

NavairShop Legal Handbook

Official Legal & Compliance Manual - version 1.0. Effective 12 August 2026. Last updated 12 August 2026.

Merchant of record

NAVAIR GLOBAL LOGISTICS LIMITED

Company Registration (CR): 79662421

Business Registration (BR): 79662421-000-01-26-3

Flat A, 20/F, ZJ300, 300 Lockhart Road, Wan Chai, Hong Kong

Telephone +852 2838 2887 - <https://www.navairshop.com>

Support contact@navairshop.com - Legal legal@navairshop.com - Privacy privacy@navairshop.com

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Corporate information

Section 1

Corporate profile

1.1 Introduction

NavairShop is an international e-commerce platform operated by NAVAIR GLOBAL LOGISTICS LIMITED, a company incorporated in the Hong Kong Special Administrative Region.

The company specializes in cross-border commerce, international sourcing, fulfillment, logistics coordination and worldwide distribution of consumer products.

NavairShop's objective is to provide customers with access to high-quality products sourced primarily from Asia while maintaining high operational, legal and compliance standards.

1.2 Mission

Our mission is to simplify international commerce by combining:

- trusted sourcing
- efficient logistics
- secure payment processing
- transparent customer service
- global delivery

1.3 Vision

To become one of the world's leading cross-border e-commerce companies by combining advanced logistics, responsible sourcing and exceptional customer experience.

1.4 Core values

- Integrity
- Transparency
- Customer satisfaction
- Operational excellence
- Regulatory compliance
- Innovation
- Data protection
- Sustainability

1.5 Business activities

NavairShop may engage in:

- Retail e-commerce
- Wholesale distribution
- International procurement
- Product sourcing

- Cross-border trade
- Fulfillment services
- International logistics coordination
- Warehousing
- Supply chain management

Section 2

Corporate structure

2.1 Merchant company

The merchant responsible for operating NavairShop is NAVAIR GLOBAL LOGISTICS LIMITED, Hong Kong SAR.

This company acts as:

- Merchant of Record
- Contracting party
- Seller
- Invoice issuer
- Payment collection entity
- Customer relationship entity

All commercial agreements entered into through NavairShop are concluded with NAVAIR GLOBAL LOGISTICS LIMITED unless expressly stated otherwise.

2.2 Operational company

Certain operational activities are performed by FOSHAN FEYXA INTERNATIONAL LOGISTICS CO., LTD. (People's Republic of China).

- sourcing
- procurement
- supplier coordination
- quality inspection
- inventory management
- warehousing
- fulfillment
- shipping preparation
- export logistics

2.3 Operational model

The separation between the Hong Kong company and the operational company enables NavairShop to centralize international commercial administration, process payments securely, improve logistics efficiency, optimize supply chain operations and comply with international business practices.

2.4 Merchant of Record

For payment, invoicing and contractual purposes, the Merchant of Record is NAVAIR GLOBAL LOGISTICS LIMITED. All customer payments are deemed made to NavairShop once received by this company.

2.5 Logistics operations

Operational logistics may be conducted from fulfillment centers located in the People's Republic of China or other countries depending on inventory availability.

Section 3

Merchant information

Legal name

NAVAIR GLOBAL LOGISTICS LIMITED

Company Registration (CR)

79662421

Business Registration (BR)

79662421-000-01-26-3

Registered office

Flat A, 20/F, ZJ300, 300 Lockhart Road, Wan Chai, Hong Kong

Telephone

+852 2838 2887

Website

<https://www.navairshop.com>

Customer support

contact@navairshop.com

Sales

sales@navairshop.com

Legal

legal@navairshop.com

Privacy

privacy@navairshop.com

Business hours

Monday to Friday, 09:00 - 18:00 (Hong Kong Time)

Section 4

Legal notice

Website operator

The website <https://www.navairshop.com> is owned and operated by NAVAIR GLOBAL LOGISTICS LIMITED.

Hosting

The website is hosted by Hostinger International Ltd., 61 Lordou Vironos Street, 6023 Larnaca, Cyprus - <https://www.hostinger.com>.

Intellectual property

All content appearing on NavairShop, including but not limited to:

- trademarks
- logos
- texts

- graphics
- videos
- product descriptions
- website architecture
- software
- source code
- databases

is protected by applicable intellectual property laws. Unauthorized reproduction, modification, distribution or commercial use is prohibited.

Availability

NavairShop endeavors to maintain uninterrupted access to its services. Temporary interruptions may occur due to maintenance, security updates, infrastructure upgrades, force majeure or internet failures.

Third-party links

NavairShop may contain links to third-party websites. The company assumes no responsibility for external websites or their content.

Section 5

Regulatory compliance

NavairShop is committed to conducting its business in accordance with applicable international laws and regulations.

Consumer protection

The company complies with applicable consumer protection legislation in the jurisdictions where products are offered. Mandatory consumer rights remain unaffected by contractual provisions.

Payment compliance

Payments are processed through regulated payment service providers. The company implements measures designed to prevent fraud, unauthorized transactions, money laundering and payment abuse.

Data protection

Personal data is processed in accordance with applicable privacy legislation including, where applicable, the General Data Protection Regulation (GDPR).

International trade compliance

NavairShop complies with applicable import, export, sanctions and customs regulations. Orders involving prohibited or restricted products may be refused, suspended or cancelled.

Anti-fraud

The company reserves the right to verify transactions, request supporting documentation or cancel suspicious orders in order to protect customers and payment partners.

Corporate governance

The merchant maintains internal policies designed to ensure ethical business conduct, regulatory compliance,

customer protection, operational integrity and financial transparency. These principles govern all commercial activities conducted through NavairShop.

Customer agreements

Section 6

Terms and conditions of sale

Article 1 - Scope

These Terms and Conditions of Sale ("Terms") govern all purchases made through NavairShop. By placing an order, the Customer confirms that they have read, understood and accepted these Terms. If the Customer does not agree with these Terms, no order should be placed.

Article 2 - Eligibility

Customers must:

- be at least 18 years old or have legal capacity under applicable law
- provide accurate and complete information
- use a valid payment method
- comply with all applicable laws

NavairShop reserves the right to refuse any order that violates these Terms.

Article 3 - Product information

NavairShop makes every reasonable effort to ensure that descriptions, specifications, photographs, dimensions, colors and pricing are accurate. Minor differences may occur due to manufacturing improvements or screen display settings. Such differences shall not constitute a defect.

Article 4 - Availability

Products remain available while stocks last. Inventory shown online may not always reflect real-time availability. If a product becomes unavailable after payment, NavairShop may issue a full refund, offer a substitute product or propose a later shipment. The Customer remains free to choose.

Article 5 - Prices

Prices displayed on NavairShop include applicable taxes only where legally required. Shipping costs are calculated separately during checkout. NavairShop reserves the right to modify prices at any time; the applicable price is the one confirmed when the order is placed.

Article 6 - Promotional offers

Promotions are valid only during the announced promotional period. Discounts cannot normally be combined unless expressly stated. NavairShop reserves the right to withdraw promotions in cases of pricing errors or abuse.

Article 7 - Order placement

1. Product selection
2. Cart review
3. Shipping information
4. Payment

5. Order confirmation

The order becomes effective only after successful payment authorization.

Article 8 - Order confirmation

After payment, the Customer receives an electronic confirmation containing:

- order number
- purchased products
- total amount
- shipping address
- estimated shipping time

Failure to receive the confirmation email does not necessarily invalidate the order. Customers should contact Customer Support if no confirmation is received.

Article 9 - Cancellation before shipment

Customers may request cancellation before shipment. If the order has not entered processing, cancellation will normally be accepted. If processing has already started, cancellation may not be possible.

Article 10 - Refusal of orders

NavairShop reserves the right to refuse or cancel orders involving:

- suspected fraud
- abusive purchasing behavior
- repeated chargebacks
- prohibited products
- payment verification failures
- sanctions compliance concerns
- pricing errors
- inventory errors

Section 7

Shipping policy

7.1 Shipping destinations

NavairShop ships to countries displayed during checkout. Availability depends on destination, product category, customs restrictions and logistics partners.

7.2 Fulfillment centers

Orders may be fulfilled from China, Hong Kong or other authorized fulfillment centers depending on inventory availability.

7.3 Shipping partners

Depending on destination, shipments may be handled by:

- DHL
- FedEx
- UPS

- EMS
- local postal operators
- other approved logistics providers

7.4 Processing time

Orders are generally prepared within one to five business days after payment confirmation. Processing may take longer during holidays, promotional events, inventory replenishment or force majeure.

7.5 Estimated delivery

Delivery estimates vary according to destination. Estimated times are provided for information only and are not guaranteed unless expressly stated.

7.6 Customs

International orders may be subject to customs duties, import taxes, VAT and brokerage fees. Unless otherwise stated, these charges remain the responsibility of the Customer.

7.7 Tracking

When available, tracking information will be sent after dispatch. Tracking updates depend on the carrier's systems.

7.8 Failed delivery

If delivery fails because of incorrect customer information or repeated absence, additional shipping costs may apply.

Section 8

Return policy

8.1 Commercial return period

NavairShop offers a commercial return period of up to 30 calendar days after delivery, subject to the conditions below. This policy is in addition to any mandatory legal rights.

8.2 Return conditions

Returned products must:

- be unused beyond reasonable inspection
- include original packaging where reasonably possible
- include accessories
- include proof of purchase

8.3 Excluded products

Returns may not be accepted for:

- personalized products
- custom-made products
- hygiene products opened after delivery
- digital products already accessed
- products excluded by applicable law

8.4 Return authorization

Customers should contact Customer Support before returning products. Return instructions will be provided. Unauthorized returns may experience processing delays.

8.5 Inspection

Returned products are inspected upon arrival. Refund eligibility depends on the product's condition and applicable law.

Section 9

Refund policy

9.1 Refund methods

Approved refunds are generally issued to the original payment method.

9.2 Processing time

Refunds are usually initiated within fourteen (14) business days after approval. Banks and payment providers may require additional processing time.

9.3 Partial refunds

Partial refunds may apply where legally permitted, including situations involving:

- damaged returns caused after delivery
- missing accessories
- diminished value attributable to handling beyond reasonable inspection

9.4 Shipping costs

Original shipping charges are refunded only where required by law or where NavairShop is responsible for the issue.

9.5 Fraudulent claims

NavairShop reserves the right to reject fraudulent refund requests and report suspected abuse to payment providers or competent authorities where appropriate.

Section 10

Warranty policy

Where required by applicable law, Customers benefit from all mandatory legal warranties. Nothing in these Terms excludes statutory consumer rights.

Where a commercial warranty is offered, its duration, scope and conditions will be described on the relevant product page or warranty documentation.

Claims under legal or commercial warranties should be submitted through Customer Support together with:

- order number
- product information
- description of the issue
- supporting photographs where appropriate

NavairShop will assess each claim and provide an appropriate remedy in accordance with applicable law.

Section 11

Payment policy

11.1 Accepted payment methods

NavairShop accepts payment methods displayed during checkout, which may include:

- Visa
- Mastercard
- American Express
- Apple Pay
- Google Pay
- Shop Pay
- other payment methods made available from time to time

Available payment methods may vary depending on the Customer's country and device.

11.2 Payment processing

Payments are securely processed through regulated Payment Service Providers (PSPs). NavairShop does not store customers' complete payment card details. All payment information is transmitted directly to PCI DSS compliant payment providers using encrypted communication.

11.3 Merchant of Record

The Merchant of Record for all purchases made on NavairShop is NAVAIR GLOBAL LOGISTICS LIMITED - CR 79662421, BR 79662421-000-01-26-3, Flat A, 20/F, ZJ300, 300 Lockhart Road, Wan Chai, Hong Kong.

11.4 Currency

Orders are charged in the currency displayed during checkout. Where currency conversion occurs, exchange rates are determined by the Customer's bank or payment provider.

11.5 Payment verification

NavairShop reserves the right to verify payments before processing any order. Verification may include:

- 3-D Secure authentication
- address verification
- identity verification
- manual fraud review
- payment provider review

Orders may be delayed while verification is completed.

11.6 Failed payments

If payment authorization fails, the order will not be completed. Customers should verify:

- available funds
- card validity
- billing information
- bank restrictions

11.7 Fraud prevention

To protect customers and payment partners, NavairShop may suspend or cancel transactions where fraud is reasonably suspected. Fraud prevention measures may include automated and manual risk assessments.

Section 12

Chargeback policy

12.1 Customer commitment

Customers agree to contact NavairShop before initiating a payment dispute or chargeback whenever reasonably possible. Many issues can be resolved quickly through Customer Support.

12.2 Investigation

Upon receiving notice of a payment dispute, NavairShop reserves the right to investigate the transaction. Supporting documentation may include:

- delivery confirmation
- tracking records
- payment authorization
- customer communications
- photographs
- carrier confirmations

12.3 Fraudulent chargebacks

Where evidence demonstrates that a chargeback is abusive or fraudulent, NavairShop reserves all legal rights available under applicable law.

12.4 Cooperation

Customers agree to cooperate reasonably in resolving payment disputes before initiating legal proceedings whenever practical.

Data protection

Section 13

Privacy policy

13.1 Data controller

The Data Controller is NAVAIR GLOBAL LOGISTICS LIMITED - CR 79662421, BR 79662421-000-01-26-3, Flat A, 20/F, ZJ300, 300 Lockhart Road, Wan Chai, Hong Kong. Contact: privacy@navairshop.com.

13.2 Personal information collected

Identity information: name, surname, company name (if applicable).

Contact information: email address, telephone number, billing address, shipping address.

Order information: purchased products, order history, refund requests, delivery status.

Technical information: IP address, browser type, device information, operating system, language, time zone.

Payment information: payment status, transaction reference, payment method, fraud screening information.

NavairShop never stores complete payment card numbers.

13.3 Purpose of processing

- process orders
- deliver products
- provide customer support
- prevent fraud
- improve our services
- comply with legal obligations
- communicate order updates
- manage returns and refunds
- provide marketing communications where legally permitted

13.4 Legal bases

Where GDPR applies, processing may rely upon:

- performance of a contract
- legal obligations
- legitimate interests
- consent where required

13.5 Data sharing

Personal information may be shared only where necessary with:

- payment providers
- logistics providers
- shipping companies

- customs authorities
- hosting providers
- IT service providers
- fraud prevention partners
- government authorities where legally required

13.6 International transfers

Personal data may be transferred internationally when necessary to process customer orders. Appropriate safeguards will be implemented where required by applicable law.

13.7 Data retention

Personal data is retained only for as long as necessary for:

- contractual purposes
- legal obligations
- accounting
- fraud prevention
- dispute resolution

13.8 Customer rights

Where applicable, Customers may request:

- access
- correction
- deletion
- restriction
- portability
- objection
- withdrawal of consent

Requests may be sent to privacy@navairshop.com.

Section 14

Cookie policy

14.1 Use of cookies

NavairShop uses cookies to improve user experience and website functionality.

14.2 Types of cookies

Strictly necessary cookies - required for the shopping cart, checkout, login and website security. These cookies cannot be disabled.

Functional cookies - used to remember language, currency and customer preferences.

Analytics cookies - used to measure website performance, analyze visitor behavior and improve navigation, only where permitted by applicable law.

Marketing cookies - where applicable and with required consent, used to measure advertising performance.

14.3 Cookie preferences

Customers may modify cookie preferences through the cookie banner or browser settings. Disabling certain cookies may affect website functionality.

Section 15

GDPR compliance

NavairShop is committed to protecting personal information in accordance with applicable privacy legislation. Where the General Data Protection Regulation (GDPR) applies, NavairShop undertakes to:

- process personal data lawfully, fairly and transparently
- collect only data necessary for specified purposes
- maintain appropriate security measures
- respect individual privacy rights
- implement data minimization principles
- maintain appropriate records where required

Any international transfer of personal data will be carried out using appropriate legal safeguards where required by applicable law. NavairShop regularly reviews its privacy practices to ensure continued compliance with evolving legal requirements.

Section 16

International data transfers

16.1 International business operations

NavairShop operates internationally. As a result, personal data and operational information may be processed in multiple jurisdictions where necessary for the performance of our services, which may include:

- Hong Kong SAR
- People's Republic of China
- countries where logistics providers operate
- countries where cloud infrastructure providers operate

16.2 Operational processing

Certain sourcing, quality inspection, warehousing, fulfillment and logistics operations are performed by operational teams and affiliated companies located in the People's Republic of China. Only the information necessary to perform these services is shared.

16.3 Transfer safeguards

Where applicable laws require additional safeguards for international data transfers, NavairShop implements appropriate legal, contractual and organizational measures, which may include:

- contractual commitments
- confidentiality obligations
- access controls
- encryption
- internationally recognized security standards

16.4 Data minimization

Only information strictly necessary for the requested service is transferred. No unnecessary personal information is shared.

Compliance

Section 17

Anti-money laundering (AML) policy

17.1 Commitment

NavairShop is committed to conducting business ethically and in accordance with applicable Anti-Money Laundering (AML) regulations. The company does not knowingly participate in activities involving:

- money laundering
- terrorist financing
- fraud
- sanctions evasion
- criminal proceeds

17.2 Risk monitoring

Transactions may be reviewed where unusual activity is detected. Examples include:

- unusually high-value purchases
- repeated failed payment attempts
- inconsistent customer information
- suspicious shipping destinations
- suspected fraudulent behavior

17.3 Cooperation

NavairShop cooperates with financial institutions, payment providers and competent authorities where legally required.

Section 18

Know your customer (KYC)

18.1 Verification

Where necessary, NavairShop may request additional documentation before processing certain transactions, such as:

- government-issued identification
- proof of address
- business registration documents
- authorization documents
- other information reasonably required

18.2 Business customers

Corporate customers may be requested to provide:

- certificate of incorporation

- business registration certificate
- information regarding authorized representatives
- beneficial ownership information where required

18.3 Refusal

Failure to provide requested verification information may result in:

- delayed processing
- cancellation of orders
- suspension of customer accounts

Section 19

Fraud prevention policy

19.1 Fraud detection

NavairShop uses automated and manual systems designed to detect fraudulent transactions. Indicators may include:

- unusual purchasing patterns
- mismatched billing information
- anonymous proxy usage
- repeated payment failures
- abnormal account behavior

19.2 Security reviews

Transactions may be placed on temporary hold while security reviews are completed.

19.3 Account suspension

Customer accounts may be suspended where there is reasonable evidence of:

- payment fraud
- identity fraud
- abuse of refund policies
- abusive chargebacks
- misuse of promotional offers

Section 20

Consumer protection policy

NavairShop is committed to fair commercial practices. Customers are entitled to receive:

- accurate product information
- transparent pricing
- secure payment processing
- reasonable customer support
- access to applicable legal remedies

Nothing contained in this Legal Handbook shall limit mandatory consumer rights provided by applicable law.

Section 21

Prohibited products policy

NavairShop reserves the right to refuse the sale or shipment of products prohibited by applicable laws or company policy. These include, without limitation:

- illegal drugs
- counterfeit products
- dangerous weapons
- explosives
- hazardous chemicals prohibited by law
- stolen goods
- products infringing intellectual property rights
- wildlife products prohibited by international conventions
- products subject to international sanctions

Orders involving prohibited products may be cancelled immediately.

Section 22

Intellectual property policy

All intellectual property rights relating to NavairShop remain the exclusive property of NAVAIR GLOBAL LOGISTICS LIMITED or their respective owners. This includes:

- trademarks
- trade names
- logos
- software
- databases
- graphics
- photographs
- videos
- website design
- documentation

Unauthorized use is strictly prohibited.

Section 23

Corporate ethics

NavairShop conducts business according to internationally recognized ethical principles, including:

- honesty
- transparency
- integrity
- anti-corruption
- fair competition
- respect for customers
- respect for suppliers

- compliance with applicable laws

Employees, contractors and business partners are expected to uphold these principles.

General provisions & contact

Section 24

Force majeure

NavairShop shall not be liable for delays or failures caused by events beyond its reasonable control, including but not limited to:

- natural disasters
- war
- terrorism
- pandemics
- cyber-attacks
- government restrictions
- customs embargoes
- labor disputes
- transportation disruptions
- internet outages

Performance shall resume as soon as reasonably practicable.

Section 25

Limitation of liability

To the fullest extent permitted by applicable law, NavairShop shall not be liable for:

- indirect damages
- consequential damages
- loss of profits
- business interruption
- loss of opportunity
- third-party claims not attributable to NavairShop

Nothing in this clause excludes liability where exclusion is prohibited by law.

Section 26

Governing law

Unless mandatory consumer protection laws provide otherwise, this Legal Handbook and all contractual relationships arising from NavairShop shall be governed by the laws of the Hong Kong Special Administrative Region.

Section 27

Dispute resolution

Customers are encouraged to contact NavairShop before initiating formal legal proceedings. The parties shall attempt to resolve disputes amicably.

Where amicable resolution is not possible, disputes shall be resolved before the competent courts of Hong Kong, subject to any mandatory rights granted to consumers under applicable law.

Section 28

Contact information

Merchant

NAVAIR GLOBAL LOGISTICS LIMITED

Company Registration (CR)

79662421

Business Registration (BR)

79662421-000-01-26-3

Registered office

Flat A, 20/F, ZJ300, 300 Lockhart Road, Wan Chai, Hong Kong

Telephone

+852 2838 2887

Website

<https://www.navairshop.com>

Customer support

contact@navairshop.com

Sales

sales@navairshop.com

Legal

legal@navairshop.com

Privacy

privacy@navairshop.com

Section 29

Document control

Document name

NAVAIRSHOP LEGAL HANDBOOK

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Owner

NAVAIR GLOBAL LOGISTICS LIMITED

Approved by

Board of Directors

Effective date

12 August 2026

Review cycle

Annual, or whenever required by changes in applicable laws, regulations, payment provider requirements or business operations.

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NavairShop's corporate governance, consumer protection framework, payment compliance program and operational policies. No portion of this document may be reproduced without written authorization.

Operational annexes

Annex A - Customer complaint procedure

Complaints are received by Customer Support at contact@navairshop.com, acknowledged within two business days, assigned an internal reference and escalated to the Legal Department (legal@navairshop.com) where a regulatory or contractual question arises.

Annex B - Internal refund procedure

Refund requests are verified against the order record and return inspection, approved by an authorized agent, and executed to the original payment method within fourteen business days of approval.

Annex C - Shipping standards

Orders are prepared within one to five business days, packed to protect goods in international transit, dispatched with tracking where available, and monitored until delivery confirmation.

Annex D - Payment processing standards

All payments are authorized through PCI DSS compliant Payment Service Providers using encrypted communication, with 3-D Secure and risk screening applied before capture. No complete card numbers are stored by NavairShop.

Annex E - Data retention schedule

Order and accounting records are retained for the period required by applicable tax and commercial law; support correspondence and fraud-prevention records are retained for the period necessary for dispute resolution; marketing consents are retained until withdrawal.

Annex F - Contact directory

Customer support contact@navairshop.com - Sales sales@navairshop.com - Legal legal@navairshop.com - Privacy privacy@navairshop.com - Telephone +852 2838 2887 - Monday to Friday, 09:00 - 18:00 (Hong Kong Time).

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