



PAYMENT TERMS & CONDITIONS

Welcome to **LỦA Bottle Shop**! These Payment Terms & Conditions apply to all purchases made through our webshop. By placing an order, you agree to comply with these terms.

1. ACCEPTED PAYMENT METHODS

We offer a variety of secure payment options for your convenience:

- **Credit/Debit Cards:** Visa, MasterCard, American Express
- **Bank Transfer** (for bulk or pre-arranged orders)
- **Cash on Delivery (COD):** Available for orders within Ho Chi Minh city. Notice that order value more than 500,000 may not be allowed to be paid by COD.

All transactions are processed in **Vietnamese Đồng (VND)**.

2. ORDER CONFIRMATION & PAYMENT PROCESS

- You will receive an **email confirmation** when your order is made successfully.
- For **bank transfers**, orders will only be processed **after we receive proof of payment**.
- If **payment is not received within 24 hours** of placing the order, the order will be **automatically canceled**.

3. PRICING & TAXES

- All product prices are listed in **VND** and include **VAT (Value Added Tax)**.
- Prices are subject to **change without prior notice**. However, the price at the time of purchase remains valid.
- **Promotional discounts or coupon codes** must be applied at checkout and **cannot be added after payment**.

4. DELIVERY or PICK UP ORDERS PLAN

- We will process the order as soon as possible depending on the amount of products and the distance. Order will be delivered within **48 working hours**. Huge orders may take longer time to prepare, clients will be prior noticed.
- Urgent delivery requests may be charged extra fee, based on the location and the size of the order.
- Clients please notice the time plan of choosing to pick up at location. Be aware that orders can only be picked up during our operational hours **from 3PM to 11PM**
- Delivery outside Ho Chi Minh city is not available at this moment.

5. CANCELLATION & REFUNDS

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- Orders can be **canceled within 3 hours** of placing the order, provided it has not yet been processed for shipment.
- Refunds can be allowed only under those circumstances:
 - The delivery time is longer than informed from Lua.
 - The items are out of stock
- Refunds (if applicable) will be **processed via the original payment method within 5-7 business days**.
- **COD orders cannot be canceled** once they are shipped.

6. RETURNS & EXCHANGES

We take pride in our quality products. However, if you receive a **damaged or incorrect item**:

- Notify us **within 24 hours** of receiving the order.
- The product must be **unused, unopened, and in its original packaging**.
- We will arrange for a **replacement or refund** based on availability.
- **Wine and food products are non-returnable unless defective**.

If a customer receives a damaged product, we will accept the return for inspection and issue a refund if the product is confirmed to be defective or below quality standards. Common cases include, but are not limited to, wine spoilage caused by cork taint, temperature fluctuations, or light exposure, as well as charcuterie that has been improperly stored or damaged during transportation.

7. LATE OR FAILED PAYMENTS

- If a payment fails due to **insufficient funds, incorrect details, or technical issues**, the order will be placed on **hold**.
- **Repeat failed transactions** may result in **order cancellation or restrictions on future purchases**.
- If a **bank transfer payment is not received within 24 hours**, the order will be **automatically canceled**.

8. FRAUD PROTECTION & SECURITY

- All transactions are **encrypted and processed securely** through trusted payment gateways.
- We **reserve the right** to decline transactions that appear **suspicious or violate our security policies**.
- If **fraud is detected**, we may **cancel the order and notify relevant authorities**.

9. FORCE MAJEURE

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- We are **not responsible** for delays in payment processing due to circumstances **beyond our control** (e.g., **banking issues, internet disruptions, system errors, or natural disasters**).

10. CONTACT INFORMATION

For payment-related inquiries, please contact:

 **Address:** 2 Street No.11, Thao Dien Ward, Ho Chi Minh City

 **Email:** info@luawinebarvn.com

 **Phone:** +84 908 915 563