CHỜ LUẬT SƯ DUYỆT Version **PAY-v1.0** · Effective: not yet published

> Draft translation, not yet approved. The Vietnamese version applies until this one is approved.

Payment, renewal and refund policy

The Host pays only after seeing and approving the Preview, so in principle there are no refunds after deployment; this policy lists 4 exceptions.

Version: `PAY-v1.0`

1. Payment methods

Customer	Method	Currency	Paid into
Resident in Vietnam	Bank transfer via VietQR / payOS	VND	Bank account **in the personal name of the owner of Stayloom: DOAN THI MY LINH, account number 8371668888, Military Commercial Joint Stock Bank (MB Bank), Dien Bien Phu branch, SWIFT MSCBVNVX**
Abroad	PayPal	USD	Personal PayPal account of the owner of Stayloom: Gphong1952005@gmail.com

1. Stayloom only receives money into the accounts listed above. If the Host is asked to pay into any other account, they should tell Stayloom immediately.
2. Payment gateway and PayPal fees are borne by Stayloom, except the Host's own bank fees and currency conversion fees charged by the Host's bank.
3. The transfer message must contain the correct order code. An order is confirmed only when the money has arrived in the receiving account above.

2. Invoices

Stayloom issues an electronic invoice for each payment and sends it by email within 3 working days. Hosts who need a company invoice enter the company name, tax code and address before paying; an issued invoice can only be adjusted as the invoicing rules allow.

3. Renewal

1. The **renewal fee** for each Service Term from the second year is **99 USD** for the Starter plan, including a .com domain, hosting and 4 edit rounds. If the domain's cost price is above [to be decided] per year, the difference is added. Stayloom states the exact amount at least 60 days before expiry.
2. The Host's commission share is automatically deducted from the renewal fee first (Part D). The Host pays only the remainder.
3. The Host pays at least 7 days before expiry so that Stayloom can renew with the registrar in time.
4. **Late payment:**
    - More than 15 days late: the Website may be suspended (showing a notice page); the domain is kept while it is still in the registrar's grace period.
    - If the domain has entered the redemption period, the registrar's redemption fee is paid by the Host.
    - More than 45 days late without payment: Stayloom may let the domain expire and terminate the contract; the Host Content is kept for another 30 days for export.

4. Refunds

Principle: no refunds after the Website has been deployed, because the Host has approved the Preview and the domain has been bought.

Cases eligible for a refund:

Case	Refund
Paid, but Stayloom fails to deploy within 7 working days through its own fault	100%
Stayloom declines to enter into the contract under Article 3.4 of Part B	100%
Within 7 days after deployment, the Website differs materially from the approved Preview and Stayloom cannot fix it within 5 working days	100% minus the cost of the domain bought; the domain remains the Host's
Stayloom commits a serious breach it does not remedy, or stops offering the Service	The fee for the remaining months of the Service Term

No refund is given if the Host changes their mind, stops trading, or the Website does not bring the bookings they hoped for.

Procedure: the Host sends a request to stayloom.net@gmail.com. Stayloom replies within 3 working days and refunds within 7 working days of accepting, using the method the Host paid with.

5. Consumer right of withdrawal (EU, UK and similar)

This applies only when the Host is a consumer (buying not for business purposes) where the law gives a 14-day right to withdraw from distance contracts.

1. When paying, the Host **expressly asks** Stayloom to start immediately and **acknowledges** that they lose the right of withdrawal once the Service has been fully performed. A separate box for this is shown at checkout.
2. If the Host withdraws before the Service is complete, they pay for the work already done and the cost of the domain bought.

6. Payment disputes

Before opening a claim with PayPal or a bank, the Host contacts Stayloom to resolve the issue. An unfounded chargeback may lead to the Website being suspended until it is resolved.

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