



## Delivery Policy

1. We accept orders for delivery in Hong Kong only.
2. We will not accept any changes to the delivery method once the order has been confirmed.
3. Delivery fee is charged based on the type of delivery option you choose and it is charged on a per order basis (i.e. one delivery fee per order).

### Delivery Fee

- Industrial / commercial building or Home Delivery: HK\$80 (Please refers to 5a for areas that we do not provide delivery service)
  - Self pick up at Collection Point\* at csl / 1010 / HKT shop: Free
- (Your delivery fee is charged on per order basis no matter how many shipments/items there are in your order.)

- \* Collection Point: We offer self-collection services at various pick up points: csl / 1010 / HKT shop. This option may be limited by various factors, such as product size, value and weight, please refer to the checkout page for actual delivery options. csl online shop is not responsible for collection failure resulting from erroneous selection.

Pick up point locations:

- (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

4. Free delivery is available for orders which meet the following conditions:
  - a. Industrial / commercial building or Home Delivery: Net value is HK\$1,000 or above per order, you will be entitled to free delivery. (Please refers to 5a for areas that we do not provide delivery service)
    - i. We perform deliveries from Monday to Saturday (9am – 11pm), except Sunday and public holidays.
  - b. Collection Point at csl / 1010 / HKT shop: You will enjoy our free self-pick up service upon any purchase.
    - i. We will send you a pick-up notification containing a QR code via email when the shipment has arrived in shop. Please pick up the shipment within 72 hours after receiving the message.
    - ii. If you cannot pick up the purchased items within the pickup period, please contact our Customer Service, we will arrange redelivery and reserve the right of requesting you to pay an additional fee of HK\$100 for each and every subsequent attempt.
5. We deliver to most of Hong Kong urban areas but do not deliver to some remote areas.
  - a. Deliveries cannot be made to Lo Wu, Lok Ma Chau restricted area, Mai Po, Man Kam To, Tak Ku Ling, Grass Island, Mui Wo, Po Toi Island, Tai O, Tung Lung Island, Tung Ping Chau,



Ping Chau, Lamma Island, Cheung Chau, Pui O, Kwai Chung Container Terminals areas, restricted areas and PO box address.

- b. If the delivery address you provided is from one of the areas that deliveries cannot be made to (as listed in 5a), and if you cannot assign another address which leads to delivery failure, we reserve the right to cancel and arrange refund for your order and charge you extra HK\$100 for handling fee.
  - c. Deliveries can be made to Tung Chung, Discovery Bay and Ma Wan on specific day of week. Deliveries can be made to Discovery Bay on Tuesdays, Thursdays, and Saturdays. Deliveries can be made to Tung Chung and Ma Wan, on Tuesdays, Thursdays, Friday and Saturdays.
6. Currently we do not support multiple delivery addresses. Please purchase the items in separate orders if you would like them to be delivered to separate addresses.
  7. Our delivery services offer up to 2 delivery attempts. If you are not available to receive the shipment, it would be considered as if the delivery attempt was executed (failed 1st delivery attempt). We will rearrange another time for 2nd delivery attempt. If we cannot deliver the goods in 2 attempts, we will arrange redelivery and reserve the right by requesting you to pay an additional fee of HK\$100 for each and every subsequent attempt. However, if we cannot deliver the goods to you after the specified time frame (being 30 days after the date of purchase unless otherwise specified), we shall have the sole discretion to dispose of the goods without further notice and without any liability and you will not be entitled to any refund or set off from us for any price paid.
  8. We will arrange delivery to the address specified by you and the person who receives the shipment at the address specified by you will need to sign a confirmation of receipt of the shipment upon delivery as evidence of delivery. Delivery of the shipment to the address specified by you (whether the person who receives the shipment will be you or not) shall be deemed due and proper delivery to you. Whether the confirmation receipt is signed by you or any of your designated persons, the Goods will be deemed examined by you and received in good and satisfactory conditions once the receipt is signed. It is not our policy to leave the goods in the location not shown on the order and without your signature, if you insist our courier to leave the goods in other location, any risk of loss will be borne by you. Please note that for delivery of shipment containing alcoholic beverages, the person receiving the shipment must be at least 18 years old. We reserve the right to ask him/her to sign a declaration or show a proof of age.
  9. Our delivery service will be suspended when Typhoon Signal No.8 or higher/ Black Rainstorm Signal is hoisted or affected by other weather or road and traffic conditions whereby delivery is considered unsafe. We will resume delivery service within 2 hours after cancellation/ lowering of the signal and the road and traffic conditions return to normal. Under these circumstances, shipments may be delayed, but we will resume normal operations as soon as possible. If Typhoon Signal No.8 or higher/ Black Rainstorm Signal remains effective at 6 p.m., delivery service will resume on the next business day.

10. In the event of any discrepancies between Chinese and English versions, the English version shall prevail.