

Delivery Policy

1. We only accept orders for delivery in Hong Kong.
2. We will not accept any changes to the delivery option once the order has been confirmed.
3. Delivery fee is charged on the 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, free delivery for net value HK\$1,000 or above per order (Please refers to item 5a for areas that we do not provide delivery service)
- Pick up at Collection Point* at csl / 1010 / HKT shop: HK\$30, free delivery for net value HK\$300 or above per order

(Delivery fee is charged on per order basis regardless of the number of shipments / items 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. We are 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: You will enjoy free delivery for net value HK\$1,000 or above per order. (Please refers to item 5a for areas that we do not provide delivery service).
 - i. Delivery will be available from Monday to Saturday (9am – 11pm), except Sunday and public holidays.
 - b. Collection Point at csl / 1010 / HKT shop: You will enjoy free pick up service for net value HK\$300 or above per order.
 - i. A pick-up notification containing a QR code via email will be sent to you when the shipment has arrived in shop. Please pick up the shipment within 72 hours after receiving the notification.
 - 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 subsequent delivery attempt.

5. We deliver to most urban areas of Hong Kong, except 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 provided is from one of the areas that deliveries cannot be made to (as listed in item 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 only be made to Tung Chung, Discovery Bay and Ma Wan on specific days of week. Deliveries to Discovery Bay can be made on Tuesdays, Thursdays, and Saturdays, while deliveries to Tung Chung and Ma Wan can be made on Tuesdays, Thursdays, Friday and Saturdays.
6. Currently we do not support multiple delivery addresses. Please purchase the items for separate addresses in separate orders.
7. Our delivery services per order 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 (1st failed delivery attempt). We will rearrange the 2nd delivery attempt. If we cannot deliver the goods in the 2nd attempts, we will arrange redelivery and reserve the right by requesting you to pay an additional fee of HK\$100 for each subsequent delivery attempt. However, if we cannot deliver the goods to you after the specified duration (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 and the person who receives the shipment at the address specified 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 (regardless of the person who receives the shipment) shall be deemed as a 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 to be 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 specified 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 when it is affected by other weather or road and traffic conditions whereby delivery is considered unsafe. We will resume delivery service within 2 hours after the cancellation / lowering of the signal and the road and traffic conditions resume 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.