

Online Shop Return and Refund Policy

1. Unless otherwise stated, this Online Shop Return and Refund Policy applies for Orders made via the Online Shop. Certain products (e.g. products from Apple and Xiaomi) are subject to their own return and refund policies, please refer to the relevant product page of the product or service at the Online Shop for details.
2. No changes on the product or service and their quantity will be accepted once the order has been confirmed.
3. Unless otherwise explicitly stated, all products or services purchased from the Online Shop are non-refundable, non-returnable and non-exchangeable.
4. The Online Shop may only accept returns for the following valid reasons:
 - (a) The product purchased is damaged or dead on arrival; or
 - (b) The product delivered is not the product ordered
5. In the event a product is damaged or non-functional on arrival, the customer can request a refund by submitting a return request in [My Orders] within 14 days of delivery. Once the return request is approved, we shall proceed to make a refund via the payment method used originally. Our customer service representative may ask you to provide a photo or video clip of the product.
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 product which is damaged due to accident, misuse, negligence, liquid or any causes other than manufacturing defect.
7. If the customer needs to exchange the damaged product, a return request should be submitted to us first and then the product can be returned to us after the return request is accepted and the product can be re-purchased at the Online Shop or our retail shops.
8. Please refer to the following table and check if the product is returnable before requesting for 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 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 representative will arrange with you the date of returning the goods to the designated store or to be picked up by our courier;
 - (e) Please arrange the product to be returned with original packaging together with the original delivery note or sales memo in the parcel to be returned to us and have the returned product packed 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. Once your return request is accepted, we will arrange for the collection of the products from you for free. However, we reserve the right to charge for a HK\$100 or such appropriate amount as administrative fee if we consider any return request to be malicious.
12. If the items ordered are out of stock or in the condition of faulty, defective or damaged (with no fault on your part), we will refund the amount to you via the payment method used originally.
13. Once your refund request is accepted, the relevant delivery fee for the returned product will be refunded if the product is the only item in the order. If there are more than one items in the order, the delivery fee for that shipment will not be refunded even though your refund request for one of the items in that order has been accepted.
14. Once your refund request is accepted and the quality of the returned product is evaluated, the refunded process will be completed within 4-6 weeks. The actual time required for a refund may vary 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 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 supplier for details.
18. Any Club points 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. In the event that the products or services purchased at the Online Shop are refunded for whatsoever reason, the corresponding Club points 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 shall 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.