

## ShoppY 「寬樂買」

### 產品送貨方式

於ShoppY 「寬樂買」購買任何產品之實際發貨安排視乎產品存貨及物流情況而定，換領時間有機會因貨存不足而有所延誤。ShoppY 「寬樂買」不設退換產品或退貨，如有任何爭議，香港寬頻網絡有限公司（「香港寬頻」）擁有最終決定權。

#### **1 指定香港寬頻專門店自取服務**

香港寬頻將於客戶成功完成訂單後7個工作天內，以電郵方式發出「產品/禮品換領通知」（「換領通知」）至客戶於ShoppY 「寬樂買」所註冊之電郵地址。客戶請查閱換領通知上所列明之換領期，並於指定日期內到指定「香港寬頻專門店」領取產品。請客戶向專門店職員出示有關換領通知以領取所訂購之產品。請客戶小心保管換領通知。

#### **2 指定香港寬頻專門店自取服務(只適用於Apple 產品)**

香港寬頻將於客戶成功完成此產品訂單後7個工作天內，以電郵方式發出「產品/禮品換領通知」（「換領通知」）至客戶於ShoppY 「寬樂買」所註冊之電郵地址。客戶請查閱換領通知上所列明之換領期，並於指定日期內到指定「香港寬頻專門店」領取產品。凡購買Apple產品之客戶必須親身到指定專門店領取產品（不接受授權第三方代領），並須向專門店職員出示身份證明文件及有關換領通知以核實身份，方可領取所訂購之Apple產品。請客戶小心保管換領通知。

#### **有關Apple產品重要備註：**

- 客戶於「香港寬頻專門店」領取任何Apple 產品時，必須即時確認包裝上所示與所選之產品型號是否相符。於完成簽署「香港寬頻產品/禮品換領簽收回條」後(如適用)，任何退貨、換貨或退款的要求將不獲受理。如客戶領取的Apple產品是iPhone，香港寬頻職員會即時啟動有關產品。
- 保養期內如有任何問題，請攜帶Apple產品及ShoppY 「寬樂買」銷售發票或「香港寬頻產品/禮品收受確認通知」到產品製造商 / 供應商的服務中心檢查及維修。
- 客戶已閱讀、明白及同意Apple Inc. 的用戶軟件許可証協議(end-user software license agreement) 之條款及細則。
- 如有任何爭議，香港寬頻擁有最終決定權。

#### **3 指定香港寬頻專門店自取服務(只適用於Samsung 智能手機產品)**

香港寬頻將於客戶成功完成此產品訂單後7個工作天內，以電郵方式發出「產品/禮品換領通知」（「換領通知」）至客戶於ShoppY 「寬樂買」所註冊之電郵地址。客戶請查閱換領通知上所列明之換領期，並於指定日期內到指定「香港寬頻專門店」領取產品。請客戶親身到指定專門店領取產品，並須向專門店職員出示身份證明文件或有關換領通知以核實身份，方可領取所訂購之產品。請客戶小心保管換領通知。

#### 4 智能櫃自取服務

每張訂單金額<sup>^</sup>滿港幣250元或以上即可享免費送貨服務; 金額<sup>^</sup>不足港幣250元的訂單須額外支付每張訂單港幣\$20元運費。

- 貨品將於客戶成功完成此產品訂單後10-14個工作天內送達智能櫃(惟實際發貨須視乎產品存貨及物流情況而定。送貨時間有機會因貨存不足而有所延誤)。
- 客戶可於購物車內選擇提貨地點(客戶提交訂單後,將不得更改提貨地點)。
- 香港寬頻將於貨品成功出貨後,以電郵方式發出「產品/禮品換領通知」(「換領通知」)至客戶於Shoppay「寬樂買」所註冊之電郵地址。
- 當貨品送達智能櫃後,客戶收到由智能櫃系統發出的SMS短訊,客戶必須收到SMS後按指示到所選地點提貨(請於貨品到達智能櫃後48小時內提貨,否則派件員會隨時回收貨品)。

#### 5 送貨上門服務

每張訂單金額<sup>^</sup>滿港幣500元或以上即可享免費送貨上門服務; 金額<sup>^</sup>不足港幣500元的訂單須額外支付每張訂單港幣\$40元運費。

- 貨品將於客戶成功完成此產品訂單後10-14個工作天內送達至客戶指定之送貨地址(惟實際發貨須視乎產品存貨及物流情況而定。送貨時間有機會因貨存不足而有所延誤)。
- 香港寬頻將於貨品成功出貨後,以電郵方式發出「產品/禮品換領通知」(「換領通知」)至客戶於Shoppay「寬樂買」所註冊之電郵地址。
- 送貨地址必須有升降機直達(只接受地面上大廈門口行一層樓梯,上限20級)。其他未能以升降機直達的送貨地點,一律限於地面交收。如需要司機行樓梯送貨,基本收費為港幣40元一層(一層上限20級),司機將自行決定是否同意樓梯送貨,最終樓梯送貨收費以司機及客人協定為準。
- 偏遠地區派送時間: 馬灣 / 愉景灣 / 東涌逢星期三進行派送,西貢區\*逢星期四進行派送,如適逢公眾假期,將於假日後兩個工作天內派送(\*西貢區只適用以下範圍: 西貢市中心、白沙灣、高富樓、太湖閣、翠塘花園、明順村、逸瓏海滙、西貢大廈、西貢花園、西貢苑、逸瓏園、對面海邨、慶徑石、蠔涌、匡湖居、莫遮峯、南圍、北港、打蠔墩、打鼓嶺、大涌口、觀海樓、甲邊朗、滘西洲、盈峰灣、南山、北港坳、菠蘿峯、沙角尾、大網仔、太平村、薑場、下洋、坑口村、孟公屋、檳榔灣、布袋澳、相思灣、上洋、水邊村、大坑口、大環頭、田下灣村、馬游塘、茅湖仔、傲瀧、碧水新村、大埔仔、井欄樹、將軍澳村、魷魚灣村、海下、高流灣、白沙澳、十四鄉、黃竹洋、榕樹澳。)
- 不提供派送服務地區: 大嶼山(除東涌、愉景灣)、坪洲、喜靈洲、南丫島、蒲台島、長洲、昂坪、香港國際機場等; 以及所有禁區(除馬灣)、口岸區、迪士尼樂園、海洋公園、物流倉、中轉倉、需排隊等候提貨或送貨之倉庫及需支付入閘費或登記費之倉庫。

<sup>^</sup> 訂單金額只計算Shoppay「寬樂買」設送貨上門服務之物流方式選項之產品金額,並未扣除已使用的電子優惠券或電子優惠碼(如適用)前之訂單金額。

## 6 商家派送服務

商戶將於收到客戶訂單後以電話方式聯絡客戶確認送貨安排。此產品由商戶直接派送，貨品派送前運輸會先致電客人確認送貨日期及時間。

## 7 指定換領中心自取服務

香港寬頻將於客戶成功完成此產品訂單後10-14個工作天內，以電郵方式發出「產品/禮品換領通知」（「換領通知」）至客戶於Shoppay「寬樂買」所註冊之電郵地址。客戶請查閱換領通知上所列明之換領期，並於指定日期內到指定換領中心領取產品。領取產品時客戶須向換領中心職員出示有關換領通知以領取所訂購之產品。請客戶小心保管換領通知。

## 8 My HKBN App 換領

香港寬頻將於客戶成功完成此產品訂單後15分鐘內，以電郵方式發出「產品/禮品換領通知」（「換領通知」）至客戶於Shoppay「寬樂買」所註冊之電郵地址。客戶收到換領通知後須[下載](#)及/或開啓My HKBN手機應用程式，並以香港寬頻 My HKBN) 帳戶登入，於My HKBN內的「我的換領/優惠」領取已購買的電子禮券。[按此](#)了解一般領取電子禮券流程。

## Shipment of Shoppy

**The shipment of all products in Shoppy are subject to availability and the redemption date is subject to stock availability and logistic arrangement. Products sold at Shoppy cannot be refunded and exchanged. In case of any disputes, the decision of Hong Kong Broadband Network Limited (“HKBN”) shall be final and conclusive.**

### **1 Self pick-up at HKBN Shops**

HKBN will email a “Notification of Product/Premium Redemption” (“redemption email”) to customers’ registered email address at Shoppy within 7 working days upon successfully complete the purchase order. Customers shall pick up products they purchased in person at designated "HKBN Shops" and at designated redemption period stated on the redemption email. Customers shall present the redemption email to our staff before picking up the products. Please keep safe of the redemption email.

### **2 Self pick-up at HKBN Shops (Apply to Apple Products only)**

HKBN will email a “Notification of Product/Premium Redemption” (“redemption email”) to customers’ registered email address at Shoppy within 7 working days upon successfully complete the purchase order. Customers must pick up Apple products they purchased in person (Third party authorization is not accepted) at designated "HKBN Shops" and at designated redemption period stated on the redemption email. Customers must present the redemption email and HK Identity Card for verification to our staff before picking up the products. Please keep safe of the redemption email.

#### **Important Notes of Apple Products:**

- When customers collect any Apple product(s) at "HKBN Shops", customers shall immediately verify whether the product model shown on the package is the same as the chosen product. Customers shall sign the “Acknowledgement Receipt of HKBN Product/Premium Redemption” (if applicable), no return, exchange or refund requests will be accepted. If the collected Apple product is iPhone, HKBN staff will activate the relevant product immediately.
- If product defect occurs during the warranty period, please bring the Apple product and Shoppy Purchase Receipt or “Notification of HKBN Product/Premium Receipt Confirmation” to the service center of the manufacturer / supplier for examination and repair.
- You have read and understood and agree to the terms and conditions of Apple's end-user software license agreement.
- In case of any disputes, the decision of HKBN shall be final and conclusive.

### **3 Self pick-up at HKBN Shops (Apply to Samsung Smartphone only)**

HKBN will email a “Notification of Product/Premium Redemption” (“redemption email”) to customers’ registered email address at Shoppy within 7 working days upon successfully complete the purchase order. Customers shall pick up products they purchased in person at designated "HKBN Shops" and at designated redemption period stated on the redemption email. Customers shall present the redemption email or HK Identity Card for verification to our staff before picking up the products. Please keep safe of the redemption email.

#### **4 Self pick-up at Smart Locker**

**Enjoy free shipping<sup>^</sup> upon spending of HK\$250 or above per single order; an additional HK\$20 shipping fee will be charged for purchase amount<sup>^</sup> below HK\$250<sup>^</sup> per single order.**

- Goods will be delivered to the Smart Locker within 10-14 working days upon successfully complete the purchase order (Product is subject to availability & the delivery date is subject to stock availability and logistic arrangement).
- Customers may select “Self pick-up point” at the “Shopping Cart” (the pick-up point cannot be changed after placing an order)
- HKBN will email a “Notification of Product/Premium Redemption” (“redemption email”) to customers’ registered email address at Shoppo upon successfully arrange the shipment.
- Customers will receive a SMS notification when the goods are ready to self pick-up at the Smart Locker (Customers must pick up your goods at designated point\_in 48 hours upon receiving the SMS, and courier will return the goods for any late pick-up).

#### **5 Direct Shipment (Delivery-to-home)**

**Enjoy free shipping<sup>^</sup> upon spending of HK\$500 or above per single order; an additional HK\$40 shipping fee will be charged for purchase amount<sup>^</sup> below HK\$500 per single order.**

- Goods will be delivered to customers’ designated shipping address within 10-14 working days upon successfully complete the purchase order (Product is subject to availability & the delivery date is subject to stock availability and logistic arrangement).
- HKBN will email a “Notification of Product/Premium Redemption” (“redemption email”) to customers’ registered email address at Shoppo upon successfully arrange the shipment.
- The Shipping address must be accessible by elevator (a staircase with at a maximum of 20 stairs from building entrance is accepted). For any shipping address that cannot be reached by elevator, customers shall self pick-up the goods at ground floor. If customers request the courier for door-to-door delivery, an additional HK\$40 will be charged per staircase (maximum of 20 stairs per staircase), any extra delivery fee will be charged upon mutual agreement between the customer and the courier.
- For remote districts e.g., Ma Wan, Discovery Bay, Tung Chung, shipment will be arranged on Every Wednesday (except public holidays); for Sai Kung\* shipment will be arranged on Every Thursday (except public holidays), courier will arrange the delivery in 2 working days after the public holidays. (\*Sai Kung district only applicable to the following specified premises: Sai Kung Town Centre, Hebe Haven, Ko Fu Building, Ko Shing Building, Lake Court, Lakeside Garden, Ming Shun Village, Park Mediterranean, Sai Kung Building, Sai Kung Garden, The Mediterranean, Tui Min Hoi Chuen, Hing Keng Shek, Ho Chung, Marina Cove, Mok Tse Che, Nam Wai, Pak Kong, Ta Ho Tun, Ta Kwu Ling, Tai Chung Hau, Seaview, Kap Pin Long, Kau Sai Chau, La Caleta, Nam Shan, Pak Kong Au, Po Lo Che, Sha Kok Mei, Tai Mong Tsai, Tai Ping Village, Tan Cheun, Ha Yeung, Hang Hau Village, Mang Kung Uk , Pan Long Wan, Po Toi O, Sheung Sze Wan, Sheung Yeung, Shui Bin Tsuen, Tai Hang Hau, Tai Wan Tau, Tin Ha Wan Village, Ma Yau Tong, Mau Wu Tsai, Mount Pavilia, Pik Shui San Tsuen, Tai Po Tsai, Tseng Lan Shue, Tseung Kwan O Village, Yau Yue Wan Village, Hoi Ha, Ko Lau Wan, Pak Sha O, Shap Sze Heung, Wong Chuk Yeung, Yung Shue O)
- Exclude shipment service districts: Lantau Islands(except Tung Chung, Discovery Bay),Peng Chau, Hei Ling Chau, Lamma Island, Po Toi, Cheung Chau, Ngong Ping, Hong Kong International Airport etc., and all Frontier Closed Area (except Ma Wan), Mainland Port Area, Hong Kong Disneyland, Ocean Park Hong Kong, Logistic warehouses, transit warehouses, warehouses that need to wait in line for pick-up or delivery, and warehouses that need to pay entry or registration fees.

**<sup>^</sup>Free shipping only applies to products with Locker Self pick-up service in Shoppo, the purchase amount will be counted before applying e-discount coupon & e-promo code (if any)**

## **6 Shipment by Merchant**

Merchant will contact the customers by phone call and confirm the shipment upon receiving the purchase order. This product will be delivered by the merchant directly, courier will contact the customers and confirm the pick-up date and time before shipping.

## **7 Self pick-up at designated Redemption Centre**

HKBN will email a "Notification of Product/Premium Redemption" ("redemption email") to customers registered email address at Shoppy within 10-14 working days upon successfully complete the purchase order. Customers shall follow the designated redemption period stated on the redemption email and must present the redemption email to pick-up your product(s) at designated redemption centre. Please keep safe of the redemption email.

## **8 Redemption at My HKBN App**

HKBN will email a "Notification of Product/Premium Redemption" ("redemption email") to customers registered email address at Shoppy within 15 minutes upon successfully complete the purchase order. Customers shall [download](#) or open My HKBN mobile app, and login with My HKBN account in order to redeem the purchased e-Coupon at My Redemption in My HKBN upon receive the redemption email. Customer [click here](#) to learn more about the general redemption flow of e-Coupon.