

### Online Shop Return and Refund Policy

1. Unless otherwise stated, this Online Shop Return and Refund Policy apply for Orders made via the Online Shop. Certain Products (e.g. Apple and Xiaomi products) are subject to their own return and refund policy, please refer to the relevant product page of the Products or Services at the Online Shop for details.
2. No changes on the Products or Services and their quantity will be accepted once the order has been confirmed.
3. Unless otherwise explicitly stated, all Products and Services purchased from the Online Shop are non-refundable, non-returnable and non-exchangeable.
4. The Online Shop only accept the following valid reasons for return:
  - (a) The purchased Product is damaged or dead on arrival; or
  - (b) The product delivered is not the Product you ordered
5. For Products which are damaged or out of order on arrival, customer can request a return and refund with submitting a return request in [My Orders] within 14 days of delivery. Once the return request is approved, we shall act in according to different circumstances to refund to you by original payment method. Our customer services representatives might ask you to provide a photo or video of the product and
6. The product can only be returned and exchanged in accordance with the “Exchange policy” listed in the product specification sheet accompanying the product (if any). We do not accept return of Products which are damaged due to any accident, misuse, neglect, liquid or any causes other than manufacturing defect.
7. If the customer needs to exchange the damaged product, customer is firstly required to submit the return request to us and then return the original product to us after the return request is accepted and re-purchase the product at the Online Shop or at our retail shops.
8. Please refer to the following table and check whether your product is returnable or not before requesting for the return.

“√” = Required, “x” = Not Required, “N/A” = Not applicable

Reasons for Return	Your Return Must Be:		
	Tags and labels must be attached	Product packaging is unopened and in sealed condition	Free gifts, warranty card, manuals and accessories must also be returned
Damaged	√	x	√
Manufacturing defect	√	x	√
Not the product you ordered	√	√	√

9. Steps of return:
  - (a) Check if your return is considered a valid return according to the Online Shop Return and Refund Policy;
  - (b) Please click [Return] in [My Orders] to complete the form and submit the return request;
  - (c) Upon receipt of your return request, we need 3-5 working days to process the request;
  - (d) If your return request is accepted, our customer services representatives will arrange with you the date of returning the goods to the designated store or to be picked up by our courier;
  - (e) Please insert the original packaging together with the original delivery note or sales memo in the parcel to be returned to us and pack the return product(s) securely to avoid damage during transportation.
10. Here are the 6 designated shops for return and re-purchase:

- (a) Shop 1 & 2 G/F, 1/F & 2/F, No. 22 Yee Wo Street, Causeway Bay
  - (b) Shop 10-11 (G/F) & Shop 9-11 (1/F), Hong Kong Pacific Centre, 28 Hankow Road
  - (c) G/F, 52-54 Wellington Street, Central
  - (d) Shop 8, G/F, Sun Kong House, 2J - Q Sai Yeung Choi Street South, Mongkok, KLN
  - (e) Shop 2001A, 2/F, ELEMENTS, 1 Austin Road West, Tsim Sha Tsui
  - (f) Shop 616, 6/F, New Town Plaza Phase I, Shatin
11. If we accept your return request, we will arrange for the collection of the products from you without any charge to you. However, we reserve the right to charge you for a HK\$100 or such amount as we see fit administrative fee if any return request is malicious.
  12. If the items you ordered are out of stock or it is faulty, defective or damaged (with no fault on your part), we will refund the amount to you by your original payment method.
  13. The relevant delivery fee for the returned product will be refunded if your return request is accepted by us, provided that the returned product is the only item in the order. If there are more than one items in order, delivery fee for that shipment will not be refunded even though we have accepted your refund request for one of the items in that order.
  14. Once your refund request is accepted and the quality of the returned product is evaluated, the refunded amount will be processed within 4-6 weeks. The actual time required for a refund varies based on the business practices of banking services involved.
  15. We have the sole discretion to make final decision on the issues of the product quality and whether the product can be returned.
  16. If you purchase a product in a bundle/as a whole, you must return the entire bundle as a whole for any return.
  17. We will not provide any repair service. Suppliers of the products may or may not provide warranty or repair services for their relevant products. Please refer to the product page of the Online Shop to see if any warranty and/or repair services may be available and contact the relevant supplier for details.
  18. Any Clubpoints awarded under the product purchased at the Online Shop are governed by Club HKT Limited ("The Club") under its terms and conditions available at [www.theclub.com.hk/tnc](http://www.theclub.com.hk/tnc). In the event that the products or services purchased at the Online Shop are refunded for whatsoever reason, the corresponding Clubpoints will be deducted from the Club Member's Account in accordance with The Club's prevailing terms and conditions.
  19. All capitalized terms in these Terms and Conditions not defined herein have the same definition as per the Online Shop Terms and Conditions.
  20. In the event of any discrepancies between Chinese and English versions, the English version shall prevail.