PAYMENT POLICY

There are 3 payment methods, customers can choose the most convenient and suitable method for them:

Option 1: Direct cash payment to our address

Option 2: Payment on delivery (COD), Customers view goods at the company, pay cash to delivery staff.

Method 3: Transfer money in advance. You transfer money first, then we proceed to deliver the goods according to the agreement or contract with you. Note:

The content of the transfer clearly states the full name and to which order it is transferred. After the transfer, we will contact you to confirm and proceed with the delivery. If after the agreed time we do not deliver the goods or do not respond, you can file a complaint directly to the head office address and claim compensation if it is proven that the delay affects business. of the customer.

For customers wishing to buy in bulk for business or wholesale, please contact us directly for a reasonable price policy. In this case, the payment will be made according to the contract.

We are committed to transparent, legal business, quality sales, and origin.

COMPLAINT HANDLING POLICY

Receive all customer complaints related to the use of the company's products.

Complaint settlement time is within 03 (three) working days from the date of receipt of customer's complaint. In case of force majeure, both parties will negotiate by themselves.

INFORMATION PRIVACY POLICY

1. Purpose and scope of information collection:

Quangnghivn.com does not sell, share or exchange personal information of customers collected on the website to any other third party.

Personal information collected will only be used within the company.

When you contact to register for the service, the personal information that Quangnghivn.com collects includes: Full

name

Address

Telephone

Email

In addition to the above personal information, there is also information about the service, including:

Name product

Quantity

Product delivery time

2. Scope of information use:

Collected personal information will only be used by Quangnghivn.com internally within the company and for one or all of the following purposes. :

Customer Support

Providing information related to the

Order Processing service and providing services and information through our website upon your request.

We may send you information about new products, services, information about upcoming events or recruitment information if you sign up to receive email notifications.

In addition, we will use the information you provide to assist with customer account management; confirm and execute financial transactions in connection with your online payments;

3. Information storage time:

For personal information, Quangnghivn.com only deletes this data if the customer requests, the customer requests to send mail to them.

Nhihuynh@quangnghivn.com

4. Address of the unit that collects and manages personal information:

Quang Nghi Production - Trading - Service Co., Ltd.

Address: 116/52A Huynh Tan Phat, Tan Thuan Tay Ward, District 7, City. HCM

Phone: 0915 899 237

Website: Quangnghivn.com

Email:

Nhihuynh@quangnghivn.com

5. Means and tools for users to access and edit their personal data:

Quangnghivn.com does not collect customer information through the website, customer personal information is collected via email related to Contact us to order products and services to our email box: nhhuynh@quangnghivn.com or contact phone number to order products call 0915 899 237

You can contact the email address and phone number above to order. request Quangnghivn.com to correct its personal data.

6. Commitment to confidentiality of customers' personal information:

At Quangnghivn.com, the protection of your personal information is very important, you are guaranteed that the information provided to us will be confidentially committed not to share, sell or rent personal information. your multiplication for any other person. Quangnghivn.com commits to only use your information in the following cases:

Improve service quality for customers

Resolve disputes, complaints

When required by law enforcement.

WARRANTY, EXCHANGE AND REFUND POLICY

In case of exchange / return:

The product has been purchased but does not meet the quality, does not conform to the specifications as required. Buyers can return the goods within 01 day of receiving the goods, we will exchange the product for the customer. Products that want to be exchanged or returned need to keep the product in its original, unopened, unused condition. It is not necessary to have any tags or damage to the box. No distortion or deformation.

Defective purchased product – Expiry date

Please check the product before paying. In case the product is damaged in transit, please refuse and return the product to us.

The product delivered is not according to the order

You think the product delivered to you does not match the order? Please contact us as soon as possible, our system will check if your item was sent by mistake. In that case, we will replace the exact item you requested (when in stock).

Conditions of exchange and return of goods

Conditions of exchange and return time: within 01 day from the date of receipt of the goods and must immediately contact us at the above phone number to confirm the exchange and return of the goods.

Conditions of return:

Returned products must be in their original condition.

Returned/exchanged products must be in original and unused condition.

You bear the cost of shipping, packaging, collection of money, maximum communication costs equivalent to 20% of the order value.

Return process

Step 1: After receiving the goods. Please check carefully once before receiving the goods. If there is a problem please contact the Customer Support Center while the delivery staff is still there.

The case after the delivery staff has gone

If you want to exchange and return the goods, you can contact us to be processed and schedule an exchange.

Step 2: After the Customer Support Center announces the appointment to receive the goods, .

SHIPPING AND DELIVERY POLICY

There are 3 forms of payment, customers can choose the most convenient and suitable one for them:

Option 1: Direct cash payment to our address

Method 2: Payment on delivery (COD), Customers view goods at the company, pay cash to delivery staff.

Method 3: Transfer money in advance. You transfer the money first, then we deliver the goods according to the agreement or contract with you.

Note: The content of the transfer clearly states the full name and which order it is transferred to.

After the transfer, we will contact you to confirm and proceed with the delivery. If after the agreed time, we do not deliver or do not respond, you can send a complaint directly to the address of the head office and claim compensation if it is proven that the delay affects business. of the customer.

For customers who want to buy in bulk for business or wholesale, please contact us directly for a reasonable price policy. In this case, the payment will be made according to the contract. We are committed to transparent, legal business, selling quality, sourced goods