

## **Delivery & returns**

Your files will be available to download once payment is confirmed.

### Downloading a Digital Item

If you have an email account, after your purchase you'll see a View your files link which goes to the Downloads page. Here, you can download all the files associated with your order.

Downloads are available once your payment is confirmed. If you paid with PayPal or a credit card on hainchan, confirmation might take a few minutes.

We'll also send you a download notification email separate from any transaction notification emails you receive from hainchan and/or PayPal.

If you're unsure if you've purchased a Digital Item, you can always go back to the listing page. If it is a digital download, you should see an "Instant Download" message on the images for the item.

Please note that you can't download a digital purchase through the hainchan at this time. To download a digital file, please sign in to hainchan.com on your mobile browser or a non-mobile computer.

I purchased a digital item, but I don't have an hainchan account.

If you checked out as a guest, you'll find a link to download your purchase in the receipt email that was sent to you after purchase.

I can't seem to find my download notification email.

First, check your spam or junk inbox. If you use Gmail, also check your Social and Promotions tabs. If it's not there, add [delivery@shopify.com](mailto:delivery@shopify.com) to your address book or safe list.

For now, you can still get to your file using the directions below.

Can I access my digital purchases from within my account?

Yes! To access your digital file(s), go to Your Account > Purchases and reviews and look for the order.

To the right of the order, click Download Files. This goes to the Downloads page for all the files attached to your order.

There are generally no limits for when or how many times you can download a file. In most cases, you can access a file any time on your Purchases page, provided the transaction hasn't been canceled or removed.

If your payment is still processing, the Download Files button will be gray.

I'm having trouble downloading my files.

If nothing happens when you click the download links, it's possible that there's an issue with your web browser. Please disable any non-standard add-ons or toolbars that you've installed and try again.

If your computer states that the file has been corrupted, delete the file and try downloading it again. If you still can't open the file, please contact the seller email through for further assistance.

If your computer is unable to open the file, it's possible that you're missing the program required to open the file type. Please contact the seller through email to see what program(s) you may need.

If you continue to have trouble, please contact Seller email. Click the link at the bottom of this page to get in touch with us.

I purchased a digital file, but these options aren't available for my order.

If you're unable to locate a download link on your Purchases page, it's possible that the seller prefers to email files directly and has sold your file as part of a "physical item" listing.

Please contact the seller using Seller email for further assistance.

**Bank transfer**

Bank Account Number: **19133932100666 (USD)**

Bank Account Holder: **Nguyen Le Cuong**

Bank Name : **Vietnam Technology and Commercial Joint Stock Bank**

Swift : **VTCBVNVX**

Code : **01310001**

– Payment via PAYPAL: If you wish to pay us online via PAYPAL, please inform us, we do have PAYPAL account to process payment. Transaction fee is 4.99%. Our email account in Paypal to process payment is [mr.nguyenlecuong@gmail.com](mailto:mr.nguyenlecuong@gmail.com)

– Secure Online Payment via VTC Pay Invoice: We will process online secure invoice then we send you our payment link. It is very easy and safe to follow steps to process payment.

**I don't accept returns, exchanges, or cancellations**

But please contact me if you have any problems with your order. View shop policies

**Returns & exchanges digital file**

**I don't accept returns, exchanges, or cancellations**

But please contact me if you have any problems with your order.

**Returns & exchanges for physical**

I gladly accept returns, exchanges, and cancellations

Contact me within: 21 days of delivery

Ship items back within: 30 days of delivery

Request a cancellation within: 12 hours of purchase

**Customs and import taxes**

Buyers are responsible for any customs and import taxes that may apply. I'm not responsible for delays due to customs