

Order Cancellation Policy ***For order of samples only**

Order Cancellation Conditions

Cancellation can be made before the product is delivered only.

The company shall refund for the product deducted by a processing fee at the bank account with the buyer's name on only.

Order Cancellation Request

If you would like to cancel an order, please contact our staff at +6681-985-0111.

Return Policy

To ensure your satisfaction, make sure that every item you receive is in good condition. If there are errors caused by the company, you can have it returned or changed by following these steps:

1. Contact the company within 7 days of receiving your order.
2. Send the item back to the company through a trackable channel such as EMS. The company shall be responsible for the postage (which will be paid back with the item's refund).
3. The item sent back needs to be in the same condition when you have received it including all the attached manuals and equipment.
4. Once the company has received and checked the returned item as informed, the company will refund or replace the item as agreed with the client.

For product returns and replacements, please call +66 81-985-0111.

Refund or Replacement Terms

The company will replace an item with the same model only. In case the same model runs out, the company will refund or replace it with a comparable item.

The company will transfer the money for the item and postage fee to the bank account with the buyer's name on only.

Security Policy

www.derma-innovation.com sees the importance of security policy of our clients who use web transactions to trade with our company. The company, therefore, has created a security and safety practice as follows:

1. The company has determined the clear right of access for our employees to access the website.
2. The company regularly scans for viruses on computers and devices that keep data.
3. The company backs up all important data and software on a regular basis.
4. The company uses Firewall system for network security and safety.
5. The company regularly updates security and safety technology and always does identity identification.
6. Should you have any inquiries about the website security, you can contact our authorized staff at the company at digitalmkt@dermainnovation.com or call [+662-962-3223](tel:+662-962-3223).

Privacy Policy

www.derma-innovation.com would like to inform about privacy policy for the company's website as follows:

Communication with clients

www.derma-innovation.com will contact clients via email and telephone only. We will contact our clients via email first by specifying our intention in the subject line every time.

If you want to contact us on any matter— products or others, you can contact us at the “Contact Us” page or email us or call us at the phone number provided in every page of this website. Then, we will contact you back within 10 minutes.

Visiting the website www.derma-innovation.com

You can visit www.derma-innovation.com to look for products and services offered by the company without identifying yourselves to the website. If you want to get news from the company, you can register on the website as determined by the company. You can also unfollow the news notification by sending us an email at digitalmkt@derma-innovation.com.

The website periodically updates the software. Thus, the company may use software to collect behavioral data of website visitors for data searching. The company will use such data for improving our website to be able to access target groups efficiently. The collected data include 1) date and time of website visit, 2) webpage visiting, 3) time spent on a website visit , 4) type of data searching, 5) internet service provider, and 6) name of website you visit before and after visiting the company's website.

www.derma-innovation.com may see search behaviors of clients who subscribe to the website and use services, which is part of the security and safety policy of the website. The company may use “cookie” to verify website visitors. The “cookie” system is data sent from the website to visitors’ computers while they are visiting the company’s website and it was installed by the company’s website and will keep your following data:

- IP Address
- Type of browser used to access the website
- Visited webpage
- Access time
- Referring Website

Collecting and keeping personal data

Personal information of the website’s visitors will be legally used for the company’s operation only, which includes maximizing service potential, designing products and services, and improving promotions to meet clients’ needs. Your personal information will not be used for other intentions.

However, in case the company needs your information for other intentions than specified above, the company will directly ask you for the information.

If you agree to provide your personal information in the registration process, the information includes:

- Name - Surname

- Address
- Email, telephone number or Fax no.
- Line ID

and activities or any transactions. Once the data are provided to the website, the website will keep the data private and will take any action according to the law. All data of the company's clients will be collected and kept within a period of time the company and clients have business interactions. Besides, for emails sent to the company, the company will keep the content in the emails, email addresses, and email interactions for inquiries from clients; tracking a case and tracking interactions between clients and the company's staff on relevant inquiries.

Data Dissemination

www.derma-innovation.com will not disseminate or sell your personal data to a third party for any intention without authorization from the clients. In addition, the company will not disclose your data to other organizations, except 1. you request and authorize the company to operate or 2. the data can be used to successfully proceed your transactions or 3. such disclosure is authorized by the law or required by the law. For example,

www.dermainnovation.com is requested to disclose data of the company's clients as ordered by the court or precept, or by other legal organizations that are authorized by the law. In this case, www.dermainnovation.com will notify you first.

www.derma-innovation.com may make an agreement with a third party on development and maintenance of the company's e-commerce as well as resource and service allocation under the company's name. The third party who will help with the

operation is required to make an agreement on keeping the data of clients of www.dermainnovation.com private and bound to the applicable law. Whenever www.derma-innovation.com hires an organization to support the company's services, such organization shall abide by the standards of the company's privacy policy too.

Security Process for Data Protection

www.derma-innovation.com will strictly follow the security standards to prevent damages or unauthorized access to personal data. For data verification, the website has a process to ensure that your data is correct, current, and complete according to the business standards. Besides, the company has a data-correction process upon clients' request.

Data Verification

www.derma-innovation.com employs a programming technique to verify data.

Complaints Policy

Protection Regulations of Data and Complainants

To protect the right of complainants and informers with good intentions, www.dermainnovation.com will conceal their name, address, and other information that can identify them. These data will be restricted to those who are responsible for a complaint case only. The relevant staff who are responsible for the complaint case are required to keep the data including the complaint case, documents and evidence of the complainant or informer secret and they are not allowed to disclose any data to others except that it is determined by the law.

Complaint Handling Process

www.derma-innovation.com will consider the complaint immediately and notify any relevant organization to investigate the truth about the complaint in order to appropriately handle with the case.

www.derma-innovation.com will follow the case periodically. The relevant organizations will keep the complainant posted periodically on the progress without additional charge.

Complaint Channels

A complainant needs to send details about the case together with his/her name, address, and telephone number to www.derma-innovation.com at digitalmkt@dermainnovation.com.

Third-Party Mediation

If clients are not satisfied with the company's resolution, the clients can consult a third-part mediator for dispute resolution by contacting **the Office of the Consumer Protection Board (OCPB)**.