



# Entwine seven (7) day limited warranty policy.

This policy describes the terms and conditions of the warranty and the customer's warranty benefits for the period covered therewith. Only applies to Entwine branded products.

Updated March 30, 2024.

Condition Guarantee

Procedure Warranty registration

Entwine processes orders

Related policies

## Entwine's seven (7) day warranty package

All Entwine products (except products with written exceptions) are warranted for seven (7) days from the date of receipt.

Products that qualify for warranty receive all of the following warranty benefits.

### Warranty benefits

**Free returns.** Warranty-eligible products are returned free of charge and we are obligated to complete the return and refund process (if applicable) for customers.

**Consulting and support.** Product support services after purchasing through e-commerce channels or through Entwine's Support System are free. See more about [theentwine.com/vn/support-system](https://www.entwine.com/vn/support-system).

### Product warranty conditions

Entwine accepts the warranty form from customers in case of verifying the following exchange conditions:

**Genuine product.** Products that meet genuine conditions include products purchased directly from the store, with a valid invoice, and products purchased on the e-commerce platform through Entwine's genuine distribution channels (refer to Entwine's official distribution channels). list of genuine distributors).

**The product is intact.** Products that meet intact conditions include the product, packaging and accompanying documents, except for hang tags and seals. Entwine makes clear the total value of the work so we will not accept exchanges if the value of the product when returned does not match the value when it was shipped.

**Appropriate warranty reasons.** Please provide a suitable reason to return the product. Entwine needs at most 03 working days to approve the appropriate warranty reason. Please refer to these [reasons for exchange](#) and these [reasons for return](#).

**Still within the warranty period.** All Entwine products (except products with written exceptions) are warranted for seven (7) days from the date of receipt.

**Provide video recording.** To ensure product transparency and integrity. We ask customers to provide a clear, uncut video recording of the unboxing process. Valid recordings include:

- Do not cut, merge or edit.
- Includes the entire unboxing process and determining the cause of return.
- The accompanying image is valid.

## Reason for exchange

Customers need at least one or more of the following reasons to make an exchange:

**Change the size.** Only applies to products that allow resizing and do not have Entwine's exception text. Products that use size change conditions should note the following points:

- Only one exchange per order is allowed.
- You can only change the size to one size different from the original size (for example, change from S to M).
- Exchange within 24 hours after receiving goods.

**The error comes from the manufacturer.** With a manual production line, Entwine cannot guarantee perfection in all products. We will assist you in overcoming the consequences of returned products from the manufacturer to the best of our ability. Exchanges in case of manufacturer errors will not be limited to the number of exchanges per order as long as the stated conditions are met.

Please refer to the warranty policy.

## Reason for return

Return is a form of returning the product to Entwine to receive appropriate payment in cases that meet the following return conditions:

**The error comes from the manufacturer.** With a manual production line, Entwine cannot guarantee perfection in all products. We will assist you in overcoming the consequences of returned products from the manufacturer to the best of our ability. Exchanges in case of manufacturer errors will not be limited to the number of exchanges per order as long as the stated conditions are met.

Please refer to the warranty policy.

## Warranty process

1. **Entwine accepts warranty claims.** After a warranty request arises, please contact Entwine via the e-commerce channel where you purchased the product or via [theentwine.com/vn/return](https://theentwine.com/vn/return).
2. **Customers provide necessary documents.** Necessary documents are the conditions to

meet Entwine's return policy and warranty policy and authenticate the product's condition.

3. **Entwine validates the warranty conditions.** Within 3 working days at most, Entwine will verify the customer's warranty conditions based on the documents provided and proactively respond through the available contact information.
4. **Customers carry out the return process according to the Return Policy.** Please refer to the return process to meet return conditions.
5. **Entwine receives and processes returned orders.** Entwine needs at most 14 working days to verify the condition of the actual product against the documents provided in step 02.
6. **Entwine completes the return process.** Improve the return process including refunds (if applicable) and when the customer receives the exchanged product.

## Related policies

**Return policy.** Return and exchange is one of the steps in the warranty process, please refer to it for more information on conditions and methods.

**Privacy Policy.** The return process needs to collect the customer's personal information for the purpose of contacting and verifying return conditions. We are committed to keeping your information confidential.