

## Sunmi TH Shipping Policy

### Standard delivery

- Free Delivery on all items in the service area.
- The item will be dispatched within 2-7 working days
- Delivery staff will contact customers for the delivery time and date.
- The company will deliver the products only after verifying that the customer has confirmed the order and notified the payment
- If there is a problem with a product that has been damaged during transportation, suggest that buyers shoot a video clip when unpacking as evidence to show that the damage is real.
- If the product has a problem with the company, the client can send it back to be fixed. There will be no charge if it is during the warranty term. However, if the item is no longer covered by the manufacturer's warranty, there will be a charge.

### Express delivery

- Express delivery is available for all items
- The payment must be completed by 14 : 00 in order to dispatch merchandise during 15:00 – 16:00 on the same day
- If the order and payment is completed after 14:00 merchandise will be delivered on the next day.