

Payment Policy

1. Forms of payment:

- 1) Credit Cards (PayPal) PayPal_pro_payflow
- 2) Bank Transfer (for second final payment only)
- 3) Alipay
- 4) Wechat pay

Note:

- 1) We take security and fraud protection very seriously. Your information is stored safely and all credit and debit cardholders are subject to validation and authorization by both us and the card issuer.
- 2) If your payment cannot go through, please contact the issuing bank for help. If they cannot identify the problem, we suggest trying another method of payment.
- 3) To check on your order status at any time, login to your HEISHA account. If the order has reached Payment Success, your card has been debited. If you placed your order as a guest, contact sales@heishatech.com or chat to one of our team at <https://store.HEISHA.com/> to find out about your order.
- 4) If a PayPal dispute occurs before the order is shipped, the order will be delayed, since PayPal will temporarily hold the payment under such circumstances.
- 5) Different forms of payment cannot be combined.
- 6) To protect cardholders against fraud and ensure payment authenticity, HEISHA may request customer identification, credit card billing statements, or photocopies of credit cards used for purchases at the HEISHA Online Store during or after payment. HEISHA reserves the right to refuse shipment to customers who decline to offer these documents or whose information is suspicious in any way.

2. About bank charge payment

International transactions may incur additional bank charges when the merchant bank (the bank that processes the payment) is not in your country. Please note that additional bank charges may vary according to the policies of different card issuers. Please contact your card issuer for more information regarding bank charges. Bank charges will not be shown in your online order, and HEISHA does not take any responsibility for any bank charges incurred when making payments with international credit cards.

3. Order pending

The delay may result from time required to synchronize payment confirmation between our and the payment processor's system. Contact Customer Care using our online chat service at <http://www.heishatech.com/contact/>

4. Declined order

If your payment has been declined, you will need to place your order again. We're not able to reinstate an order once the payment has been declined.

To help ensure your order is not declined when placing a new order, we suggest checking the following:

- 1) Your order information (eg. phone number, email address) before submitting your order; if you are shipping to a business address, make sure to put your name on the order.
- 2) Card details to make sure the information is correct, e.g. the expiry date and your billing address.
- 3) Enter the correct security code - that's the three-digit number on the backside of your card.
- 4) Your card issuer may have declined your payment. As they don't tell us the reason for this, it's best to check with them.

If you have checked all of the above, try paying with another card or with another form of payment.

If you've tried all these and are still having problems, contact our Customer Care Team <https://www.HEISHA.com/support> with as many details as you can about the issue, including any error messages you receive and we'll try to resolve it as soon as we can.

5. Fraud Protection Policy

For your protection, orders are subject to HEISHA's verification procedure. You may be asked to verify that you are the card owner or that the order information is legitimate. This may include offering proof of identity (e.g., driver's license bearing the address information) or verifying your payment method. You may be asked to send the preceding information to info@HEISHAtech.com. Please provide a correct phone number and email address so HEISHA can contact you if your order requires verification.

HEISHA reserves the right to refuse an order when the address or credit card is not verifiable. If so, a refund will be issued via the same method you used to make your payment.

6. Default Personal Payment Profile

The first time you place an order on the HEISHA Online Store using a credit/debit card, you will be asked to enter your card information. To avoid re-entering this information each time you make a purchase, you can create a Personal Payment Profile by ticking the "Save information for Personal Payment Profile" box. Multiple profiles can be created and one can be saved as the Default Personal Payment Profile.

7. Security of your Personal Payment Profile

We understand the importance of security in online transactions. HEISHA takes all necessary security measures to protect your credit card and other confidential personal information. HEISHA does not share this information to any outside organizations.