

VIINDOO TERMS OF SALE

(No.: VIIN.SAL.CON.210922)

The General Terms of Sale below govern the sale of Products and Services by Viindoo Technology Joint Stock Company (hereinafter referred to as “Viindoo”) to customers. Additional terms may apply to Products and/or Services provided by Viindoo (for example, Viindoo Terms of Service). If these additional terms are inconsistent with the General Terms of Sale, the additional terms will prevail over these General Terms of Sale.

Please read these terms carefully before placing an order with Viindoo. By accepting an order with Viindoo, the customer marks his acceptance with these terms.

Article 1: Contract

1. For all Products and Services provided by Viindoo on this Website, by clicking the "Pay Now" button, you agree to our entire our Policies and understand that placing an order will create an electronic transaction with the same validity and effect as an ordinary paper contract. We will email an order confirmation to your provided email address.
2. The two parties agree that placing an order when clicking the "Pay Now" button will create an electronic signature with immediate effect and legal validity in accordance with the law on electronic transactions.

Article 2: Invoicing and payment

1. Invoices **must be paid within 15 business days** after the invoice date, unless a different payment timeframe is specified on the invoice or order.
2. In the event of non-payment by the due date, Viindoo has the right to suspend provision of services. If payment is overdue for 45 days, Viindoo's system will automatically cancel all services and related data of customers.
3. More details at <https://viindoo.com/policy/payment-policy>.

Article 3: Warranty

1. Warranty content
Viindoo software will be warranted for free for 90 (ninety) days. Particularly for Viindoo SaaS service, customers will receive feature support for 3 (three) years

according to the product life cycle. A version of Viindoo has a life cycle of 3 (three) years from the date of release.

2. Warranty method

As to notice of software problems from customers, Viindoo will base on the purchased applications of customers and the nature, importance of the notice to fix, solve problems or errors of the program by one of the following solutions:

- Step 1: Guide customers to create a support ticket from: <https://viindoo.com/ticket>;
or send emails to: *support@viindoo.com*
- Step 2: Support, guide to fix problems or errors via Email, Skype, some online support software, phone call...

Generally, customer warranty claims are processed no later than 48 (forty-eight) hours from the date of notification.

Article 4: Rights and Obligations of Viindoo

1. Viindoo is committed to providing services on time according to the agreed route. However, Viindoo is under no obligation to achieve certain results for customers.
2. Intellectual Property Rights:
 - Viindoo commits to have full legal status, rights, and authority in providing copyrights/intellectual property rights of Products and Services developed by Viindoo in accordance with intellectual property regulations of Vietnamese law and international treaties. Viindoo takes full responsibility and compensates you for any disputes or lawsuits related to the copyrights/intellectual property rights infringement of the Products and Services that Viindoo provides. Viindoo takes all necessary and appropriate measures to protect you from disputes and lawsuits with third parties related to the copyrights/intellectual property rights infringement. Viindoo warrants to keep you from being involved, in any capacity, in any dispute or lawsuit as set out above.
 - Viindoo has the right to request you, to the extent authorized, to take responsibility for taking all necessary and appropriate measures to secure and prevent unauthorized third-party infringements of copyrights/intellectual property rights, as well as strictly comply with the

content of the agreements, licenses, etc. released with the Products and Services, and take full responsibility before the law for any infringements of copyrights/intellectual property rights.

3. Viindoo reserves the right to adjust, modify and supplement these Terms at any time to suit practical activities and/or to be in accordance with the provisions of law by officially updating the adjusted/modified/supplemented Terms on the website: <https://viindoo.com/policy/terms-of-sale>. These Viindoo Terms of Sale will be valid within 5 (five) days from the date of posting. Your continued use of Viindoo's Services and Products after being notified means that you accept the revised and changed Terms.

Article 5: Validity

1. These Viindoo Terms of Sale are numbered version 1.0.2, issued on 21/09/2022 at Viindoo Headquarters and come into effect on the same day.
2. These Viindoo Terms of Sale version 1.0.2 replaces all the previous Viindoo Terms of Sale versions issued prior to the effective date.

**VIINDOO TECHNOLOGY JOINT STOCK COMPANY
CHIEF EXECUTIVE OFFICER**

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