

### Traceability System Upgrade Notification

Dear Valued Customers,

To improve consumers' purchasing experience, we have also carried out a comprehensive upgrade of the Neurio cross-border version traceability system. During the system maintenance period, there may be inconsistencies between the ingredients listed on the new packaging and those displayed when scanning the QR code on the bottom of the cans. This is due to temporary information discrepancies during the upgrade process. Our IT department is diligently working to resolve this issue to ensure consistency and accuracy of all information.

During this period, products produced since March 2024 may encounter activation anomalies in the search results. We sincerely apologize for any inconvenience this may cause. Please be assured that this does not affect the quality of the products. We are working hard to resolve this issue as quickly as possible to ensure you can continue to use our products with confidence.

Please follow the steps below for verification:

1. Scan the QR code below and contact us through the official Neurio Overseas WeChat account.
2. Alternatively, you can email our Australian customer service at [Info@neurio.com.au](mailto:Info@neurio.com.au).

## 溯源系统升级通知

尊敬的客户：

为了提高消费者的购买体验，Neurio 纽瑞优跨境版本溯源系统也进行了全面升级。在系统维护期间，可能会发现新包装上的成分与罐底二维码扫描出来的成分存在不一致。这是由于在升级过程中，信息出现了暂时的紊乱。我们的 IT 部门正在全力修复这个问题，以确保所有信息的一致性和准确性。

在此期间，从 2024 年 3 月开始生产的产品的搜索结果可能会出现激活异常的问题。对于由此给您带来的不便，我们深表歉意。请您放心，这不会影响产品的质量。我们正在加紧工作，以尽快解决这一问题，确保您能够继续安心使用我们的产品。

请按以下步骤进行验证：

1. 请扫描以下二维码，通过 Neurio 纽瑞优海外官方微信公众号联系咨询。
2. 或者通过电子邮件联系 Neurio 纽瑞优澳大利亚客服邮箱：[Info@neurio.com.au](mailto:Info@neurio.com.au)。



Neurio 纽瑞优海外官方微信公众号

感谢您一直以来对纽瑞优的支持和理解。

Sunya Pty Ltd

网站：<https://neurio.com.au/>

