

Buyer Protection Policy

For juristic persons/ordinary persons who accept the terms and conditions with Agrimomo only.

In case of refund

1. According to the condition of after-sales service, if you are not satisfied with your purchase, you can make a letter of intent within 7 days from the date of receipt of the product, which Agrimomo will coordinate with the seller within 15 days from the date of notification. You can report the problem and attach the information with proof of payment to cs.th@agrimomo.com (Thailand) or cs.vn@agrimomo.com (Vietnam).
2. In case that Agrimomo approves the refund, you must submit the documents to cs.th@agrimomo.com (Thailand) or cs.vn@agrimomo.com (Vietnam).

The buyer is a legal entity.	The buyer is an individual.
<ol style="list-style-type: none">1. Company Certificate2. Copy of bank account that matches proof of payment only	<ol style="list-style-type: none">1. Copy of ID card2. Copy of bank account that matches proof of payment only

3. Schedule of remittances to buyers for the year 2023-2024 according to the dates and times as follows:

Refund submission cycle	Refund transfer deadline
30/08/2023	25/09/2023
30/09/2023	25/10/2023
30/10/2023	25/11/2023
30/11/2023	25/12/2023
30/12/2023	25/01/2024
30/01/2024	25/02/2024
29/02/2024	25/03/2024
30/03/2024	25/04/2024
30/04/2024	25/05/2024
30/05/2024	25/06/2024
30/06/2024	25/07/2024
30/07/2024	25/08/2024
30/08/2024	25/09/2024

30/09/2024	25/10/2024
30/10/2024	25/11/2024
30/11/2024	25/12/2024
30/12/2024	25/01/2025

Note

1. In case of failure to submit documents on time, the payouts will be paid in the next round in all cases.
2. In case the 25th is a holiday, the transfer will be postponed to the next business day.
3. In case of incomplete documents, Agrimomo reserves the right to pay in all cases.
4. For more information, please contact cs.th@agrimomo.com (Thailand) or cs.vn@agrimomo.com (Vietnam) only, and Agrimomo does not have a policy to respond to inquiries by telephone.
5. This document is intended to provide a brief summary of key content for understanding the guidelines. Agrimomo reserves the right to change the terms and conditions, whether in part or in whole, without prior notice. We therefore asks that you study the full terms and conditions and if there is any texts that may conflict with the interpretation, the full version shall prevail.