



PAYMENT TERMS & CONDITIONS

Welcome to **LỬA Wine Boutique & Eatery**! 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)
- **Digital Wallets:** MoMo, ZaloPay, VNPAY, Apple Pay
- **Cash on Delivery (COD):** Available for orders within Vietnam

All transactions are processed in Vietnamese Đồng (VND).

2. ORDER CONFIRMATION & PAYMENT PROCESS

- Orders are confirmed upon successful payment. You will receive an email confirmation with your order details.
- 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. SHIPPING & DELIVERY CHARGES

- Shipping fees vary based on the delivery location and order size.
- Orders above **1.000.000 VND** qualify for **free shipping** within major cities in Vietnam.
- For international orders, additional shipping fees and customs duties may apply.



5. CANCELLATION & REFUNDS

- Orders can be canceled **within 1 hour** of placing the order, provided it has not yet been processed for shipment.
- If an order is canceled after processing, a **cancellation fee of 10%** may apply.
- 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 **48 hours** of receiving the order.
- The product must be **unused, unopened, and in original packaging**.
- We will arrange for a replacement or refund based on availability.
- Wine and food products are **non-returnable** unless defective.

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

- 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 93 222 9342

These terms ensure a smooth and secure shopping experience at **LỬA Wine Boutique**. We appreciate your trust and look forward to serving you!

Would you like any adjustments based on specific policies or preferences?