



INTERFOOD SHAREHOLDING COMPANY

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NOTICE

PROCEDURE FOR RECEIVING AND RESOLVING FEEDBACK, REQUESTS, AND COMPLAINTS FROM CONSUMERS

To: Our Valued Customers

Pursuant to the Law on Consumer Rights Protection No. 19/2023/QH15 (“Consumer Rights Protection Law”) and related guidelines,

Interfood Shareholding Company (referred to as “**Interfood**”) hereby announces the procedure for receiving and resolving feedback, requests, and complaints from consumers as follows:

A. Subjects and Scope of Application:

1. Subjects of Application:

Consumers who have purchased and used Interfood products for personal, family, agency, or organizational use, not for commercial purposes.

2. Scope of Application:

- Receiving and resolving feedback, requests, and complaints from consumers regarding Interfood products that have been purchased and used.
- Receiving and resolving complaints regarding the unauthorized collection, misuse, or improper use of consumer information beyond the notified scope.

B. Steps for Receiving and Resolving Feedback, Requests, and Complaints:

1. Step 1: Receiving Feedback, Requests, and Complaints

- Consumers may send their feedback, requests, or complaints to Interfood through the following contact methods:
 - Customer service hotline: **028 3815 5855**
 - Email: contact@wonderfarmonline.com
- The content of the feedback, requests, or complaints and the information consumers need to provide include:
 - Consumer’s personal information: full name, contact phone number;
 - Information about the product or goods in question;
 - Details about the purchase and usage of the product; receipts or purchase documents, and other transaction-related information;

- Specific details of the feedback, request, or complaint;
 - Supporting documents or photos, if any.
- Within 3 working days (excluding Saturdays, Sundays, and public and tet holidays) from the date of receipt, Interfood's complaint resolution department will notify the consumer of the receipt. If the feedback, request, or complaint is not accepted, Interfood will explain the reasons to the consumer.

2. Step 2: Verification of the Feedback, Request, or Complaint

- Upon receiving feedback, request, or complaint, the complaint resolution department will contact the consumer to verify details and request additional information or evidence. Interfood may arrange a direct meeting with the consumer for verification purposes.
- Consumers should provide the requested information, documents, or evidence within 7 working days from receipt of Interfood's request.
- If a consumer authorizes another person or organization to act on his/her behalf, a legal authorization document is required: individual authorizations must be notarized, signature-notarized, and organizational authorizations must have the organization's stamp.

3. Step 3: Collecting Information, Documents, and Evidence Related to the Feedback, Request, or Complaint

- The complaint resolution department will contact, request, and collaborate with supplier(s), organizations, departments, or individuals to collect relevant information and evidence relevant to the received feedback, request, or complaint.
- The collection process must be completed within 15 working days (excluding Saturdays, Sundays, and public and Tet holidays) from the date the consumer fully provides the requested information, documents and evidence to Interfood as per the request of Interfood's complaint resolution department as mentioned in Step 2 above.

4. Step 4: Notification of the Resolution Result

- Interfood will notify the consumer of the resolution result within 45 working days (excluding Saturdays, Sundays, and public and tet holidays) from the date of receipt of feedback, request, or complaint.

C. Special Provisions for Vulnerable Consumers as per the Consumer Rights Protection Law:

1. For feedback, requests, or complaints from vulnerable consumers as per the Consumer Rights Protection Law, documents proving their status according to the relevant laws must be provided by the consumer, including:
 - a. Elderly people, as defined by the law on the elderly;
 - b. Persons with disabilities, as defined by the law on persons with disabilities;

- c. Children, as defined by the law on children;
 - d. Ethnic minorities; people living in areas of ethnic minorities, mountainous regions, islands, economically disadvantaged areas, or areas with special socio-economic difficulties, as defined by law;
 - e. Women who are pregnant or raising a child under 36 months of age;
 - f. People with serious illnesses, as defined by law;
 - g. Members of households classified as poor, as defined by law.
2. When consumers provide sufficient documents and evidence proving that they are vulnerable consumers as defined by law, Interfood, within the scope of its responsibilities and authority, will prioritize receiving and resolving the consumer's request over the standard resolution procedure that is being applied at the time the complaint from the vulnerable consumer is received.

Sincerely,

INTERFOOD SHAREHOLDING COMPANY

(Signed and sealed)

SHINYA OMORI
Sales cum Marketing General Manager