




SERVICE PRICE LIST


(Effective from January 1, 2024)

SHIPPING RATE FROM HANOI & HO CHI MINH CITY (*)

(VAT included)

	INTRA-PROVINCE Hanoi, HCMC	INTRA-REGION Hanoi -> North HCMC -> South	SPECIAL ROUTES Hanoi -> Da Nang -> HCMC		INTER-REGION Hanoi -> Central – South HCMC -> North – Central	
			Standard	Express	Standard (**)	Express
Inner city & suburbs (*)	22,000 3kg	30,000 0.5kg	30,000 0.5kg	40,000 0.5kg	30-32,000 0.5kg	45,000 0.5kg
Districts & communes	30,000 3kg	35,000 0.5kg	40,000 0.5kg	50,000 0.5kg	37-40,000 0.5kg	55,000 0.5kg
Additional per 0.5kg	+2.500	+2.500	+5.000	+10.000	+5.000	+10.000
Advantages	Delivered within 12h	Delivered within 24h	+5.000	Delivered within 24h	3-5 days	Delivered within 48h
	<ul style="list-style-type: none"> Nationwide coverage across all 63 provinces and over 10,000 districts and communes Quick and easy order creation and management via mobile (GHTK App) Flexible delivery options: Modify COD amount, change delivery address, update recipient's phone number/information, etc. Fast COD reconciliation: 3 times per week 					

 For business partners with a shipping volume exceeding 100 orders/month, please contact us at b2c@ghtk.vn to receive a tailored pricing consultation and access GHTK's premium customer care services.

 For e-commerce platforms, integration gateways, or other e-commerce technology providers, please reach out to b2b@ghtk.vn for partnership inquiries and collaboration opportunities with GHTK.




(*) Applicable to intra-district orders – shipments sent and delivered within the same district. Delivery time: Add 0.5 day for suburban areas, +1 day for rural districts/communes.


(**) Standard shipments from Hanoi to Central Viet Nam & Southern provinces located prior to HCMC (including Ninh Thuan, Binh Thuan, Lam Dong, Binh Phuoc, Tay Ninh, Binh Duong, Dong Nai, Ba Ria - Vung Tau): Price is 30,000/37,000 VND per 0.5kg. For other Southern provinces: Price 32,000/40,000 VND per 0.5kg.

SHIPPING RATE FROM ALL 63 PROVINCES NATIONWIDE (*)

(Excluding Hanoi & HCMC) (VAT included)

	INTRA-PROVINCE	INTRA-REGION North -> North Central -> Central South -> South	INTER-REGION North -> Central - South Central -> North - South South -> North - Central	
			Standard (**)	Express
Inner city & suburbs (*)	16,500 3kg	30,000 0.5kg	30 – 32,000 0.5kg	45,000 0.5kg
Districts & communes	30,000 3kg	35,000 0.5kg	37 – 40,000 0.5kg	55,000 0.5kg
Additional per 0.5kg	+2.500	+2.500	+5.000	+10.000
Advantages	Delivered within 12h	Delivered within 24h-48h	3-5 days	Delivered within 48h
	<ul style="list-style-type: none"> Nationwide coverage across all 63 provinces and over 10,000 districts and communes Quick and easy order creation and management via mobile (GHTK App) Flexible delivery options: Modify COD amount, change delivery address, update recipient's phone number/information, etc. Fast COD reconciliation : 3 times per week 			

 For business partners with a shipping volume exceeding 100 orders/month, please contact us at b2c@gh tk.vn to receive a tailored pricing consultation and access GHTK's premium customer care services.

 For e-commerce platforms, integration gateways, or other e-commerce technology providers, please reach out to b2b@gh tk.vn for partnership inquiries and collaboration opportunities with GHTK.



(*) Also applicable to intra-district deliveries – orders picked up and delivered within the same district. Add 0.5 day for suburban areas; +1 day for rural districts and communes.


(**) For shipments from the North and Central regions to provinces in Central and Southern Viet Nam (including HCMC, Ninh Thuan, Binh Thuan, Lam Dong, Binh Phuoc, Tay Ninh, Binh Duong, Dong Nai, Ba Ria - Vung Tau)): Price is 30,000/37,000 VND for the first 0.5kg. To the remaining Southern provinces: Price is 32,000/40,000 VND for the first 0.5kg.


For shipments from the South and Central regions to provinces in Central and Northern Viet Nam (including Ha Noi, Hoa Binh, Hung Yen, Hai Duong, Hai Phong, Ha Nam, Thai Binh, Nam Dinh, Ninh Binh): Price is 30,000/37,000 VND for the first 0.5kg. To the remaining Northern provinces: Price is 32,000/40,000 VND for the first 0.5kg.

SHIPPING RATE FOR BBS SERVICE(*)

(VAT included)

WEIGHT (**)	INTRA-PROVINCE (***)		INTER-REGION North -> Central - South Central -> North - South South -> North - Central		NEAR-REGION North -> Central Central -> South	INTER-REGION
20kg	90,000		125,000		180,000	220,000
30kg	130,000		165,000		260,000	320,000
40kg	170,000		205,000		340,000	420,000
50kg	210,000		245,000		420,000	520,000
Each additional 1kg	50-100kg	+2,500/kg	+3,500/kg	+7,000/kg	+8,000/kg	
	>100kg	+2,000/kg	+3,000/kg	+6,500/kg	+7,000/kg	
Advantages	<ul style="list-style-type: none"> • Free loading and unloading services at both pickup and delivery points • Free door-to-door pickup and delivery, including COD handling 					

 For business partners with a shipping volume exceeding 100 orders/month, please contact us at b2c@ghtk.vn to receive a tailored pricing consultation and access GHTK's premium customer care services.

 For e-commerce platforms, integration gateways, or other e-commerce technology providers, please reach out to b2b@ghtk.vn for partnership inquiries and collaboration opportunities with GHTK.

BBS return fee equals 100% of the outbound service fee.

(*) BBS is a nationwide delivery service for large and heavy shipments weighing ≥ 20 kg.

(**) Volumetric weight is calculated using the formula: $(\text{Length} \times \text{Width} \times \text{Height in cm}) / 4000$

(***) Applicable to intra-district shipments – orders picked up and delivered within the same district.

I. DELIVERY TIME REGULATIONS

Order creation time	Pickup time	Express delivery time (*) (calculated from pickup time)					
		Intra-province	Intra-region	Special Express	Special Standard	Inter-region Express	Inter-region Standard
Before 10:30	8:30 - 12:00	6 hrs	24 hrs	24 hrs	3-4 days	48 hrs	3-5 days
10:30-16:00	14:00 - 18:00	6 hrs	24 hrs	24 hrs	3-4 days	48 hrs	3-5 days
After 16:00	8:30 to 12:00 the next day	6 hrs	24 hrs	24 hrs	3-4 days	48 hrs	3-5 days

Order creation time	Pickup time	BBS delivery time (**) (calculated from pickup time)		
		Intra-province	Intra-region	Inter-region
Before 10:30	8:30 - 12:00	12 hrs	24 hrs	48-72 hrs
8:30 - 12:00	14:00 - 18:00	12 hrs	24 hrs	48-72 hrs
After 16:00	8:30 to 12:00 the next day	12 hrs	24 hrs	48-72 hrs

Note:

- Delivery to rural areas will take +1 day. Orders picked up from provinces other than Hanoi and Ho Chi Minh City will have a delivery time of +0.5 - 1 day.
- Prohibited air goods shipped via the Express service will be delivered by road (+3 - 4 days).
- In some cases, the delivery time may be shorter or longer than indicated in the table above. Customers understand and agree to these changes.

(*) Express is the standard nationwide delivery service for orders weighing less than 20kg.

(**) BBS is the nationwide delivery service for large, heavy orders weighing ≥ 20 kg.

II. VALUE-ADDED SERVICES

1. Cash on Delivery (COD) service

- COD service is free for all orders.
- Reconciliation schedule for sellers is arranged by GHTK as follows:
 - For shops with weekly settlements: Funds will be received on any day of the week.
 - For shops with bi-weekly settlements: Funds will be received on Tuesday and Thursday each week.
 - For shops with tri-weekly settlements: Funds will be received on Monday, Wednesday, and Friday each week.
 - For shops with bi-monthly settlements: Funds will be received on the 15th and the last day of the month.
 - For shops with monthly settlements: Funds will be received on the last day of the month.
- COD transfer fee: 5,500 VND per transaction.

2. Return of goods

- For intra-province orders: Return fee = 5,000 VND per order (VAT included).
- Return time: 3-5 business days.
- For inter-province orders: Return fee = 50% of the outbound shipping fee.
- Return time: 7-12 business days.
- Return shipping fee for BBS orders = 100% of shipping fee.

3. Partial product selection delivery

GHTK supports delivering multiple items (sizes, colors, etc.) for customer selection, charging the standard delivery fee for the first delivery. The remaining items will be returned to the shop with a fee of 5,000 VND per order for intra-province and 50% of the outbound shipping fee for inter-province.

4. Delivery status notifications

GHTK will update delivery status to the shop daily, weekly, or monthly (as registered) via SMS or email.

5. Declared value & insurance fees

Sellers are responsible for accurately declaring product information and the value of goods on GHTK's system. These declarations serve as the basis for determining compensation in the event of loss or damage.

All GHTK shipments are required to carry insurance. The insurance fee is 0.5% of the declared value of the goods on the order.

Insurance is free for shipments with a declared value under 1,000,000 VND, and under 3,000,000 VND for key accounts.

The insurance fee is charged at the time the order is successfully placed and is non-refundable under any circumstances. GHTK reserves the right to adjust the insurance fee in the event of any changes to the factors used to calculate insurance coverage.

6. Fees for other value-added services

Storage fee: Maximum storage period is 30 days. The service fee is as follows: For large-volume customers: 1,000 VND/day. For regular customers: First day: 1,000 VND/day; second day: 2,000 VND/day; from the third day onward: 3,000 VND/day.

Address change fee: 10,000 VND per address change.

Re-delivery fee: 10,000 VND per re-delivery request.

Forwarding fee: For intra-province orders: 70% of the shipping fee. For inter-province orders: 100% of the shipping fee.

Rural area surcharge for heavy shipments - BBS: For heavy shipments - BBS, a rural area surcharge applies as follows (excluding Hanoi and Ho Chi Minh City): 10% of the shipping fee for pickups in rural/district-level areas; 10% of the shipping fee for deliveries to rural/district-level areas.

Return address change fee: For intra-province orders: additional 10,000 VND per address change. For inter-province orders: additional shipping fee based on the price list.

Fragile item surcharge: 1,000 VND per shipment.

Agricultural product surcharge: 0 VND.

Packaging reinforcement fee: 10% of the total shipping service fee, with a minimum charge of 10,000 VND.

Original box handling fee: 1,000 VND for shipments marked as requiring original box handling. Item co-checking surcharge: 2,000 VND per shipment.

Personal shipment fee (for orders created via IGHTK app): 10% of the total shipping fee.

III. GENERAL REGULATIONS

1. Legal responsibility for shipments

- Customers must ensure that the goods (understood as all products, parcels, items, etc. registered by the customer for shipment through GHTK's services) are legal, permitted for shipment via delivery services and transportation companies, and have all necessary invoices and documentation as required by law.
- Invoices, documents, and usage instructions must be kept with the goods and items before being sealed in packaging.
- GHTK accepts parcels in their original packaging, and the sender must ensure that the items and accompanying documents comply with regulations.
- The sender is legally responsible for the products being shipped and for the information and documents provided. GHTK is not responsible for the content of the shipment.

2. Complaint and compensation process

Channels for receiving complaints and customer support:

- Directly at our branches
- Hotline: *1001 or 19006092
- Email: cskh@gh tk.vn; b2c@gh tk.vn; c2c@gh tk.vn
- Request/Chat feature on the App/Website
- Other customer support channels such as: Fanpage: GHTK; etc

Complaint and compensation process

Step 1: Receipt of the complaint or request

GHTK will accept customer complaints through all channels and guide customers to provide necessary information and documents to resolve the complaint (if applicable).

Step 2: Verification and processing of the customer's complaint

Within 8 business hours of receiving the complaint, GHTK will provide a preliminary response to the complaint.

Step 3: Response to the complaint

After the complaint has been resolved, we will notify the customer of the outcome of the resolution.. If compensation responsibility arises, GHTK will contact the customer to negotiate and compensate the customer for the loss (the compensation agreement will be recorded in written or electronic form via email, phone number, Gchats, etc.). Compensation will be transferred along with the settlement period or made independently to the customer.

Notification of the complaint resolution result

GHTK will notify customers of the outcome of their complaint resolution. If compensation is required, GHTK will contact the customer to negotiate and agree on the compensation terms. The agreement will be documented in writing or via electronic means (e.g., email, phone, Gchats, etc.). Compensation will be transferred either during the regular settlement cycle or as a separate payment to the customer.

- GHTK will compensate 100% of the declared value of goods lost in transit as registered in the system. In the case of partial damage, loss, or depreciation, compensation will be provided for the damaged portion, up to a maximum of 20,000,000 VND, provided the sender (Shop) submits valid documents to prove the origin and value of the goods (invoices, certificates, and documents that match the information declared in the GHTK system, etc.).
- In cases of damaged goods, depreciation, or partial tampering (which cannot be restored, replaced, or used), the sender must prove that the damage was entirely caused by GHTK. Based on the initial condition of the shipment handed over by the sender, GHTK will compensate for the value of the damaged or depreciated portion..
- If the sender is unable to provide proof of origin and/or value of the goods, GHTK will compensate up to a maximum of four times the shipping fee.
- The value of the goods for compensation, in the event of a dispute, will be based on the information declared on the GHTK order form, and the corresponding invoices and valid documents. Depending on the specific case, GHTK may accept the selling price published on the Shop's sales page as a basis for compensation.
- Customers acknowledge and agree that, in all cases, the compensation amount paid by GHTK includes the reimbursement of service fees and any insurance fees for goods that have been paid to GHTK (if applicable). The customer waives any rights (including the right to claim or file complaints with state authorities, etc.) or legal actions against GHTK in the following circumstances: (1) GHTK has completed the compensation process according to the regulations; (2) the loss or damage exceeds the GHTK's liability limits for compensation.

3. Exemption from compensation liability

GHTK will not be responsible for compensation in the following cases:

- The claimant does not have the documentation confirming the shipment.
- The goods were delivered/returned as agreed; GHTK will not compensate for parcels that the recipient/Shop has confirmed receipt of.
- The goods were damaged or lost due to the fault of the sender/recipient (e.g., improper packaging, incorrect order number attached, etc.).
- Damage caused by the inherent characteristics or defects of the goods, or natural changes occurring during the transport process, including but not limited to: change in shape or color due to environmental temperature changes; self-ignition, chemical changes, depletion, rust, cracking, etc.
- Losses resulting from force majeure events. Force majeure refers to events that occur objectively during service delivery that cannot be remedied by the affected party, despite having taken all necessary and reasonable measures, such as: earthquakes, storms, floods, fires, riots, accidents, legal regulations, and instructions from competent authorities.
- Goods prohibited from being transported by GHTK or according to legal regulations; goods confiscated, destroyed, or subjected to mandatory inspection by competent authorities, resulting in loss, reduced weight, quality deterioration, or partial damage.
- The sender does not provide complete and accurate information or documents for delivery, resulting in damage such as goods being delayed, confiscated, or destroyed.
- The complainant fails to notify GHTK in a timely manner or does not provide complete information and documents for complaint resolution.
- The sender fails to fully declare the product information and goods value when placing the order.
- The sender refuses to accept the return of the parcel, or GHTK is unable to contact the sender after fulfilling delivery and storage obligations.

Note: Goods must have documents proving their origin and/or a VAT invoice to accompany them. If not, GHTK shall not be held liable if the goods are seized by the Market Management Department or other competent authorities in accordance with legal regulations.

4. Other regulations

- Shipments will be transported by air or road.
- Due to adverse weather conditions or force majeure events (e.g., storms, floods), deliveries may be delayed beyond the expected timeframe.
- GHTK accepts the transportation of goods with a maximum weight of 20kg and dimensions not exceeding 80cm per side; however, these size limits do not apply to the bigsize (BBS) service. For BBS shipments, the maximum weight per shipment is 300kg, with up to 20 parcels per order—each parcel must not exceed 100kg. The maximum length allowed is 300cm, while the width and height must not exceed 200cm.
- Express shipments will be charged based on the volumetric weight:
$$\text{Volumetric weight (kg)} = \text{Length (cm)} \times \text{Width (cm)} \times \text{Height (cm)} / 6000.$$
- Bulky goods will be charged based on the volumetric weight:
$$\text{Volumetric weight (kg)} = \text{Length (cm)} \times \text{Width (cm)} \times \text{Height (cm)} / 4000.$$
- Time-slot delivery or express delivery services are not available.
- Working hours are from Monday to Saturday (from 8:00 AM to 6:00 PM daily); on holidays, public holidays, and New Year's holidays, GHTK will adjust its working hours.
- For any issues related to deliveries or handling unforeseen circumstances, please chat or send a request online through the app or website. All complaints will be received and handled by our Customer Service Department.
- In all cases, customers should raise complaints immediately regarding issues with their orders (on the same day the order is received or when the shop receives a return) so that GHTK can provide timely support.