

MO Product Delivery – In Store Pick Up

The order will be shipped out within 3-4 working days, upon order confirmation with successful payment.

You will receive a notification prior to delivery of your order in the form of an email once your order are ready to pick up.

You may redeem their purchased product(s) at any MO Stores in Hong Kong during the operation hours by presenting the confirmation email.

MO Product Delivery – Local Delivery

Deliveries can be arranged within Hong Kong including the outlying islands. Delivery options may be limited in some instances for some outlying areas of Hong Kong. Should you have any enquiries about deliveries to your location or any question about our delivery services, please contact our logistics team at team by email: cs@the-mo.team. We will endeavour to deliver orders within a week, although this cannot be guaranteed.

You will receive a notification prior to delivery of your order in the form of an email. If no one is available to receive the order at the expected time, you can contact logistic team to reschedule the delivery. Please note that redelivery charges may apply, if you are not available at the scheduled time.

Please note that deliveries may be rescheduled due to adverse weather conditions or road conditions, including but not limited to Black Rain storm warnings or Typhoon 8 or greater signals. Should you have an enquiry regarding your order or delivery due to these events, please contact us, but under normal circumstances your order will be delivered the next business day after the cancellation of the Black Rain storm warnings or Typhoon 8 or similar signal.

You should inspect the products upon receiving and check that everything ordered is included. You will be deemed to have accepted the order unless you notify us within 2 days of delivery.

Shipping Fees:

For any Hong Kong delivery order, a HKD \$30 shipping fee will be charged and delivery service is only available to one address per each order.

Delivery Time:

The order will be shipped out within 2-3 working days, upon order confirmation with successful payment.

In general, it takes 5 working days for the orders to arrive, excluding public holidays.

If you choose to pick up your order at the SF store / SF center, you will be notified via SMS upon the arrival of your product at the pickup point.

*The shipping time will be affected / postponed under the following situation(s):

- Incomplete information of the recipient; amendment made to the shipping address, and/or recipient cannot be reached.
- In case of bad weather, the delivery schedule may be delayed / arranged once again.

Check Delivery Status:

After the order is shipped, you will receive an email notification regarding the shipment along with its waybill number. You may check the delivery status of the shipment from the official website of the courier company

Please contact the customer services of Courier Company in case your products have not arrived within a reasonable time (1-3 days) after receiving email notification of the shipment. Please have ready-on-hand the waybill / tracking number stated on the email to facilitate tracking.

SF Customer Service Hotline: +852 2730 0273

MO Product Delivery – International

Currently we offer international shipping to 4 locations outside of Hong Kong, including Japan, Macau, Singapore, and Taiwan. Delivery will be made by express courier and the shipments costs are as shown below:

Location	Shipping fee per order
Macau	HK\$200
Japan	HK\$300
Singapore	HK\$300
Taiwan	HK\$300

The order will be shipped out within 2-3 working days upon order confirmation with successful payment. From confirmation of order, please allow 7-10 days for the orders to arrive, excluding public holidays.

At the moment we do not ship outside of the above 4 international locations. Please stay posted for announcements of additional delivery locations and options.

Shipping Fee, Delivery Terms & Conditions

- I. MO will arrange delivery after confirming your order payment.

- II. Your order will be shipped out within 2-5 working days depends on the delivery method , upon order confirmation with successful payment. Please note, there is no guarantee on delivery date, due to various uncontrollable factors.
- III. Once the order is confirmed, no information should be changed, including the delivery address and pick up location. Please contact us if you need assistance.
- IV. All orders will be subject to final confirmation depending on the stock availability. If MO is unable to fulfill any ordered items or services, MO reserves the right to cancel the order and notify the customer (by phone or email), before making a refund arrangement.
- V. MO will not call the recipient in advance to confirm the delivery time, please wait upon the notice from the courier company.
- VI. If there is no lift at the delivery location, the customer may have to pay an additional handling surcharge to the logistics company, which will be charged to the customer by "cash upon delivery".
- VII. The delivery time for remote areas might be delayed due to additional logistic processes.
- VIII. If the recipient relies on others to collect the shipment, MO and third party Logistics will not be responsible for the risks or losses involved.
- IX. In successfully delivering the products to the address of the recipient, as stated in the order, the order will be regarded as completed, no matter who the designated recipient is who signs for it.
- X. Third-party logistics will make all reasonable efforts to deliver the products before the expected delivery date. By ordering with MO, we assume you agree with all shipment schedules, should there be any delay.
- XI. When an ordered product is ready to be collected at a physical location, MO will issue a redemption notice to the customer placing the order with the contact information provided in the order.
- XII. To redeem the product, customer needs to present the confirmation email and all products listed in the redemption notice must be collected at the same time.
- XIII. Product(s) listed in a redemption notice will be released to the first person presenting the email. Neither MO nor any person is responsible for verifying the identity, eligibility or entitlement of the person presenting the confirmation email.
- XIV. It is the customer's sole responsibility to maintain the confidentiality of the confirmation email of his/her order. Duplicated, used or incomplete confirmation email will not be accepted.
- XV. Products may be redeemed during the operating hours of the pick up location(s). MO reserves the right to determine the redemption period and operating hours of the redemption location(s) in its sole and absolute discretion.
- XVI. MO shall not be responsible for the delay or failure to deliver due to incorrect or incomplete address and delivery information. Unsuccessful delivery of products will be returned to the warehouse, and the shipping fee paid will not be refunded. All customers must pay the relevant delivery costs should there be a second-time arrangement
- XVII. In case of bad weather, the delivery service will be delayed. Other delivery arrangements may be offered.
- XVIII. MO shall not be responsible for any delay, suspension, rescheduling, loss or damage of the delivery due to external conditions such as traffic, area, weather or other

force majeure factors, whether or not the cause of such factors is within the control of MO.

XIX. In case of any dispute, MO reserves the right of final decision.