

DISPUTE RESOLUTION AND COMPLAINTS MECHANISM

When disputes or complaints arise, Didiket encourages negotiation and conciliation between the parties to reach a consensus on a solution. If the two parties cannot negotiate with each other and request Didiket to resolve the case. In that case, Didiket's decision is final.

Dispute resolution contact point:

DIDIKET COMPANY LIMITED

* Address: No. 83 Than Van Nhiep, An Phu Ward, Thu Duc City, Ho Chi Minh City, Vietnam

* Email: didiket.kt@gmail.com

* Hotline: 028 6273 1908

Disputes or complaints will be received and processed by us in the following order:

Step 1: Didiket.vn receives information about complaints and disputes.

Step 2: Didiket.vn verifies information.

Step 3: Didiket.vn acts as a third party to mediate for members (if there is a dispute between the Event Participant and the Event Organizer), or negotiates with the member (if there is a dispute between the member and Didiket.vn) within 7-10 working days.

Step 4: Resolve disputes by negotiation or mediation if negotiation/mediation is successful.

Step 5: If the mediation fails, the dispute will be resolved at the competent People's Court. The court's decision is binding on the parties.

Specifically:

+ In case of dispute between the Event Organizer and the Event Participant:

Parties must take a responsible role in actively resolving the problem.

Disputes related to the event or ticket exchange/refund policy will be resolved by the Event Organizer with the Event Participants. Didiket.vn website is only responsible for acting as an intermediary to receive information from Event Participants - transfer information to the Event Organizer , conduct mediation between the Two Parties and promote the process of resolving the case between the Two Parties.

For the Event Organizer : it is necessary to provide documents certifying information related to the incident that is causing conflict to the Event Participant. On Didiket.vn's side, we will be responsible for providing information related to one member if requested by the other party.

After the Event Participant and the Event Organizer have resolved the dispute, the parties must be responsible for reporting to the Didiket.vn website administrator. In case of a conflict arising from the transaction due to the fault of the Event Organizer : Didiket.vn will take measures to warn, block the account or transfer to the competent legal authority depending on the level of the violation. The company will terminate and remove all news about the event of that Event Organizer on the Didiket.vn website. At the same time, we will request the Event Organizer to compensate and reimburse the Event Participant appropriately.

If the Event Organizer and the Event Participant cannot reach an agreement to resolve the

dispute, either party has the right to bring the case to a competent People's Court for resolution.

We - Didiket.vn always respect and strictly comply with the provisions of the law on protecting the rights of Event Participants (consumers). All acts of fraud and cheating in business are condemned and the violating parties must take full responsibility before the law.

+ In case of disputes between members (users in general) and Didiket.vn

Didiket.vn has the greatest responsibility in resolving conflicts, reconciling, and ensuring the interests of members. If the conflict is determined to be Didiket.vn's fault, the website's Administration Board will quickly propose a solution to achieve the criteria set by the other party. On the contrary, if the conflict arises due to the member's fault, Didiket.vn will send a notice of correction or change in accordance with Didiket.vn's regulations to end the conflict, and may apply warning measures, lock the account, or even terminate all of their transactions on the website if necessary.

If the agreement does not achieve the desired results, either party has the right to bring the case to a competent People's Court for settlement.

Didiket.vn commits to resolve all disputes and complaints on an objective basis, based on contract agreements and legal regulations .