

SALES AND AFTER-SALES POLICY

BillCipherCo., Ltd

I. RETURN AND EXCHANGE POLICY

1. Eligibility

Return and exchange requests are accepted under the following circumstances:

- **Damage during transportation:** For example, products that are stained, wet, deformed, or otherwise altered during delivery.
- **Manufacturing defects:** For instance, an electric fan that cannot adjust speed or a stove with irregular heating behavior.
- **Product mismatch:** The delivered product is materially different from what was advertised on the website or communicated by sales staff. Example: receiving a non-genuine iPhone X when a genuine product was ordered.

Any requests that do not meet the criteria above may be declined at the sole discretion of the Company.

2. Return Period

- For customers located in Ho Chi Minh City: within **7 working days** from the date of purchase.
- For customers in other provinces or cities: within **14 working days** from the date of purchase.

3. Return Conditions

- **Same product code (e.g., size or color change):** Eligible for one-time free exchange.
 - **Different product code (new item requested):**
 - If the **new product has a higher value** than the original, the customer shall pay the price difference.
Formula: (Price of new product) – (Price of original product)
 - If the **new product has a lower value**, the Company shall refund the price difference.
Formula: (Price of original product) – (Price of new product)
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II. PAYMENT POLICY

1. Online Payment via Bank Transfer

After a successful order is placed on the website, customers may transfer the total payable amount to the following account:

- **Account Holder:** Nguyễn Hữu Lộc
- **Account Number:** 0421003707901
- **Bank:** Vietcombank – Ho Chi Minh City Branch

Customers are required to include the buyer's full name in the transfer description. Orders will be processed only after payment confirmation is completed by the Company.

2. Cash on Delivery (COD)

Customers opting for cash on delivery shall pay the exact invoice amount to the delivery personnel upon receipt of the goods. In the event of any discrepancy regarding the invoice, customers are advised to contact the Company immediately through the official hotline.

III. SHIPPING POLICY

1. Delivery Coverage

Nationwide shipping is available across all provinces and cities of Vietnam.

2. Estimated Delivery Time

- Ho Chi Minh City: approximately **2 to 3 working days** from order confirmation.
- Other provinces or cities: approximately **3 to 7 working days** from order confirmation.

Note: The delivery time is calculated from the moment the order is successfully confirmed via telephone by a Customer Service Representative.

3. Shipping Fees

- Ho Chi Minh City: a flat shipping fee of **15,000 VND per order** (inclusive of VAT).
- Other locations: shipping fees vary based on geographic region and will be disclosed during order placement.

IV. ORDER CANCELLATION POLICY

- Orders will be cancelled if the customer cannot be contacted after **three (3) consecutive attempts** by delivery staff or customer service personnel.
- If an order is refused upon delivery, the customer shall bear the shipping cost incurred.

- If an order has been packed but not yet dispatched, the customer may cancel the order without incurring any additional fees.

V. SERVICE COMMITMENT

BillCipheris committed to:

- Ensuring fairness and transparency in all transactions.
- Processing return and refund requests in accordance with this policy.
- Providing products in compliance with the descriptions and specifications advertised.

For further assistance or clarification, please contact:

Hotline: 0868.389.830

Email: thangle300403@gmail.com