

1.About BKTechStore

1.1 Coporation

1.1.1 BKTechStore

Founded in 2023 as a online computer shop.

Uniquely focused on information technology products, gaming devices, office equipment and hi-tech products, BKTechStore has been bringing to the market products from leading brands such as Dell, Asus, HP, MSI, Lenovo...

We have always been aiming at going beyond a computer business but trying to enrich people's lives through providing our customers with a wide variety of modern technology gadgets and our signature high-quality services.

1.1.2 Business

BKTechSTore provides wide range of hi-end devices for home users

Partners: Asus, Dell, Acer, Hp, Lenovo, AMD, MSI, LG, Intel, Apple, Samsung, Microsoft, Logitech, NVIDIA, Xiaomi, JBL, Sony

1.2 Privacy

1.2.1 Introduction

BKTechStore commits to bringing genuine, reputable products, with warranties according to the manufacturer's policy. Hereafter referred to as "Services".

BKTechStore commits to respecting the privacy and personal issues of all Users on BK Tech Store. We acknowledge the importance of the personal data that you have entrusted to us and believe that it is our responsibility to manage, protect, and process your personal data properly. This Privacy Policy (referred to as "Privacy Policy" or "Policy") is created to provide general information on how we will collect, use, disclose, or process the personal data that you have provided to us, whether currently or in the future, as well as how we will support you before making any decisions related to providing your personal data to us.

By using the Services, registering an account with us, visiting the Website, or accessing the Services, you acknowledge and agree to the requirements, and/or the Policies, as stipulated in this Privacy Policy, and you consent to us collecting, using, disclosing, and/or processing your personal data as described in this document. IF YOU DO NOT AGREE TO THIS PRIVACY POLICY, PLEASE DO NOT OR CEASE USING OUR SERVICES.

1.2.2 BK Tech Store collects what information?

"Personal data" is defined as data, whether true or false, about an individual - a person who can be identified from that data, or from data and other information that an organization has the right to access. Common examples of personal data may include: Full name, phone number, and contact information.

We will/may collect personal information about you:

- (a) When you register and/or use our services or website, or open an account with us;
- (b) When you use our electronic services or interact with us through the website.
- (c) When you perform transactions through our services;
- (d) When you provide us with feedback or complaints.

The personal data collected includes, but is not limited to: Full name, Email address, Date of birth, Billing address, Shipping address, Mobile phone number, Payment method, Any other information about the User when the User logs in and uses our services, the User's usage of our services, as well as information related to how the User uses our services, Aggregate data on the User's transaction history.

1.2.3 How do we use the information you provide?

We may collect, use, disclose, and/or process your personal data for one or more of the following purposes:

- (a) To review and/or process your requests/transactions with us;
- (b) To manage, operate, provide, and/or administer your use and/or access to our Services, as well as your User account and relationship with us;
- (c) To manage, operate, and provide for you, as well as facilitate the provision of our Services, including remembering your preferences;
- (d) To enhance your experience when using the Services by displaying content according to your desires and preferences, providing a quicker method for you to access your account and submit information to us, and allowing us to contact you if necessary;
- (e) To receive, process, negotiate, or complete a transaction and/or to fulfill your requests for certain products and services and notify you of any service issues and account-related activities;
- (f) To enforce our Terms of Service or any applicable end-user license agreements;

- (g) To protect the personal safety, rights, property, or security of others;
- (h) To identify or investigate;
- (i) To maintain and administer any software updates and/or other updates that may be required over time to ensure the efficient operation of our Services.

2. Transaction terms:

2.1 Product Price

The listed prices on the bktechstore.vn website include VAT and packaging costs in accordance with legal regulations.

These prices do not include shipping costs. The shipping fee will be calculated when customers make a purchase on the website, and it will depend on the weight and geographical location from bktechstore to the customer.

The shipping fee already includes the cost of bulky goods and cash on delivery fee, so customers will not have to pay any additional fees.

2.2 Payment methods

With the constant effort to make the purchasing experience of our customers convenient and fast, BKTechStore currently supports all advanced payment methods in Vietnam at all sales showrooms and the online website bktechstore.vn:

- Cash on delivery (COD)

- Online payment (Internet Banking)

Customers please check the goods and payments confirmed by BKTechStore in the Order before making payment.

The amount customers need to pay to BKTechStore is the total payment amount minus discount codes (if any) and shipping fees (if any), displayed on the website at the "Payment" step.

3. Online shopping guide

To make it more convenient for customers to shop at BKTechStore, below is a guide on the basic steps for customers to easily make purchases on the BKTechStore website.

Purchase via phone.
Online order on the BKTechStore website.

3.1 Method 1: Purchase via phone.

Call the dedicated customer service hotline 10081008 (toll-free) from 8:00 AM to 9:00 PM (including Sundays and holidays) to place an order. The staff at BKTechStore are always ready to assist, advise, and support customers in finding the desired products.

3.2 Method 2: Order products online on the website bktechstore.vn

Step 1: Find the product you want to buy

You can access the website bktechstore.vn to search and select the product you want to buy in multiple ways:

- Use the search bar above, type in the name of the product you want to buy (you can search for a specific product, search by brand...). The website will provide you with accurate suggestions to choose from.
- Use the product menu on the website: select the type of product you want to buy such as Laptop, Apple products, Electronics appliances,...

Step 2: Place an order for the product

After selecting the desired product to purchase, you can proceed to place an order by:

- Registering/logging into your purchasing account
- Select the product you want to purchase, click "BUY NOW" if you are purchasing only one product.
- Select the product you want to purchase, click "Add to Cart" if you are choosing multiple products.

Step 3: Check the shopping cart

You can go back to the "shopping cart" to see the products you have selected and complete the necessary information to proceed with the purchase.

- Select the quantity you want to purchase.
- Enter the promotional code (if applicable).
- Click "Check out" to proceed.

Step 4: Modify delivery information (if needed) and payment method

- In the Delivery Information section, enter the complete address where you want the items to be delivered and the contact information of the recipient.
- Enter any order notes if you have any specific requests that need our assistance.
- Choose the payment method (COD / online banking).

- Proceed to click "Place Order" to COMPLETE the order.

After successfully placing the order, BKTechStore will prepare the items, pack them, and hand them over to the shipping carriers for delivery to you. In case you have made multiple purchases before, BKTechStore will not call to confirm, unless there are special circumstances that require confirmation, such as out of stock or delayed delivery.

After successful payment, you can track your order in the "Order Management" section in your Account interface.

If you need further assistance or information about your order after placing it, please contact Customer Care at 10021002 for support.

4. Warranty Policy

4.1 Warranty Conditions

The product must meet the following conditions:

- The product is still within the warranty period. (The warranty period is calculated from the date of purchase, based on the sales invoice).
- The product's technical defects fall under the warranty criteria of the Manufacturer/Distributor. (Refer to the manufacturer's warranty conditions below). The product will be denied warranty if the Manufacturer/Distributor confirms that it does not meet the warranty conditions.
- The Serial/IMEI/Service Tag number on the product must be intact and clear (and must match the warranty card if the product comes with one).

Cases not covered by warranty: Products that do not meet the above warranty conditions or violate the manufacturer's warranty terms.

4.2 Warranty Policy

All products sold by BKTechStore are covered by the manufacturer's warranty regulations.

All defective products will be sent to the manufacturer or authorized service centers appointed by the manufacturer for warranty repairs according to the manufacturer's warranty policy. BKTechStore is not responsible if the manufacturer and/or the authorized service center appointed by the manufacturer refuses to provide warranty service.

Data (stored in the product: laptop/desktop computer/memory card/hard drive, etc.) is not covered by the warranty. Customers are advised to back up, store, and/or delete data, software, applications, images, or any other content stored in the product ("Data") before sending the

product for warranty service. BKTechStore is not responsible for any direct or indirect damages caused to customers if the Data stored in the product is disclosed, lost, damaged, and/or formatted during the warranty inspection and processing.

5. Support Information

Sales contact: 10081008

Customer Care / Hotline: 10021002

Email: BKTechStore@gmail.com.vn