

# RETURN AND REFUND POLICY

This return, exchange, and refund policy applies only to products purchased from our official website @ [www.vietnine.com](http://www.vietnine.com) or mobile app respectively

## 1. Refund Period

We have a 20-days grace period return policy, Meaning you have 20 days from the date of receipt to request a return, provided the product meets the return conditions as outlined below.

## 2. Return Conditions

To be eligible for a return, The product must be in the same condition as when you received it, unused, undamaged, with all original labels and packaging intact. You will also need to provide the purchase invoice, payment authorization, or proof of payment for the order you wish to return. Additionally, you need to provide us with a video recording of the unboxing process, starting from opening the shipping packaging, opening the product box, and removing the product from the original box.

To begin the refund process, you can contact us via the following customer service email address:

[customercare@vietnine.com](mailto:customercare@vietnine.com)

If your return request is accepted, we will send you instructions on how and where to return the item. Products returned without a prior return request will not be accepted.

We recommend that you choose a traceable shipping methods. You are responsible for any risks during the return shipping process. We will not be liable for any loss or damage to the product during return.

We reserve the right to inspect the condition of the product before accepting any return, exchange, or refund requests. You will be responsible for shipping and handling costs to return any rejected products.

You can contact us with any questions regarding refunds via our customer service

email address:

customercare@vietnine.com

### **3. Defective or Incorrect Product Delivered**

Please check your order immediately upon receipt and contact us via the live chat or our customer service email address :  
customercare@vietnine.com or call our hotline: 0333410600 immediately if the product is faulty, damaged, or if you received the wrong product so that we can assess the issue and resolve it.

### **4. Refund**

Refunds will be based on the product value as shown on your invoice, payment order, or proof of purchase. We will notify you when we have received and inspected the returned product and let you know if your refund request has been accepted. If accepted, you will automatically receive your refund in your wallet account within 48 hours or via your original payment method within 7 business days. Please remember that it may take time for your bank or credit card provider to process and post your refund information.

If more than 15 business days have passed since we accepted your refund request and you still haven't received your money, please contact us at customer service email: [customercare@vietnine.com](mailto:customercare@vietnine.com)

## 5. Exchange/Return

You need to email us at customer service email address: [customercare@vietnine.com](mailto:customercare@vietnine.com) before returning the product for exchange; otherwise, your exchange request may be denied.

The product must be in its original condition (unused, with all labels and packaging intact)

Please note that exchanges are only possible for the same product but a different color/size.

Products returned will not be eligible for

further exchange or refund unless the product is defective due to a manufacturing fault.

## **6. Other exclusions**

This Return, Exchange, and Refund policy does not apply to discounted products, Flash sales, (including those discounted through promotional programs, or when discount codes or vouchers have been applied).

## **7. Abuse of the Return, Exchange, and Refund Policy**

We reserve the right to unilaterally restrict or suspend refund rights for customers who engage in fraudulent returns, violate and/or abuse the terms of this Return, Exchange and Refund policy, including but not limited to over-returns or returns of products that are no longer in their original and brand-new conditions.

## **8. Policy Amendments**

We reserve the right to modify the terms of this Return, Exchange, and Refund policy at any time without prior notice to you.

We recommend you review our policies carefully at all times.

Last updated on march 29, 2026