

TERMS OF SERVICE (GENERAL TRANSACTION CONDITIONS)

1 CONDITIONS ON PROVISION OF GOODS AND SERVICES

1.1 APPLICATION AND ACCEPTANCE OF THE TERMS

1.1.1

By using Kamereo's services, software, and products, you agree to be bound by the Terms of Service outlined in this document, as well as the Privacy Policy and any other rules and policies that Kamereo may publish periodically. If you do not agree to all the Terms, please refrain from using the Services or accessing the Sites.

1.1.2

You acknowledge and agree that Kamereo may modify the Terms at any time by posting the updated Terms on the Sites. By continuing to use the Services or access the Sites, you accept that the amended Terms will apply to you.

1.1.4

If Kamereo provides a translation of the English version of the Terms, it is for reference only.

1.1.5

The Terms can only be modified in writing by an authorized officer of Kamereo.

1.1.6

To access and use certain services on the site Kamereo, you must register as a Buyer. Kamereo reserves the right to restrict access to or use of specific services or features without prior notice. These restrictions may apply to Buyers or be subject to other conditions at Kamereo's discretion.

1.1.7

Kamereo may launch, modify, upgrade, impose conditions on, suspend, or discontinue any Services (or any features within the Services) without prior notice.

1.2 APPLICATION AND ACCEPTANCE OF THE TERMS

1.2.1

As a condition of accessing and using the Sites or Services, you agree to comply with all applicable laws and regulations.

1.2.2

You agree to use the Sites or Services solely for your own business and internal purposes. You also agree that:

(a) You will not copy, reproduce, download, re-publish, sell, distribute, or resell any Services or any information, text, images, graphics, video clips, sound, directories, files, databases, or listings available on or through the Sites (the "Site Content").

(b) You will not copy, reproduce, download, compile, or otherwise use any Site Content for the purpose of operating a business that competes with Kamereo or for any other commercial exploitation of the Site Content.

Systematic retrieval of Site Content from the Sites to create or compile, directly or indirectly, a collection, compilation, database, or directory without written permission from Kamereo is prohibited. Use of any content or materials on the Sites for any purpose not expressly permitted in the Terms is also prohibited.

1.2.3

You agree not to take any action that would undermine the integrity of Kamereo's computer systems or networks, or those of any other Buyers. Additionally, you agree not to attempt to gain unauthorized access to these computer systems or networks.

1.3 ACCOUNT ON Kamereo APP

1.3.1

One Buyer may only register one account on the Sites. Kamereo may cancel or terminate a Buyer's account if Kamereo has reasons to suspect that the Buyer has concurrently registered or controlled two or more buyer accounts.

1.3.2

A set of Company Name and password is unique to a single account. Each Buyer shall be solely responsible for maintaining the confidentiality and security of your Company Name and password and for all activities that occur under your account. No Buyer may share, assign, or permit the use of your Buyer account, ID or password by another person outside of the Buyer's own business entity. Buyer agrees to notify Kamereo immediately if you become aware of any unauthorized use of your password or your account or any other breach of security of your account.

1.3.3

Buyer agrees that all activities that occur under your account (including without limitation, posting any company or product information, clicking to accept any Additional Agreements or rules, subscribing to or making any payment for any services, sending emails using the email account or sending SMS) will be deemed to have been authorized by the Buyer.

1.3.4

Buyer acknowledges that sharing of your account with other company, or allowing multiple users outside of your business entity to use your account (collectively, "multiple use"), may cause irreparable harm to Kamereo or other Buyer and Sellers of the Sites. Buyer shall indemnify Kamereo against any loss or damages (including but not limited to loss of profits) suffered as a result of the multiple use of your account. Buyer also agrees that in case of the multiple use of your account or Buyer's failure to maintain the security of your account, Kamereo shall not be liable for any loss or damages arising from such a breach and shall have the right to suspend or terminate Buyer's account without liability to Buyer.

2 INSPECTION POLICY & RETURN POLICY

2.1 Inspection of Goods

Upon receiving the Goods, the Buyer must promptly inspect them to ensure they conform to the agreed specifications, as far as reasonably possible.

2.2 Return Policy

If there are any defects, shortages, or non-conformities in the Goods, the Buyer has the right to refuse to sign the Delivery Note and must notify the Seller in writing on the delivery date, providing satisfactory evidence of the issue. Upon acceptance of the Buyer's claims, the Seller will either replace the defective Goods with new ones, deliver additional Goods, or make necessary repairs at no extra cost within a reasonable timeframe.

3 SERVICE PROVISION PROCEDURES

3.1 Placing Orders

When the Buyer wishes to purchase Goods, they must log in to their account on the Seller's app (Kamereo) or mobile app, or use other agreed communication methods such as phone, SMS, email, or the Zalo application (collectively referred to as "Sales Channels"). The Buyer will select the type and quantity of Goods, create an Individual Purchase Order (PO), and submit it to the Seller following the instructions for each specific Sales Channel. The Individual PO must include details such as the type of Goods, quantity, unit price, total price, delivery location, delivery charge, delivery address, and delivery date. An Individual PO is considered valid only after it has been confirmed by the Seller or the Seller's Sales Department. For Individual POs made through Sales Channels other than the app or app, the Seller will create the Individual PO on the app or app on behalf of the Buyer."

3.2 Service Fee

The Seller offers free delivery for Individual Purchase Orders (PO) that meet the minimum order value requirement, as specified in the Seller's policy for each area or district ("Minimum Value"). If an Individual PO is below the Minimum Value, a delivery fee will be charged according to the Seller's delivery policy. Any changes to the delivery fee or policy will be communicated to the Buyer 15 days before they take effect.

4 PARTIES OBLIGATIONS IN EACH TRANSACTIONS

4.1 Seller's obligations

Kamereo offers electronic web-based platforms through its Site, facilitating information exchange between Kamereo & its buyers.

4.2 Buyer's obligations

4.2.1

Each Buyer represents, warrants and agrees that (a) you have full power and authority to accept the Terms, to grant the license and authorization and to perform the obligations hereunder; (b) you use the Sites and Services for business purposes only; and (c) the address you provide when registering is the principal place of business of your business entity.

4.2.2

Buyer will be required to provide information or material about your entity, business or products/services as part of the registration process on the Sites or your use of any Service or the Buyer account. Each Buyer represents, warrants and agrees that (a) such information and material whether submitted during the registration process or thereafter throughout the

continuation of the use of the Sites or Service is true, accurate, current and complete, and (b) you will maintain and promptly amend all information and material to keep it true, accurate, current and complete.

4.2.3

Upon becoming a Buyer, you consent to the inclusion of the contact information about you in our Buyer Database and authorize Kamereo and our affiliates to share the contact information with other Buyers or otherwise use your personal information in accordance with the Privacy Policy.

4.2.4

Each Buyer further represents, warrants and agrees that you shall carry on your activities on the Sites in compliance with any applicable laws and regulations.

4.2.5

Buyer may not use the Services and Buyer account to engage in activities which are identical or similar to Kamereo's e-commerce marketplace business.

4.2.6

Buyer agrees to provide all necessary information, materials and approval, and render all reasonable assistance and cooperation necessary for Kamereo's provision of the Services, evaluating whether Buyer has breached the Terms and/or handling any complaint against the Buyer. If Buyer's failure to do so results in delay in, or suspension or termination of, the provision of any Service, Kamereo shall not be obliged to extend the relevant service period nor shall be liable for any loss or damages arising from such delay, suspension or termination. Kamereo has the right to suspend or terminate any Buyer's account if the Buyer fails to provide the required information and materials.

4.2.7

Buyer acknowledges and agrees that Kamereo shall not be required to actively monitor nor exercise any editorial control whatsoever over the content of any message or material or information created, obtained or accessible through the Services or Sites. Kamereo does not endorse, verify or otherwise certify the contents of any comments or other material or information made by any Buyer.

4.2.8

Buyer acknowledges and agrees that the Services may only be used by businesses and their representatives for business use and not for individual consumers or for personal use.

4.2.9

Any material downloaded or otherwise obtained through the Sites is done at each Buyer's sole discretion and risk.

5 SHIPPING AND DELIVERY METHODS

5.1 Delivery will take place at place and time selected by Buyer within Seller's definition.

5.2 Delivery service is restricted to the Ho Chi Minh City area, unless agreed upon by Kamereo

5.3 Transfer of Risk

The products remain at Supplier's risk until the products are delivered to Buyer. The risk of loss or damage to the products will pass to Buyer upon delivery.

5.4 Delay or Failure in Delivery

Seller is fully responsible on delivery. If there is delay or failure in delivery, Kamereo supports seller and buyer to solve the problem.

6 INFORMATION ON PAYMENT METHOD

No payment method is available to the Buyer via the Sites. The Buyer shall conduct payment upon receipt of the Delivery by COD or bank transfer to the bank account of Kamereo.