

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 being chosen, and it is charged on a per order basis regardless of the number of items in the order.

Delivery Fee	Calculated based on the net order value per order	
Industrial / commercial building or Home Delivery [^] :	HK\$30 (HK\$1,000 or above)	HK\$80 (below HK\$1,000)
Pick up at Collection Point [*] :	Free delivery (HK\$300 or above)	HK\$30 (below HK\$300)
Delivery by Appointment [^] / Merchant Delivery [^] :	Free delivery	
E-redemption:	No delivery service or delivery fee will be incurred for products/services redeemed through e-redemption	

[^] Please refers to item 9a for areas that we do not provide delivery service. For Merchant Delivery's specific delivery instructions and details about delivery areas, please refer to the relevant product page.

^{*} 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:

1. Shop 1 & 2 G/F, 1/F & 2/F, No. 22 Yee Wo Street, Causeway Bay
 2. Shop 10-11 (G/F) & Shop 9-11 (1/F), Hong Kong Pacific Centre, 28 Hankow Road
 3. G/F, 52-54 Wellington Street, Central
 4. Shop 8, G/F & 1/F, Sun Kong House, 2J - Q Sai Yeung Choi Street South, Mongkok, KLN
 5. Shop 2001A, 2/F, ELEMENTS, 1 Austin Road West, Tsim Sha Tsui
 6. Shop 616, 6/F, New Town Plaza Phase I, Shatin
 7. Shop A318-A319, Level 3, YOHO MALL, Phase 2, 8-9 Long Yat Road & 9 Yuen Lung Street, Yuen Long
 8. G/F & M/F, 18 Wu Pak Street, Aberdeen
 9. Shop G21 & 22A, G/F, Pioneer Center, No. 750 Nathan Road, Mongkok
 10. Shop 7B on G/F of Nos. 36-60 Tak Man Street, Hung Hom
 11. Shop Nos. 10 & 11, G/F, KOLOUR • Yuen Long, 1 Kau Yuk Road, Yuen Long
 12. Shop A, G/F, Chek Wing Court, No.175 Castle Peak Road, Yuen Long
 13. Shop 139A, Level 1, Metrolaza, Kwai Fong
 14. Shop P45-47, Telford Plaza, Kowloon Bay
 15. Shop E, G/F, Lucky House, 20-24 Jordan Rd, Jordan
 16. Shop G127- G128, G/F, Tuen Mun Town Plaza, Phase I, Tuen Mun
 17. Shop Unit F73, 1/F, Popcorn 2, No.9 Tong Chun Street, Tseung Kwan O
 18. Shop 113A, Level 1, New Jade Shopping Arcade, 233 Chai Wan Road, Chai Wan
 19. Shop No. UG70A on Upper Ground Floor, Olympian City 2, Tai Kok Tsui
 20. Shop No. C3 & D, G/F, Nos. 132 & 134 Fuk Wa Street, Kowloon
 21. Shop 7, Ground Floor, Tai Yau Plaza, 181 Johnston Road, Wanchai
 22. Shop F, G/F, Tung Hing Building, 135 Johnston Road, Wanchai
 23. Shop Unit F73, 1/F, Popcorn 2, No.9 Tong Chun Street, Tseung Kwan O
 24. Shop No. L053A, G/F, Tin Yiu Plaza, Tin Shui Wai
4. Swift delivery is always our first priority, the process of which normally starts, unless otherwise stated, two working days after an order is confirmed, and the item(s) will be ready for self-pickup at the Collection Point or delivered to the designated address. Please note that the actual delivery time may be subject to logistics arrangements, inclement weather conditions, typhoons, public holidays or other uncontrollable factors.
 5. Regarding industrial / commercial building or Home Delivery:
Delivery will be available from Monday to Saturday (9am – 11pm), except Sunday and public holidays for industrial / commercial building or Home Delivery.

6. Regarding self-collection at csl / 1010 / HKT shop's Collection Point:
 - A pick-up notification containing a QR code via email will be sent to the customer when the shipment has arrived in shop. Please pick up the shipment within 72 hours after receiving the notification.
 - If the customer 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 the customer to pay an additional fee of HK\$100 for each subsequent delivery attempt.
7. Regarding Delivery by Appointment / Merchant Delivery:
 - For the product delivery method falls under the "Delivery by Appointment" category, our logistics contractor will contact the customer to schedule the delivery. Items in this category are not eligible for delivery to Collection Points at csl / 1010 / HKT shop for pick up.
 - For the product delivery method falls under the "Merchant Delivery" category, the merchant's logistics contractor will contact the customer to schedule the delivery. For specific delivery instructions and details about delivery areas, please refer to the relevant product page. Items in this category are not eligible for delivery to Collection Points at csl / 1010 / HKT shop for pick up.
 - For delivery address chosen by the customer is in an area where delivery services are not available (as listed in item 9a), delivery services may not be available to that area. For products in the "Merchant Delivery" category, actual delivery arrangements may vary depending on specific merchant logistics contractor's arrangements. If the customer is unable to provide an alternative address which leads to delivery failure, we reserve the right to cancel the order, arrange a refund, and charge an additional handling fee of HK\$100.
8. Regarding e-redemption:
 - Customers can download the redemption letter in the "My Order" section after the order is confirmed.
 - Customer may follow the instruction(s) in the redemption letter to redeem the respective product/service through e-redemption on/before the specific redemption period.
9. 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 9a), and if the customer is unable to provide an alternative address which leads to delivery failure, we reserve the right to cancel the order, arrange a refund, and charge an additional handling fee of HKD\$100.
 - 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.
10. Currently we do not support multiple delivery addresses. Please purchase the items for separate addresses in separate orders.
11. Our delivery services per order offer up to 2 delivery attempts. If the customer is 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 the customer to pay an additional fee of HK\$100 for each subsequent delivery attempt. However, if we cannot deliver the goods to the customer 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 the customer will not be entitled to any refund or set off from us for any price paid.
12. 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 the customer. Whether the confirmation receipt is signed by the customer or any of the customer's designated persons, the Goods will be deemed to be examined by the customer 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 the customer's signature, if the customer insist our courier to leave the goods in other location, any risk of loss will be borne by the customer. 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.

13. 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.
14. In the event of any discrepancies between Chinese and English versions, the English version shall prevail.