

送貨服務安排需知

1. 未能提供送貨服務地區包括: 禁區、5.5 公噸(香港地區)以上貨車不能進入的路段、展覽場地、倉庫、酒店、裝修單位、船屋/船、地盤、貨櫃碼頭或現場環境不容許運送所購買之貨品的地點。如須送貨至客運碼頭，顧客須自行安排海路運送及貨物上落事宜。
2. 所有貨品必須在購貨日後三十天內完成送貨。
3. 更改送貨日期/取消送貨、修改訂單內容:
 - 網上購物顧客 (香港)
 - 更改送貨日期 請在送貨前三天 (香港) 電郵至 service@worldhk.com.hk 或 36940431 辦理
 - 更改或取消訂單, 請在送貨前三天 (香港) 電郵至 service@worldhk.com.hk 或 36940431 辦理
 - 如未能於上述指定日子前辦理，我們將收取港幣\$100 行政費用
4. 送貨服務收費為卸貨點至送貨地址之間的 100 米範圍內，如超過範圍，委派之送貨隊將直接收取附加之搬運費(香港及網上顧客)，並提供收據。:

範圍	收費
50 米起至 100 米以內	港幣\$150
100 米起至 200 米以內	港幣\$200
200 米以上	港幣\$300

5. 若送貨地點沒有升降機或貨品須經樓梯送貨，顧客須繳付每樓層港幣\$30 (香港及網上訂單)之搬運費，以八層為上限。
6. 如在送貨當日，因送貨地址無人應門，是次送貨費將不會退回。如需再次安排送貨，我們會再次收取送貨費用。
7. 如送貨當天遇上惡劣天氣，嚴重水浸，道路阻塞或封閉，送貨服務將有可能延誤或暫停。我們會在 24 小時內以短訊及電話聯絡顧客再作安排，補送服務將於七天內完成。
8. 收貨人須年滿 18 歲並為顧客的授權代表，任何收貨人的指示/所提供的信息或行為均代表顧客本人。送貨車隊將會於送貨前 30 分鐘聯絡閣下通知抵達時間；我們有機會於送貨後致電顧客進行簡短的服務意見調查。

有權就以上條款作出任何修改，恕不另行通知及保留有關交易之最終決定權。如上述之中文版本與英文版出現歧異，概以中文版為準。

Delivery Service Arrangement

1. Delivery service is not applicable to restricted areas, road which prohibited truck weighted 5.5 tones (Hong Kong) or above, apartment under renovation, exhibition site, warehouse, hotel, boat house/boat, construction site, container terminal, addresses where goods delivery have to go through the balcony.
2. All items will be completed for delivery within 30 days from date of purchase.
3. Reschedule, order cancellation, add or amend product items:
 - Orders through giggas online shop (for both Hong Kong)
 - To reschedule, please e-mail to service@worldhk.com.hk or 36940431 at least 3 days (for HK) before delivery.
 - To make changes to your order, e-mail to service@worldhk.com.hk or 36940431 at least 3 days (for HK) before delivery to cancel your order, and place your order again.
 - HKD\$100 administration fee will be charged for amendments made within 3 days (for HK) before delivery.
4. Service covers addresses only within a 100m parameter of the unloading point. For addresses outside the prescribed scope, a maximum of HKD\$300 (Hong Kong customers) surcharge will be collected and receipt will be provided by giggas authorized delivery service provider.

Distance from delivery address	Fee
Between 50m and 100m	HK\$150
Between 100m and 200m	HK\$200
Over 200m	HK\$300

5. For buildings without lift or for product that can only access through staircases, there will be additional delivery charge of HKD\$30 (Hong Kong and online customers) per floor, up to 8 floors.
6. There will be no refund of delivery fee on delivery failure due to an unattended recipient address upon arrival of goods at the appointed time. Should delivery be rescheduled in such circumstance, we will require additional delivery charges.
7. In case of bad weather conditions, serious flooding or blocked or closed roads, the deliveries may be delayed or suspended. giggas will contact the affected customer within 24 hours via SMS/phone for rescheduling of delivery and such delivery will be made within 7 days thereafter.
8. The person receiving the goods at the delivery address shall be over 18 years of age and shall be deemed your authorized representative and that any instructions/information provided and act done by such authorized representative shall be deemed instructions/information provided and act done by you. The delivery team will call you regarding the estimate arrival time 30 minutes in prior. We may contact you for a follow-up survey after delivery.

giggas reserves the final right to interpret the terms and conditions herein. In the event of conflict between the English and Chinese versions, the Chinese version shall prevail.