

Delivery

Local Delivery Services and Charges

1. If You have opted for delivery service in your Order, we will confirm with You the delivery date and time session by email. Please note that no delivery service will be provided on Sunday and public holidays.
2. Delivery service is available in Hong Kong Island, Kowloon and the New Territories. Delivery service to Tung Chung, Ma Wan and Discovery Bay is only available on Monday, Wednesday, Thursday and Friday. Delivery service to Lantau Island is only available on Wednesday & Friday PM(excluding public holidays).
3. Delivery service is not applicable to Restricted Areas, some Outlying Islands, Hong Kong Disneyland, warehouses, vessels, and public areas such as stations/roads/staircases.
4. Free daytime delivery is offered with Order amounts of HK\$2000 or above; if the Order does not qualify for free daytime delivery, a delivery charge of HK\$100 shall apply. A delivery charge of HK\$100 applies for all nighttime deliveries.
5. For designated delivery address with elevator available and carrying item up/ down stairs needed after taking the elevator, a surcharge will be applied (HK\$30 per floor per item; for stairs, 10 stairs count as one floor with a charge of HK\$30 per floor per item. Complimentary gifts are excluded).
6. If there is no lift at the designated delivery address, only night delivery service will be provided with a delivery charge of HK\$100, and a surcharge shall apply (HK\$30 per floor per item; for stairs, 10 stairs count as one floor with a charge of HK\$30 per floor per item. Complimentary gifts are excluded).If the building has Mezzanine Floor, it will be charged as one floor.
7. If the destination is not accessible by truck, Delivery Man shall depending on the actual circumstances of delivery, goods will deliver by walk and must meet the following conditions: 1)Receiver may need to lead the way 2)Walking time within 10 mins 3)Flat, wide, and safe roads. Failing to abide by any one of the above conditions will arrange delivery at the nearest parking point, e.g.: Carpark, Village entrance, public mailbox, etc.
8. If for actual circumstances or any other reasons, our courier is not able to deliver the goods to the billing address as specified in your order, deliverymen will quote based on actual circumstances of delivery. Example:

stair charge, etc. The customer shall pay the delivery fee in cash on delivery to the courier.

9. We shall not liable for any delay or failure in delivering the Product(s) caused by or resulting from accidents, traffic conditions, weather conditions or any other causes beyond Our scope of control.
10. Delivery service will be suspended when the typhoon signal No.8 or above/ black rainstorm signal is hoisted. If the typhoon signal No.8 or above is cancelled, delivery service will be arranged on other day; if the black rainstorm signal is cancelled, the delivery service will be reschedule by contacting costumer.
11. If You need to make any amendments to Your Order (such as delivery date, delivery time session or adding items, etc.), please inform Us at least 3 working days (excluding Sunday and public holidays) in advance of the prior agreed date and time of delivery.
12. If for any reason We find it necessary to amend the delivery date, We will notify You of the amended date as soon as possible. However, the delivery date is only Our best estimate and is not an element of the contract. Under no circumstances shall We be liable for any advancement or delay (for whatever reason and whether or not You have been notified) in the delivery date.
13. If You are unable to collect Your Products within 30 days after the Order confirmation email is received; or You have not provided Us sufficient or precise instructions for delivery, under the circumstances of not affecting any rights or indemnity and at our discretion, we may:
 - i. keep the related Products until the actual delivery date, and charge You a reasonable storage fee (including any insurance fee incurred); or
 - ii. cancel Your Order and charge You any additional expenses and losses caused by insufficient and inaccurate information provided or Your failure to receive the Products; or
 - iii. dispose of the unclaimed product in any way without any obligation or liability to You.
14. We shall be deemed to have properly performed all obligations under the Contract upon delivery, and the Products delivered shall be deemed to be correct and of satisfactory quality.
15. All risks in the Products shall pass to You upon the Products being delivered to Delivery Address or being collected; however we shall retain title in the Products until full payment has been received

1. After you placed an Order, we will send you an Order Confirmation email to confirm the delivery date. In general, the Order will be delivered in 3 - 5 working days after it is confirmed.
2. Please note that no delivery service will be provided on Sunday and public holiday; delivery service will not be available when typhoon signal No.3 or above is hoisted.
3. You are responsible for all shipping charges involved, applicable customs duties, taxes, and any other charges that may incur. You may inquire your local custom office for more details.
4. Free delivery is offered with Order amounts of HK\$2000 or above; if the Order does not qualify for free delivery, a delivery charge of HK\$100 shall apply.
5. If there is no lift at the designated delivery address, you need to pick up the products on the ground floor.
6. For the delivery charge of all large appliances such as TV, AV products, air conditioners, refrigerators, washing machines, dryers, etc., please contact our Customer Services for quotation.
7. No installation service and unpacking service will be provided for all TV, AV products, air conditioners, refrigerators, washing machines and dryers.
8. There are some products that are unavailable for Overseas Sale and Delivery. If we are unable to sell or deliver any product to your chosen country, we will always show you on the product page.
9. We shall not liable for any delay or failure in delivering the Product(s) caused by or resulting from accidents, traffic conditions, weather conditions or any other causes beyond Our scope of control.
10. You need to sign a confirmation of receipt of the products when the products are collected and by doing so, you accept the Products being in good condition and the responsibility for the Products ordered from that moment on.
11. If You need to make any amendments to Your Order (such as delivery date, delivery time session or adding items, etc.), please inform Us at least 3 working days (excluding Sunday and public holidays) in advance of the prior agreed date and time of delivery.
12. All the exchange of Products will be subject to additional shipping charges.
13. All charges, terms and conditions are subject to change without notice.

Shop Pick Up

1. If You opt for Store Pickup in Your Order, We will confirm with You the pickup date and store location by email.
2. When You arrive at the designated store to pick up Your product, Customers are required to present the confirmation email and the credit card used for the transaction when pick up in store. Customers need to collect the goods in person and are required to sign & acknowledge the pick up notice.
3. If You need to change the pickup date and/or store location, please email or telephone our customer service 2 working days in advance of the prior intended pickup date.
4. To provide better customer service experience, certain designated products must on the customer's arrival at the store for pickup be opened for checking and activated immediately before handing over to the customer for receipt.
5. Upon the customer acknowledge receipt of the Product, the Products shall be deemed to be correct and of satisfactory quality.
6. If for any reason We find it necessary to amend the delivery date, We will notify You of the amended date as soon as possible. However, the delivery date is only Our best estimate and is not an element of the contract. Under no circumstances shall We be liable for any advancement or delay (for whatever reason and whether or not You have been notified) in the delivery date.
7. If You are unable to collect Your Products within 30 days after the Order confirmation email is received; or You have not provided Us sufficient or precise instructions for delivery, under the circumstances of not affecting any rights or indemnity and at our discretion, we may:
 - i. keep the related Products until the actual delivery date, and charge You a reasonable storage fee (including any insurance fee incurred); or
 - ii. cancel Your Order and charge You any additional expenses and losses caused by insufficient and inaccurate information provided or Your failure to receive the Products; or
 - iii. dispose of the unclaimed product in any way without any obligation or liability to You.