



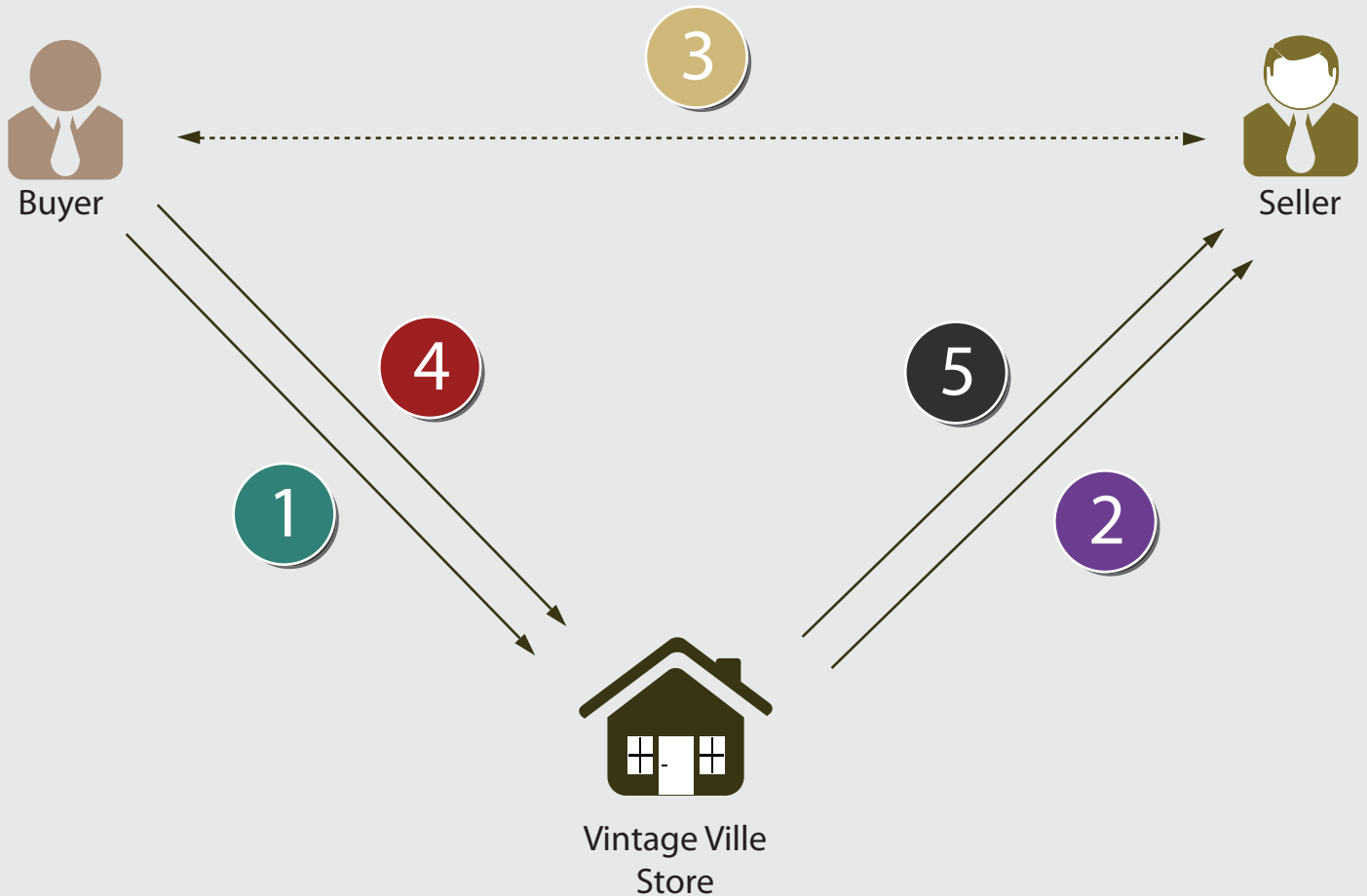
User Quick Guide

English | 中文版

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This flow chart will help you understand how our store works



STEP 1 A payment is made to our store when Buyer purchases, we will hold the payment till Buyer receives product(s) from Seller.

STEP 2 Our store will forward Buyer's contacts to Seller, and vice versa.

STEP 3 Seller and Buyer contact each other to deliver products.

STEP 4 Buyer login account to confirm the product has been received, and allow our store to pay Seller.

STEP 5 We release payment to Seller.

In case of rejected products back to Seller and request for refunds, Buyer will need to liaise with Seller directly. For more details, please refer to Terms and Conditions.

The following guide is for **BUYER**



1 Click "Buyer" link on the top of homepage to Login or Register, and place an order.

2 You'll receive an email notification upon placing an order. Thereafter, Seller will contact you to arrange for delivery. We will not be responsible for the delivery of purchased products or returned products.

If you have not received email notification after placing order successfully. Please check your Spam/Junk folder in mailbox to ensure that the email did not go to your Spam folder. To be safe, add web@vinvil.com to your trusted sender list.

3 Please login your account to update status within 6 days from the date of placing order.

Note: If we do not see any updated status after 6 days, we'll transfer your payment to Seller.

1. When you have received the product, please login to confirm receipt and agree to pay Seller within 24 hours, OR
2. If the product you received is far from advertised description or promised conditions stated by Seller, you have the privilege to select "Don't pay Seller" option and ask for return. For return of product, kindly contact the Seller to reach an agreement. For more details, please read our Terms & Conditions.

How to update your Status? (this will protect your interests)

MY ORDERS

1

Click this link

- View your order history
- Downloads
- Your Reward Points
- Your Transactions

ORDER HISTORY

2

Order ID: #70

Status: Pending

Date Added: 03/06/2013

Customer: Buyer02 SecBy

Products: 5

Total: S\$474

Click this button to view order

You can see the status updated by Seller as follows:

- Haven't heard from Seller: Seller has not login to check received orders, hence has not updated.
- Sent: Seller has sent out the product. Please keep a lookout for the delivery.
- Not Yet: Seller has not sent out the product. You may check with Seller again.

Price	Total	Delivery Status	Buyer's Confirmation	Option To Pay
S\$30	S\$150	Haven't heard from Seller	<input type="button" value="Recieved"/> <input type="button" value="Not Yet"/>	<input type="radio"/> Pay Seller <input type="radio"/> Don't Pay Seller

Please update your status here Click Pay Seller or Don't Pay - to ask for return



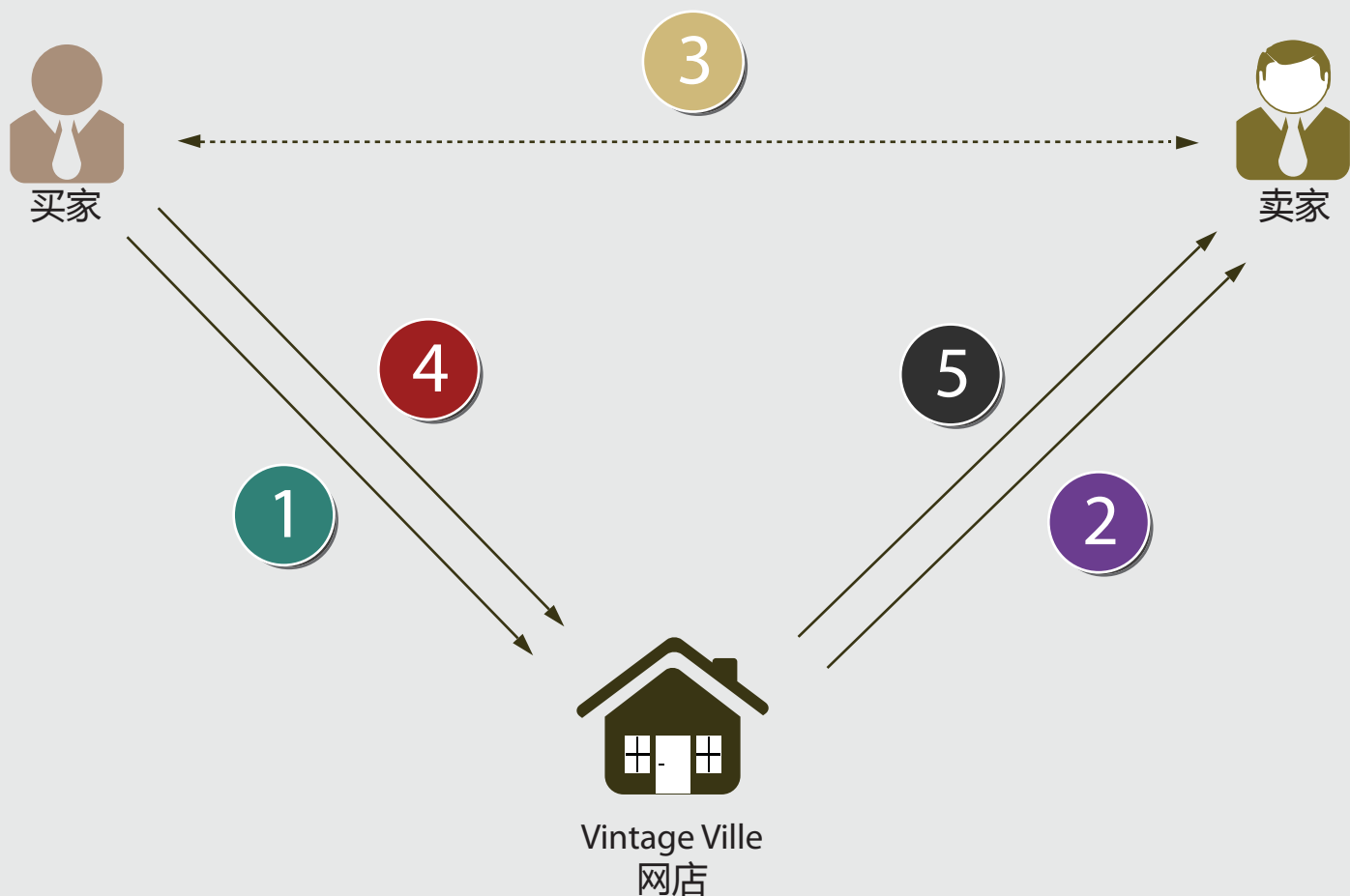
4

If you wish to return product to Seller,

1. please contact Seller to arrange for return. (Shipping fee will be paid by you, if any)
2. kindly ensure Seller received returned product.
3. Thereafter, send us a confirmation email.

5

We will confirm with Seller to ensure he/she has received returned product.
Thereafter, you will receive refund from our store.



第一步 当买家在我们网店购买、付款之后，我们会暂时保管这个款项，直到买家从卖家那里收到货之后才会把款项划给卖家。

第二步 付完款之后，我们网店会把买家联系方式发给卖家，卖家联系方式发给买家。

第三步 卖家与买家联系，相互协调商品交付相关事宜。

第四步 买家登录网站，确认商品已收到，并同意我们网店支付给卖家。

第五步 我们把款项划给卖家。

如果买家想退还商品，要求退款。买家需要直接联系卖家，安排退货事宜。具体细节，请参阅我们网站的《条款及条件》。



1

点击主页顶部的“买家”链接进行登录或注册新帐号，然后下订单。

2

当完成下单后，您会收到一封订单通知电邮。之后，卖家与您联系安排商品交付相关事宜。我们不负责所购商品或退还商品的货运交付。

在成功下单后，如果您还没收到订单通知电邮。请到邮箱的“垃圾邮件”目录中查收，以确保邮件没有进到“垃圾邮件”目录中。为了安全起见，请把web@vinvil.com加入到受信任发件人列表中。

3

请在下单后的六天之内登录网站更新状态。

注意：如果六天后我们仍没有看到您更新任何状态，会直接将款项转给卖家。

1. 当您的收到商品后，请在24小时之内登录网站确认已收到商品，并同意支付给卖家。或
 2. 如果商品收到后发现与卖家在网站上所描述的有很大差别，你的有权利选择“不支付卖家”并要求退款。商品的退还，请与卖家联系达成协议。
- 具体细节，请参阅我们网站的《条款及条件》。

如何更新您的状态？ (这会保障您的权益)

我的订单

1

点此链接

- 查看我的历史订单
- 下载商品
- 我的积分
- 我的资金余额

历史订单

2

订单号： #70

状态： Pending

订单日期： 2013-06-03

买家： Buyer02 SecBy

商品： 5

合计： S\$474

点此按钮查看订单

您能看到以下三种来自卖家的更新状态：

- 暂无收到卖家任何消息：卖家还没有登录查看自己已收到的订单，因此还没有更新。
- 已发：卖家已发货，请注意查收。
- 还没：卖家还没有发货，您可能需要与卖家再核实一下何时发货。

价格	合计	交货状态	买家确认	选择支付
S\$2	S\$2	暂无收到卖家任何消息	<input type="button" value="收到"/> <input type="button" value="还没"/>	<input type="radio"/> 支付给卖家 <input type="radio"/> 不支付卖家

请在此更新您的状态

点击“支付给卖家”或“不支付卖家”要求退货



4

如果您想把商品退还给卖家，

- 1.请联系卖家安排退货事宜。（如有运费产生，则由您来支付）
- 2.请确保卖家收到退还的商品。
- 3.之后，发送一封电邮给我们以作确认。

5

我们会与卖家联系，以确认他/她已收到退还的商品。
之后，您会收到我们的退款。