

Terms and Policies

1. Introduction

Welcome to NDMH Wholesale service (“we”, “our”, “us”). By accessing or making a purchase from our online store hosted through Square, you (“customer”, “you”) agree to the following Terms & Policies. Please read them carefully before placing an order.

2. Nature of Goods – Digital Products Only

Our store sells **digital goods only**.

- No physical items will be shipped.
- All products, credits, or services purchased will be delivered electronically.
- Delivery occurs once your order is processed and the required information is provided.

3. Required Customer Information – Bigo ID

To complete your order, you **must provide your correct Bigo ID** at checkout.

- This information is required to deliver your purchased digital goods to the correct account.
- Providing an incorrect or incomplete Bigo ID may result in delays or failed delivery.
- We are not responsible for losses resulting from incorrect Bigo IDs provided by the buyer.

4. Delivery of Digital Goods

All digital goods are delivered online.

- Delivery times may vary depending on system availability and verification times.
- You will receive confirmation via email once your order has been processed.
- If additional verification is required, we will contact you through the email associated with your order.

5. No Chargeback & Payment Policy

- All sales are final due to the nature of digital goods.
- You acknowledge that once digital goods are delivered to your Bigo ID, the transaction is considered complete.
- You consent not to file any chargebacks or payment disputes with your bank, card provider, or any financial institution.
- Any attempt to initiate a chargeback constitutes a breach of these Terms & Policies.

If a dispute arises, customers agree to contact us directly at **hoangnguyen.123ch@gmail.com** for resolution.

6. Refund Policy

Due to the immediate and irreversible nature of digital delivery, **we do not offer refunds** for completed orders.

Refund requests may only be considered if:

- The digital good was not delivered due to our error, AND
- The customer has provided accurate Bigo ID and order information.

7. Customer Responsibilities

By purchasing from our store, you agree:

- To provide accurate contact and account information (including Bigo ID).
- Not to engage in fraudulent activity or misuse of our digital services.
- To comply with all applicable laws in your region related to digital purchases.

8. Limitation of Liability

By purchasing from our store, you agree:

- To provide accurate contact and account information (including Bigo ID).
- Not to engage in fraudulent activity or misuse of our digital services.
- To comply with all applicable laws in your region related to digital purchases.

9. Changes to These Terms

We reserve the right to update or modify these Terms & Policies at any time. Continued use of our store constitutes acceptance of any changes.

10. Contact Information

For any inquiries or support regarding your purchase, please contact us at:

Email: hoangnguyen.123ch@gmail.com