

COMPLAINT SETTLEMENT POLICY

This Policy is a part of the Regulation of Chus.vn e-commerce trading floor, which states the compulsory process and requirements for the Board of Chus.vn to receive and handle complaints including:

- (i) Complaints about the quality of products and services that are not in accordance with descriptions;
- (ii) Delivery matter;
- (iii) Payment matter; and
- (iv) Other matters related to the Seller, Buyer (collectively referred to the “**Member**”) on Chus.vn e-commerce trading floor.

CHUSVN will receive and handle those by following the compulsory process and requirements as follows:

1. Duration and method of making complaints

For complaints about quality of product, payment and delivery: Member must submit complaint within 03 working days from the receipt of product or payment. For other complaints, Member can send feedback to contribute to improve Chus.vn when detecting unclear problem or act having sign of violation.

The methods of making complaints are as follows:

- a. Send an email to the email address: cskh@chus.vn
- b. Call to Hotline: 0906732906
- c. Send the complaint directly (Buyer comes in person or submits complaint via mail) to this address:
 - Name of unit: CHUSVN COMPANY LIMITED
 - Address: G-12A17, Floor 12, The Manor Officetel Complex Building, No. 89 Nguyen Huu Canh Street, Ward 22, Binh Thanh District, Ho Chi Minh City.

2. Order to resolve dispute and complaints

- a. **Step 1:** CHUSVN's Customer Service Department will accept Member's complaint

sent in accordance with the above methods.

CHUSVN will request Buyer and/or Seller to provide the information and evidence relating to transactions and products to verify, clarify the case and take appropriate action.

- b. Step 2:** Customer Service Department will answer/respond based on policies publicized by CHUSVN. The method of responding will be conducted via email or phone to such Member.
- c. Step 3:** Transfer the result of answer/respond of the complaint to relevant departments if it is a must to (a) receive/return goods for the Member, (b) refund to the Member and (c) the other cases requiring support from relevant departments for CHUSVN to resolve benefits for members

3. Duration of handling complaints

The time for answering/responding complaint is up to 15 working days from the receipt date of the complaint. If the complaining Member has not provided enough information within the time as requested by CHUSVN, CHUSVN will understand that Member has abandoned the complaint and the case will be closed at the end of such duration without the fault of CHUSVN.

In case the complaint case must be brought to a Competent Authorities for settlement according to law, the handling duration will follow the settlement duration of Competent Authorities.

4. Principles of handling complaints

CHUSVN will take the steps outlined in Section 2 above for all complaints cases.

If the case has not been resolved satisfactorily, at the request of such Member, CHUSVN will act as a mediator between the Buyer, the Seller and CHUSVN, specifically as follows:

- (i) Principle: CHUSVN facilitates Buyer and Seller to discuss via phone, confirm by email, if there is still no agreement, it will be resolved through direct meeting to concretize the problem, thoroughly resolve the conflict between the parties so that it is most beneficial.

(ii) Responsibilities of each party:

Parties including Seller, Buyer and CHUSVN will be responsible for actively resolve the issues:

- For the Seller, it is necessary to be responsible for providing the documents to prove the information related to the case, which causes conflicts to customers;
- CHUSVN will be listen and receive information from customers (in specific cases we will: request customers to be responsible for providing accurately intangible and tangible information about the conflict that arises and needs to be resolved and the customer has found himself/herself damaged) and the Seller, then review and clearly state, by which side the fault is made. Also, CHUSVN collect opinions about the agreement of reimbursement of the two parties as well as settling the dispute.
- For the Buyer: to provide complete and accurate information and evidence related to transactions and products at the request of CHUSVN to verify, clarify the case and take appropriate action.

(iii) Solution:

In the case of proving that the fault belongs to the Seller, CHUSVN will send a warning, reimbursement request for all costs paid by the Buyer to own the goods/services or to return the products, services with the quality announced by the Seller at Chus.vn. If the Seller reoffends, CHUSVN will terminate the contract and remove all the Seller's information from Chus.vn.

In case CHUSVN and the parties have attempted to resolve through negotiation but still cannot resolve the conflict arising from a transaction between Buyer and Seller, either Buyer or Seller will be able to bring the case to the Competent Authorities to ensure the legitimate interests of such party.

CHUSVN respects and strictly implements the provisions of the law on protecting the interests of the Buyer. Therefore, it is required that Seller provides the complete, accurate, honest and detailed information related to products and services on Chus.vn. All acts of fraud in business are condemned and must be fully responsible in front of the laws.

CHUSVN publicizes the mechanism to resolve disputes arising during transactions on Chus.vn. When Buyer purchases goods or services that arise in conflict with Seller or damage legitimate interests.

- 5. Effective date and term:** This Complaint Settlement Policy takes effect from 27/05/2021.