yellow circle containing the number "1". A yellow arrow points from this box to the final "Changes name" button.



A solid blue button labeled "Changes name" in white text.

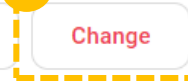
## Personal Information Setting

### 2-2. Personal information setting- changing password

Please click  button after entering all the information below.

Password

Current password




1. Click **Change** button first and then enter your current password. (Input is not possible until the change button is clicked.)

Password

Current password



New password



Confirm password



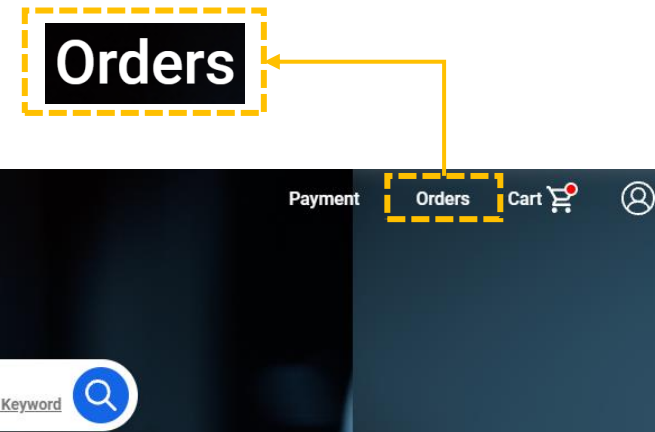
2. When you confirm the same password again after entering the new password, **Change Password** will be activated.



## Order List

### 1. Check your order list

Click **Orders** button at the top right of the main screen.



## Order List

### 1. Choose your order type.

You can check the order history by order type.

**Order History** [User Guide](#)

1 New order 2 Remake 3 Warranty 4 Past order Oct/2021

11 Requested	1 Rejected	1 Building	0 Delivering	0 Pending confirmation
--------------	------------	------------	--------------	------------------------

All Sellers Search by Patient's name

**AStar Dental Lab** Ordered: 28.Oct.2021  
Requested Order No: HMpMuA28mnRA9oLwQyJATo [View purchase order](#)

Inlay / onlay > Hybrid (+ \$... Patient : 입력2	48 47	35 36	\$350
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1 Patient(s), 1 Product(s)

#### 1. New order

When you place a new order, you can check the order form in the list.

#### 2. Remake

You can check the order for remake within the order that has not been confirmed for purchase.

#### 3. Warranty

You can check the order form that requested repair within the confirmed purchase order.

#### 4. Past order

You can check all orders that has been completed from purchase confirmation and evaluation at all stages such as new order/remake/warranty.

## Order List

### 2-1. Order Cancel Button

Click the Cancel Order button in the order history or order form.

1

2

Developing

#### 1. Order History

After clicking the button, click the button.

#### 2. Order Form

Please click the button in the upper right corner of the order form.

## Order List

### 2-2. Cancel the order

Cancellation of an order is possible only for orders that are in the pending order acceptance status.

## Developing

1. Select all

If you wish to cancel all orders, please click

2. Select a specific order

If you want to cancel only a specific order, please click the button of the relevant laboratory.

3. Cancel the order

Select the order you want to cancel and click the button.

## Order List

### 3-1. Remake button

Click the remake request button in the order history or order form.

1

2

Developing

#### 1. Order History

After clicking the button, click the button.

#### 2. Order Form

Please click the button in the upper right corner of the order form.

## Order List

### 3-2. Remake

Request for remake is possible until the buyer confirms the purchase.

1. Select reason for remake

Please select the reason for the remake.

2. Detail of request remake

Please enter the request for the relevant dental prosthesis within 1000 characters to remake.

3. Remake request for the patient (optional)

For all other requests, please enter within 1000 characters.

4. Submit Remake Request

Please click the button after filling out the reason for remake and request.

# Developing

## Order List

### 4-1. Warranty Button

Click the repair request button in the order history or order form.

1

2

Developing

#### 1. Order History

After clicking the button, click the button.

#### 2. Order Form

Please click the button in the upper right corner of the order form.

## Order List

### 4-2. AS

The repair request can be made within one year after the buyer confirms the purchase.

1. Select reason for repair

Please select the reason for the repair

2. Detail of request repair

Please enter the request for the relevant dental prosthesis within 1000 characters to repair.

3. Repair request for the patient (optional)

For all other requests, please enter within 1000 characters.

4. Submit Warranty repair Request

Please click the button after filling out the reason for repair and request.

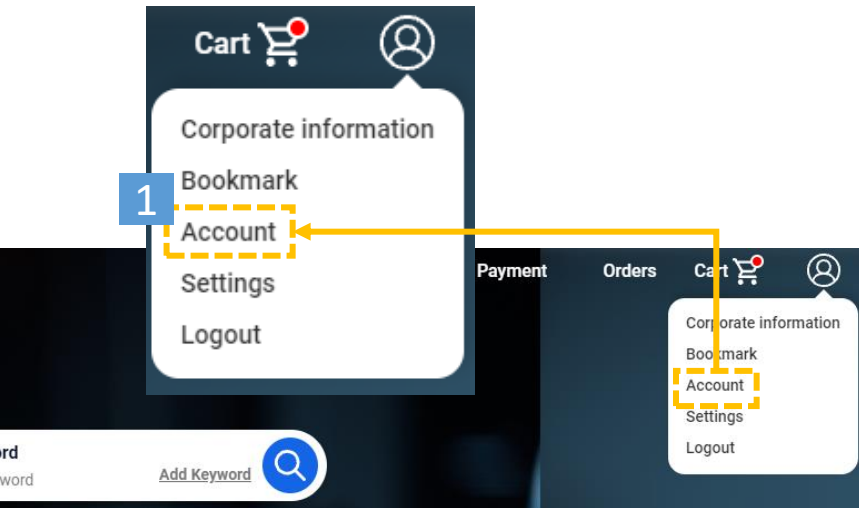
## Developing



## Withdrawal

### 1. Delete account

Click **Account** of the icon  in the upper right corner of the main screen and then click .



#### Account

Name

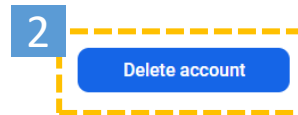
Change

ID

Password

Current password

Change



## Withdrawal

### 1. Delete account

After choosing the reasons for withdrawal and agreeing to all items, click

Delete account

### Delete Account

Did you have any inconvenience in HERi2go?  
Would you like to send inquiries to us to solve the problem?

1

Cause of deleting account

2

3  I have read all [policy of deleting account](#)  
 Every personal information is deleted right after deleting account

4

#### 1. Send personal inquiries

You can make a personal inquiry by clicking the corresponding button.  
(\*Refer p. 35-37 for the personal inquiry)

#### 2. Cause of deleting account (\*mandatory)

Please select the reason of deleting account

#### 3. Check items (\*mandatory)

Please check the terms and conditions and withdrawal agreement.

#### 4. Delete account

After selecting the required items, click  to cancel the membership.