

7. Payment Methods

Q7-1: What payment methods are available?

A7-1: Our website offers multiple payment methods:

Credit Cards: - VISA / MasterCard / JCB / UnionPay

Mobile Payments: - Apple Pay, Google Pay, LINE Pay, Jkoplay

Bank Transfer: - Online ATM / Virtual account transfer

Convenience Store Payment: - 7-Eleven / FamilyMart / OK Mart / Hi-Life

Other Methods: - Cash on delivery (supported for certain areas and temperature zone products) - Installment payments (designated banks, handling fees charged based on installment periods)

Q7-2: Is credit card payment secure?

A7-2: We use multiple security protections:

Encryption Technology: - SSL 256-bit encrypted transmission - Supports 3D Secure verification (such as VISA Verified by Visa service)

Data Protection: Credit card information is not stored on our website.

Q7-3: Are there additional fees for cash on delivery?

A7-3: Yes, handling fees (approximately NT\$30-50) are charged according to logistics company regulations.

Fee Display: Fees will be clearly shown on the checkout page

Restrictions: Not applicable for certain remote areas or high-value products

Q7-4: How long does it take to confirm ATM transfer payments?

A7-4: After virtual account transfer:

Normal situation: System takes approximately 10-30 minutes to automatically verify payment

Special cases: For inter-bank or overnight transfers, may be delayed until the next morning for updates

Q7-5: What's the process for convenience store code payment?

A7-5: Process:

1. After checkout, the system will provide a 20-digit payment code

2. Please go to any supported convenience store kiosk within the deadline (usually 3 days) to make payment
 3. Expired codes will become invalid and require placing a new order
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Q7-6: How do mobile payments work?

A7-6: After selecting Apple Pay / Google Pay / LINE Pay:

1. The system will redirect to the corresponding payment interface to complete payment
 2. After payment completion, you'll automatically return to the order page
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