

Terms & Conditions

By placing an order with any of the ordering methods provided by Natural Springs Australia (HK) Limited, hereafter called “NSAHK”. The “Customer” accepts and agrees to be bound by any and all the terms and conditions, now existing or which may be hereinafter enacted or enforced. Please read carefully.

1. Customer Account

- 1.1. Customer may, subject to the procedures NSAHK may specify from time to time, open and utilize an account to purchase the products and services provided by NSAHK.
- 1.2. Customer agrees to provide NSAHK accurate, complete and updated information for the maintenance of your registered account and NSAHK shall rely upon the same information for the provision of services. Where any services are to be provided by any third parties, Customer also agrees to the transfer and disclosure of information.
- 1.3. Where Customer has set up a credit account or credit card payment authorization, Customer is required to accept additional terms and conditions where applicable.

2. Ordering Serviceⁱ

- 2.1. Customer can place a water order with any of the following ordering methods before the cut-off time.ⁱⁱ Unless otherwise as specified by Customer, NSAHK shall take your latest order to supersede previous instructions on the same delivery date.

2.1.1. Customer service

- Tel: 2484-1388 & 2484-1393 ; email: sales@naturalsprings.hk : general inquiries
- Email: sales@naturalsprings.hk – sales inquiries
- Email: cs@naturalsprings.hk – customer services inquiries

*Requires quoting customer ID and customer name

- 2.2. All orders are subject to confirmation of final availability. In the event that any of the products or services requested is unavailable, NSAHK reserves the right to reject the order and notify Customer by the latest on or before delivery date.
- 2.3. Customer agrees that for any order cancellation or amendment, it is Customer’s responsibility to notify NSAHK customer service centre in office hours at least one working day prior to delivery. In the event that Customer has failed to give the notice, a surcharge of HK\$100 shall be levied for each transaction.
- 2.4. Whenever Customer places order, the following terms shall apply unless otherwise as specified:

2.4.1. Minimum order quantity

- 2.4.1.1. 3 bottle of NSAHK Water 15L or
- 2.4.1.2. 1 unit of NSAHK Dispenser (exclude mini-dispenser)

2.4.2. Product / Service Charge and Payment

- 2.4.2.1. All product or service charges shall base on the list priceⁱⁱⁱ imposed by NSAHK or signed agreement or quotation still in validity term and refer to the date of payment or delivery, whichever is earlier.
- 2.4.2.2. All product or service charges must be pre-paid by E-transfer, credit card or crossed cheque payable to “NSAHK” before delivery.
- 2.4.2.3. Product and service charges will be billed to Customer’s credit account provided that it is normal, in good standing with no delinquent record.
- 2.4.2.4. Cash deposit for non-water package (e.g. loan polycarbonate bottle) is required for the first time delivery.

- 2.4.2.5. The polycarbonate (PC) bottle deposit for 15 Litre is required for first time delivery or thereafter loan of extra bottles. Return of PC bottles in good condition without contamination, the deposit will be refunded without interest to Customer. The refund amount will be paid by crossed cheque or credited to the registered account name.
- 2.4.2.6. Return loan dispenser from the “Customer” must be in good condition without damage, all product items loan to Customer remains the absolute property of NSAHK. In the event of loss or damage caused by misuse, fire, flood or theft whatsoever, NSAHK reserves the right to claim Customer with the charges stipulated in the “Order Form”.

2.4.3. Water Package & Maintenance Service

- 2.4.3.1. NSAHK water packages are available in 1.5L with price subject to specific quantity and applicable to direct delivery area within Hong Kong SAR territory.
- 2.4.3.2. All purchased water packages is non-refundable and non-transferable and valid for two years from the issue date.
- 2.4.3.3. There is no refund for the unexpired rental service in result of service termination initiated by Customer.
- 2.4.3.4. The purchased products and services cannot be redeemed for cash or other products.
- 2.4.3.5. All water packages figure update is subject to invoice confirmation after each delivery and shown on the latest invoice with Current Balance, Purchase / Free Issue, Redeemed and New Balance.

- 2.5. All sold items are non-refundable. Customer is responsible for inspection of products on arrival and shall by next working day notify NSAHK customer service centre in office hours for any problem found. If such notice is not given within 48 hours, Customer shall be bound to accept the products.

3. Delivery Service

- 3.1. Free delivery is applicable to locations accessible by delivery vehicles with lift facility in Hong Kong Island, Kowloon and New Territories. The delivery charges will be applied after a site visit by NSA transportation agent. The premises without lift facility, outlying islands and remote or restricted areas are subject to NSAHK’s own discretion for service provision.
 - 3.1.1. For delivery locations without lift facility, a surcharge of HK\$5 will be applied for each unit of product items per floor up to 2nd level. The premises is higher than 2nd level is subject to NSAHK discretion of delivery.
 - 3.1.2. For delivery locations in Lantau (except Discovery Bay, Tung Chung town) and remote area will be separately quoted, subject to the current market rate charged by transportation agent.
 - 3.1.3. For special request of non-schedule delivery to Ma Wan, Tung Chung town, Discovery Bay and remote area, Customer shall be responsible for the required toll fee and supplementary charge are applied.
 - 3.1.4. Normal delivery is within 10:00 a.m. to 6:00 p.m. Mondays to Fridays. No delivery on weekends and statutory holidays, and Typhoon Signal no. 8 or Black Rainstorm warning is hoisted. In the event of nobody in or rejection without reason, NSAHK reserves the right to levy a surcharge HK\$100 per order to Customer.
- 3.2. Customer shall understand that actual delivery may be affected by traffic and weather conditions. NSAHK aims to deliver as scheduled to designated point to the best of our ability but not guarantee any date or time of delivery as mentioned and is not liable for any loss arising from the delay of delivery.

- 3.3. Delivery service will be suspended in times of black rainstorm warning or typhoon signal No.8 or above is in effect and outstanding orders will be arranged in next schedule or on the other day whichever is earlier, subject to the availability of delivery resource.
- 3.4. Customer accepts that the title to the products shall remain NSAHK until full payment of the products is settled while the risk of any loss or damage to the products shall be with Customer from the arrival of the products. NSAHK has no responsibility for the products left outside or unattended at delivery point per Customer's request.
- 3.5. All product items loaned to Customer remain the absolute property of NSAHK. In the event of loss or damage caused by misuse, fire, flood or theft whatsoever, NSAHK reserves the right to claim Customer with the charges stipulated in the "Order Form".
- 3.6. Customer agrees NSAHK drivers to enter the premises to place the bottle water and equipment at the appointed location. NSAHK does not accept any liability or claim for damages, breakages or missing items (including cash) from and within the entered premises.

4. Equipment & Maintenance Service

- 4.1. Equipment hereby refers to all electrical water dispensers sold, loaned or rented to Customer. Maintenance service scope and terms and conditions shall refer to respective service plan or agreement.
- 4.2. Under no circumstances, maintenance coverage is annulled once the equipment is repaired by anyone other than NSAHK's technician. It covers equipment working in good condition upon joining and being used under normal conditions, excluding any external finishing of equipment.
- 4.3. Where any damage is caused by normal wear and tear, disaster, accident, fire, unauthorized alteration or misuse by Customer, NSAHK has no responsibility for any liabilities or claims arising out of the equipment.
- 4.4. NSAHK is not liable for supplying any replacement for the equipment or any loss suffered by Customer consequence of the equipment or any part thereof being unusable or not being restored to proper working order.
- 4.5. Customer shall keep the loan equipment in a safe and proper location and not remove the equipment from the designated premises (stipulated in order form) without prior written consent of NSAHK.

5. Service Renewal & Termination

- 5.1. This service agreement will continue for the period of one year from the date of signing and shall automatically renew on yearly basis until two weeks' written notice of termination given by NSAHK or Customer.
- 5.2. At the expiration of termination of this service agreement, NSAHK shall have the right to enter the premises where the equipment is located and remove the equipment without Customer custody and shall not be held liable for any trespass, damage or otherwise.
- 5.3. Customer must return all equipment on loan and settle any outstanding dues prior to deposit refund.
- 5.4. NSAHK has the right to terminate the account and forfeit the account balance and the deposits of loan bottle and equipment if NSAHK does not receive Customer's notice termination and, yet no order placement for consecutive 24 months from the date of last delivery.

6. Ownership & Usage

- 6.1. Customer shall use all equipment (loaned) provided by NSAHK for the sole purposes of dispensing spring water supplied by NSAHK and dispensers cannot be used for any other liquid or materials other than NSAHK's spring water. Should such an incident occur, NSAHK reserves the right to cancel the agreement and the customer will be liable for any damages caused by the storage of unauthorized liquid or materials and might upon its own discretion offset any of these damages from the deposit.

- 6.2. NSAHK retains the ownership of all equipment provided (loaned/rented). The Customer will use the equipment and the spring water for business, personal, domestic or household purposes only.

7. Others

- 7.1. NSAHK may liaise Customer by one or a combination of channels, email, facsimile, phone call or voicemail. Any notice shall be deemed to be effective at the time when it is delivered to Customer.
- 7.2. All pictures of products shown in the website and printed on promotional materials are for reference only.
- 7.3. NSAHK reserves the right of products and services offer, pricing adjustment and amendment to these terms and conditions. Should there be any dispute; NSAHK reserves the right of final decision.

8. Housekeeping Reminders

- 8.1. As our spring water is natural & living water, please keep both full and empty 15L SPRING WATER bottles AWAY from SUNLIGHT with cool temperature. The polycarbonate bottles may be left on a balcony, but must be kept covered at all times with cap on.
- 8.2. We recycle all our 15L bottles thru a thorough cleaning cycle.
- 8.3. The polycarbonate bottles are NOT to be used for anything other than NSAHK's spring water.
- 8.4. Our dispensers' temperature is set at around 80 °C for hot & 4 °C for chilled serve. The temperature might vary depending on the water usage frequency.
- 8.5. Remember to remove sticker from bottle cap before replacing new bottle water into dispenser, and to wipe around the spike each time.
- 8.6. For room temperature water, Hot/Cold tap can be switched off by the master switch at back of the dispenser.
- 8.7. Should you go away for a more than a week, do NOT leave unfinished bottle water into the dispenser. You should drain out the water n unplug the dispenser for the safety sake.
- 8.8. NSAHK spring water can be used to cook rice, pasta, coffee, etc. Its tastes better!
- 8.9. When using your own dispenser, kindly switch off and drain completely the other water from the dispenser during first use. This will change the taste of NSA's spring water while mixing with the water from other brand.

9. Privacy Statement

- 9.1. The Personal Data Privacy Ordinance took effect in Hong Kong on 1st April, 2013, NSAHK will handle the Customers' data in accordance with the Ordinance.
- 9.2. NSAHK retains Customers' contact information, such as name, telephone number, address and email, in our database in order to send the occasional updates and marketing promotion on NSAHK. NSAHK is bound by sharing Customers' personal data with any third party.

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ⁱ Our customer service centre starts from 9:00 am to 6:00 pm, Mondays to Fridays. We do not have service on Saturdays, Sundays and statutory holidays, or when Typhoon Signal no. 8 or Black Rainstorm warning is posted.

ⁱⁱ Customer order cut off time by website ordering, telephone, voice mail and email is from 9:00am to 5:00pm, Mondays to Fridays. If order placed on Saturdays, Sundays and statutory holidays by Customer, the order will be handled on forthcoming working day. The product/service delivery will be fulfilled in next day or next delivery schedule following by the working day order placement.

ⁱⁱⁱ All list prices are subject to change without prior notice.