



TERMS & CONDITIONS

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Purchasing merchandise from **vvnp.us** and related services are made available to you in accordance with the following Terms & Conditions ("T&C"), and any other rules posted on our site. Please read carefully before placing any orders on **vvnp.us**

We reserve the right to only accept orders from those over 18.

We may modify the T&C from time to time. Please read the T&C and check back often. If you do not agree to any change to the T&C then you must immediately stop using the Site. Any changes made after you have placed an order will not affect the order unless we are required to make the change by law.

HOW TO ORDER AND DELIVERY

For a first-time order, in accordance with our T&C, we require customers to provide information about yourself that is true, accurate, current, and complete in all respects before ordering (member registration). Should any of your registration information change, please notify us immediately at the following email address: info@vvnp.us. We may also change registration requirements from time to time.

In the event which delivery could not be completed due to an error in the customer's data entry, we will bear no responsibility.

The account password you provide should be unique and kept secure, and you must notify us immediately of any breach of security or unauthorized use of your account.

Orders to countries and regions other than Hong Kong will be sent by Post Office, or otherwise stated.

ELIGIBILITY TO PURCHASE

Furthermore, you will be required to provide payment details that you represent and warrant are both valid and correct and you confirm that you are the person referred to in the Billing information provided.

The Site is available only to individuals and others who meet our terms of eligibility; who have been issued a valid credit/debit card or a paydollar account by a bank acceptable to **Double E Studio Production Ltd. (EE)**; whose applications are acceptable to **EE** and have authorized **EE** to process any charge(s) on their credit/debit card or paydollar account in the amount of the total purchase price for the merchandise which they purchase. **EE** reserves the right to restrict multiple quantities of an item being shipped to any one customer or postal address.

By making an offer to purchase merchandise, you expressly authorize us to perform credit checks and where **EE** feels necessary, to transmit or obtain information (including any updated information) about you or from third parties, including but not limited to your credit/debit card number or credit reports (including credit reports for your spouse if you reside in a community property jurisdiction), to authenticate your identity, to validate your credit/debit card, to obtain an initial credit/debit card authorization and to authorize individual purchase transactions.

Furthermore, you agree that we may use Personal Information provided by you in order to conduct appropriate anti fraud checks. Personal Information that you provide may be disclosed to a credit reference or fraud prevention agency, which may keep a record of that information.

ORDERS

All orders are subject to acceptance and availability, and items in your shopping cart are not reserved and may be purchased by other customers.

Orders cannot be cancelled or changed in any way once they have been submitted.

Please be aware that we may be unable to deliver selected merchandise due to production problems or quality check issues identified when we receive an order into stock. In these circumstances, we will notify you by email for other alternatives or refund to your credit/debit card or paydollar account; being advised that merchandise has become unavailable.

PRICING POLICY

Prices shown on the Site are in HKD.

If you are a customer whose credit/debit card is not denominated in HKD, the final price will be calculated in accordance with the applicable exchange rate on the day your card issuer processes the transaction.

SHIPPING AND HANDLING CHARGE

Shipping and handling charges are set based on the total amount of ordered merchandise and those charges include the postage and insurance fees. They should be paid together with the total amount of the ordered merchandise. For Special Request, we will charge the Standard shipping fee first and will work out the difference with you, if any, upon receipt your request.

SHIPPING AND DELIVERY

Shipping address must be a residential or commercial address; no P.O box, storage room or any public places. We require a signature for any goods delivered, at which responsibility for your purchased goods passes to you. If you have specified a recipient, who is not you, for delivery purposes (Ship to a Friend), then you accept that evidence of a signature by them (or at that delivery address), is evidence of delivery and fulfillment by **EE**, and transfer of responsibility in the same way.

We usually ship the order on the next business day after acceptance of your order by email confirmation and when full payment is verified. Delivery time may vary from delivery country and customs issues, logistic arrangements, weather and seasonal holiday. This also applies to customers choosing the Special Request. **EE** has no control over and will not be able to take responsibility for any delays.

DELIVERY TIME

General delivery time after order confirmed and shipped:

Hong Kong / Macau : around 3-6 business day.

China / Taiwan : around 7-15 business day.

Asia : around 7-15 business day.

North America : around 7-21 business day.

South America : around 10-21 business day.

Europe : around 7-21 business day.

Africa : around 12-28 business day.

Oceania : around 7-15 business day.

Since some of the country customs clearance and inspections may take as long as 3-4 weeks, e.g. UK, France etc; please be patient with the customs clearance. Should you encounter any difficulties, contact us by info@vvnp.us for assistance.

Please note that estimated delivery times are to be used as a guide only and commence from the date of dispatch. **EE** is not responsible for any delays caused by destination customs clearance processes.

SHIPPING COST

The shipping cost we charge only covers postal fee. Any Customs Duty, Tariff, Tax, VAT or GST will not be included. Customer has to pay duty or VAT by their own. For postal details shipping cost, please check our [details list](#) for reference.

ACCEPTANCE OF YOUR ORDER

Once you have made your choice and your order has been placed, you will receive an email acknowledging the details of your order. This email is NOT an acceptance of your order, just a confirmation that we have received it.

Acceptance of your order and completion of the contract between you and **EE** will be completed when we email you to confirm the goods being dispatched.

We reserve the right to not accept your order in the event, for example, when we are unable to obtain authorization for payment, when shipping restrictions apply to a particular item, when the item ordered is out of stock or does not satisfy our quality control standards and is withdrawn, or when you do not meet the eligibility criteria set out within the T&C.

We may also refuse to process and therefore accept a transaction for any reason or refuse service to anyone at any time at our sole discretion. We will not be liable to you or any third party by reason of us withdrawing any merchandise from the Site whether or not that merchandise has been sold; removing, screening or editing any materials or content on the site; refusing to process a transaction or unwinding or suspending any transaction after processing has begun.

PAYMENT

Payment can be made by Visa, MasterCard, Union Pay, AliPay and any other methods which may be clearly advertised on the Site from time to time. Payment will be debited and cleared from your account upon dispatch of your order by **EE**. You have to confirm the credit/debit card, paydollar account that is being used is yours or you have been specifically authorized by the owner of the credit/debit card or the paydollar account to use it. All credit/debit card and paydollar account holders are subject to validation checks and authorization by the card issuer or the bank. If the issuer or the bank of your payment card refuses to authorize payment to **EE**, we will not be liable for any delay or non-delivery.

Furthermore, we take reasonable care to keep the details of your order and payment secure, but in the absence of negligence on our part, we cannot be held liable for any loss you may suffer if a third party procures unauthorized access to any data you provide when accessing or ordering from the Site.

CONTENT

In addition to the Intellectual property rights mentioned above, "Content" is defined as any graphics, photographs, including all image rights, sounds, music, video, audio or text on this Site. **EE** tries to ensure that the information on this Site is accurate and complete. **EE** does not promise that the functional aspects of the Site or **EE**'s Content will be error free or that this Site, **EE**'s Content or the server that makes it available are free of viruses or other harmful components. We always recommend that all users of the Internet ensure they have up to date virus checking software installed.

By posting you agree to be solely responsible for the content of all information you contribute, you also grant **EE** a right to use any content you provide for its own purposes including republication in any form or media. This Site is available to the public; information you consider confidential should not be posted on this Site.

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YOUR ACTIVITY

You agree that you will be personally responsible for your use of this Site and for all of your communication and activity on and pursuant to this Site. If we determine that you are or have been engaged in prohibited activities, were not respectful of other users, being inactive for 12 calendar months, or otherwise violated the T&C; we may deny your access to this Site on a temporary or permanent basis.

THIRD PARTY SITES

We may include hyperlinks on this Site to other websites or resources operated by parties other than **EE**, including advertisers. **EE** has not reviewed all of the websites linked to its Site and is not responsible for the content or accuracy of any off-site pages nor are we responsible for the availability of such external websites or resources, and do not endorse and are not responsible or liable, directly or indirectly, for the privacy practices or the content of such websites, including (without limitation) any advertising, products or other materials or services on or available from such websites or resources, nor for any damage, loss or offence caused or alleged to be caused by, or in connection with, the use of or reliance on any such content, goods or services available on such external websites or resources.

LIMITS ON OUR LIABILITY

We accept liability for fraud and personal injury arising from the negligence or that of our employees and agents. We do not seek to exclude our liability for fraudulent misrepresentation by us or our employees or agents.

If **EE** breaches the T&C we shall only be liable for losses which are direct losses and a reasonably foreseeable consequence of such a breach. Losses are foreseeable where, for example, they could be contemplated by you and **EE** at the time of you placing your order, and **EE** dispatching your order. We shall only be liable for losses up to 100% of the total value of goods purchased.

We are not responsible for losses not caused by our breach or negligence, indirect losses which are a side effect of the main loss or damage and which are not reasonably foreseeable by you and us.

We are also not responsible for failure to meet any of our obligations under the T&C where such failure is due to events beyond our reasonable control.

COMPENSATION

At our request, you agree to compensate us fully, defend us, and hold us **EE** harmless immediately on demand, its officers, directors, agents, affiliates, licensors, and suppliers, and against all liabilities, claims, expenses, damages and losses, including your legal fees, arising from any breach of the T&C by you, including the use by any other persons accessing this Site using your Internet account caused by your action or inaction.

OUR RELATIONSHIP

You acknowledge and agree that no joint venture, partnership, employment, or agency relationship exists between you and **EE** as a result of the T&C or your use of this Site. You agree that you may not and will not hold yourself out as a representative, agent, or employee of **EE**, and we shall not be liable for any representation, act, or omission on your part.

NO WAIVER

If you breach the T&C and we take no action against you, we will still be entitled to use our rights and remedies in any other situation where you breach the T&C.

GOVERNING LAW

The T&C together with all our policies and procedures will be governed by and construed in accordance with the laws of Hong Kong which will have exclusive jurisdiction.

IN CASE OF A DISPUTE

EE reserves the right of final arbitration.
