

KINGKOIL MATTRESS SHIPPING AND DELIVERY POLICY

I. Apply

- Applicable to Online purchases and Everon showroom system nationwide.
(Everon Aeon Mall Long Bien and Aeon Mall Ha Dong apply according to the shipping policy of Aeon mall.*

II. Delivery policy

- Free shipping to urban areas of Hanoi City, Vinh Yen City (Vinh Phuc), Da Nang City, Ho Chi Minh City.
- For suburban areas:
 - + Free shipping within a radius of 20km from the customer's showroom location.
 - + From the next km, the fee applies 12,000 VND/km.
- For provincial areas: The agreed shipping fee depends on the distance and shipping costs of the shipping unit (sales staff will notify customers when purchasing).

III. Delivery time

- Delivery from Monday to Sunday of the week, excluding holidays and Tet (Depending on product availability).
- Maximum delivery within 24 hours from purchase if goods are available for inner city areas of Hanoi City, Vinh Yen City (Vinh Phuc), Da Nang City, Ho Chi Minh City.
- For special size orders, the sales staff will inform the customer of the delivery time.

IV. Delivery method

Goods are delivered by King Koil in accordance with the company's packaging specifications.

Please check the goods carefully before receiving.

V. Note

- For mattress products that need to be transported to a high floor without an elevator, please assist the shipping staff in delivery.
- You need to check the goods immediately upon receipt. If the goods do not match the order, the customer must immediately notify the sales staff for the most reasonable solution. If there is no notification, the goods will be considered delivered in sufficient quantity and quality.
- Activate the mattress warranty after successfully receiving the goods.