

退換貨政策

退換貨標準

對於在本網站購買的產品，如有質量問題，您可以在收貨日期起 7 天內（以簽收日期為準）申請退/換貨（指定產品或參與優惠折扣產品除外）。請注意，每張訂單只可進行一次退/換貨。所有產品在同一單據下只允許退/換貨一次，並只能換同款同顏色的商品。退回產品務必附有送貨單及訂單，否則我們將無法為您辦理退換貨。

退換條件如下：

- 收貨日期起7天內申請退/換貨
- 製造方面的問題
- 物流問題
- 瑕疵和產品品質問題（僅符合瑕疵商品退貨/退款流程，另有其他限制，詳細請向客戶服務員聯絡）
- 某些特別註明的折扣或推廣活動，部分退貨退款申請將不會受理
- 商品完整無損
- 商品所有配件完整無損

如收貨時產品或外包裝有任何問題，請馬上與客戶服務代表聯絡。

退貨及換貨流程

退回指定地方

請注意如您選擇於指定地方退貨，均豁免退貨運費。

1. 請必須先聯絡我們客戶服務部 / Facebook : giggas作出退貨或換貨申請，並說明想退回或換貨之商品及原因。
2. 當我們接納您的退貨申請後，我們的客服將會與您共識交還指定地點，屆時請帶同需要退貨的商品、單據及贈品（如適用）到達指定地方。
3. 我們收到您退回的商品後會立即進行驗貨，如確認商品符合退貨標準，就會於20個工作天內將款項退回。
4. 換貨的新產品將於7-10個工作天內發貨。

退款詳情

1. 如驗貨後確認商品不符合上述的退貨標準，我們會把該商品退回給您，並收取HK\$100作退件運費用途。
2. 如果您退回的產品是與其他產品一起購買以享受我們的促銷或優惠，我們有權扣除部分退款金額；
3. 如果您退回的產品是與其他商品一起購買以享受免運費優惠，我們有權從您的退款金額中扣除運費。
4. 收到退款的時間取決於不同的退款方式，實際退款款項到達您帳戶所需的時間取決於不同的銀行或支付平台的運營。

不能退換貨的原因

如出現以下情況，則我們無法協助辦理退換貨：

- 產品使用場合不當
- 由於外部堅硬物擦傷
- 產品外表不潔淨
- 某些特別註明的折扣或推廣活動，必須整單退回，否則退貨退款申請將不會受理。

Return Policy

Return & Exchange Policy

For products purchased from this website, if any quality problem be found, you may apply for returns / exchanges (except the specific products and discounted products) within 7 days from the date of receipt (subject to the signing date) of the order. Please note that each order can only be applied for returns/exchanges once. every item listed on an order can only be returned/exchanged once while only the products with the same types and same colors as the purchased items are available for exchange. Please deliver your item together with the purchase order or the notice for delivery when you choose to return an item; otherwise, we will not be in position to process returns and exchanges for you.

Conditions of returns and exchanges are as follow:

- Within 7 days from the date of receipt;
- Manufacturing defects in the product;
- There are problems on logistics;
- Flaws and quality defects are in the product(products in this case only in line with the procedure of returns and exchanges for products with flaws and quality defects and there are further conditions.For details, please contact the customer service);
- Orders placed in specific discounts or promotion events are required to be returned in full; otherwise, returns and refunds may not be processed.
- The product must be intact.
- All product accessories must be intact

If there are any problems on the product or packaging upon receipt, please contact the customer service representative

Return & Exchange process

Return in retail stores

Please note that if you choose to return your product in retail stores, shipping fees will be waived.

- 1 Please inform the online shop customer service department (email:service@worldhk.com.hk / Facebook: giggas) in advance to apply for returns and exchanges and kindly state the reason for your decision.
- 2.Upon the approval of your application, our customer service will liaise with the selected detail store. Please bring the item you want to return, receipt and gift (if any) to the retail store.
- 3.Once we receive your return item, we will perform quality checks immediately. If the item is compliance with the return conditions, a refund will be made to the credit card used for the original payment within 20 working days.
- 4.New products after exchanges will be delivered within 7-10 working days.

Refunds Details

1. If an item is not inline with the above return conditions after quality checks, we will return the item to you and charge HK\$100 for delivery;
2. If a return item is purchased in conjunction with other products for the purpose of discounts and offers. We reserve the right to issue partial refunds;
- 3.If a return item is purchased with other products for the purpose of enjoying free shipping service. We reserve the right to deduce shipping fee from your refund;
- 4.Receipt time of refunds depends on refund methods. The actual time for the refund to arrival at your bank account depends on the time taken for processing of different banks and payment platforms.

Reasons for unacceptable returns/exchanges

We are not in position to process returns and exchanges under the following circumstances:

Products become non-resalable due to customers

- Improper usage of products,
- products being scratches by hard objects.
- Products with unclean appearance
- Orders placed in specific discounts or promotion events are required to be returned in full; otherwise, returns/refunds will not be accepted.