

If you choose to participate in the Bio-Well 1.0 Upgrade Program, please follow these steps:

1. Email your upgrade request to the Bio-Well Service Center closest to your location (list of the Bio-Well Service Centers is available at the end of this announcement). Please provide the following information together with your request:

- Your Bio-Well software Username (Login);
- Bio-Well 1.0 device serial number and ChipID;
- Shipping address;
- Contact person's name and phone number (who will receive the upgraded device);
- Your PayPal account email address (to receive the invoice) if you prefer to pay by PayPal;
- Your billing information: entity name, address, contact phone, VAT number or similar in your country.

Upgrade cost is 600\$ per device.

Bio-Well Service Center will issue an invoice for you upon your request.

2. Send your Bio-Well 1.0, with the finger guide inserted (to protect the glass electrode), to the shipping address of the selected Bio-Well Service Center. You are responsible to pay for the shipment to the Service Center. We strongly suggest using a shipping service which provides a tracking number.

When sending by post, please follow these recommendations:

- Item name should be "USB digital camera".
- Please mention the value of the parcel is maximum €10 Euro or \$10 USD.
- If needed in your country, add a note that you are sending the device for a "warranty repair".
- Take a photo of the receipt with the tracking number and email it to the selected Bio-Well Service Center.
- Please use the HS code that would be recommended by the Service Center, or use the default HS code for Bio-Well GDV Camera: 85258030.

3. Once the invoice is paid, the Service Center will add your device to the queue, determine the amount of time it will take to complete your upgrade, and notify you by email of the approximate date your device will be returned to you. Return shipment cost will be covered by the Service Center.

4. Once you receive your Upgraded Bio-Well GDV Camera, please check its Serial number and ChipID (Log in to the Bio-Well Software and click the "Calibration" button on the left-side menu, then click the "i" button in the top-right corner of the screen).

Note: ChipID of BW 1.0 model has 8 characters and the BW 2.0 has 24 characters.

We will delete the old ChipID from your Bio-Well Account once you send your Bio-Well 1.0 to the Service Center, so you can start using your Upgraded 1.0 device right after receiving it back.

5. Enjoy using your renewed Bio-Well GDV Camera with all the new features!

Note: Warranty period for the upgraded device is 2 years from the date of the Upgrade.

6. Once you test your Upgraded Bio-Well device – please provide your feedback in any form you like (text, audio or video) to eu@bio-well.com.

Thank you for being with us!



Bio-Well Brazil

Contact person: Andrea Buzolin

Rua Padre Anchieta, 15

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Araras, SP

CEP: 13601-130

Tel: +55193541-7525 or +5519997517525 (Whatsapp too)

Email: contato@bio-wellbrasil.com.br

Bio-Well China

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福田区，百花一路

国城花园 2栋502 or 504

邮：518031

China, Shenzhen

FuTian district, BaiHua 1-st Road

GuoCheng HuaYuan, bld. 2, flat 502 or 504

Post code: 518031

Contact person: Innokentii Rostkovskii

Tel: +86 136 4149 6447

Email: rostkovskii.inn@icloud.com or inno@techbiocom.com

Bio-Well Europe

Company: BIO-WELL-EU OU

Address: 21008, Paul Kerese 20, Narva, Estonia

Contact person: Sergey Hiisku

Phone +372-59196272

Corporate phone +372 6682474

Email: eu@bio-well.com



Bio-Well India

Company Name: Suru Kirlian Photography center

Address: Building no.4/11,2nd floor,Sona Udyog, Parsi Panchayat road, Andheri (East)

City/Postal Code: Mumbai / 400069

Country: India

Tel./Fax: +919819452257 / +91-22-67353637

Email: jashvant2@gmail.com

Contact person: Dr. Jashvant Shah

Bio-Well USA

Address: Bio-Well Upgrade Program

9888 W. Belleview Avenue

#2205

Denver, CO 80123

Tel: +1 (720) 767-2469

Email: support@bio-well.com

Contact person: Steve Grantowitz