

www.daisywong.com.hk

TERMS & CONDITIONS

These terms and conditions apply to all items ordered from daisywong.com.hk. By using this website and/or placing an order you agree to be bound by the terms and conditions set out below.

We may change these terms and conditions from time to time without notice to you. Changes will apply to any subsequent orders received. Once your order has been confirmed, we will not be able to make any changes to the terms that apply to that order.

Before placing an order, if you have any queries relating to these terms and conditions, please contact daisywongoffice@gmail.com.

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LOCAL DELIVERY

We deliver via the standard mail service of the HK Post Office for local orders. According to the HK Post Office, local mails normally require 2 to 3 working days. Please note that working days do not include weekends and public holidays, and bad weather condition may cause delay.

Upon receiving your payment confirmation, we will pack the order and send out autographed books & bookmarks within 2 to 5 working days; "So what?" collection necklaces within 1 to 2 working days, and "So what?" collection phone cases within 7 working days.

If you haven't received the order within reasonable time, **please kindly check if the postman has left a mail collection notice in your mail box** when there was no one to receive the mail or when the parcel is too big to be inserted into your mail box. In some circumstances, if the mail remains unclaimed in the post office for 2 weeks, it may be discarded without returning to the sender.

INTERNATIONAL DELIVERY

We deliver to any place around the globe as far as the HK Post Office agrees to deliver, except Malaysia, the Philippines and Mainland China as readers failed to receive our books in the past.

Upon receiving your payment confirmation, we will pack the order and send out autographed books & bookmarks within 2 to 5 working days; “So what?” collection necklaces within 1 to 2 working days, and “So what?” collection phone cases within 7 working days.

We deliver via standard air mail service of the HK Post Office for international orders. According to the HK Post Office, international orders normally require around 14 working days. Please note that working days do not include weekends and public holidays, bad weather condition may cause delay. International delivery may take longer than 14 days depending on your country's postal service.

If you haven't received the order in reasonable time, **please kindly check if the postman has left a mail collection notice in your mail box** when there was no one to receive the mail or when the parcel is too big to be inserted into your mail box. In some circumstances, if the mail remains unclaimed in the post office for 2 weeks, it may be discarded without returning to the sender.

TRACK YOUR ORDER

For international mail, only parcels over 2 KG (equivalent to 8 books or above) can be tracked. We will email you the tracking number. Tracking is not available for Hong Kong mails.

CHRISTMAS SHIPPING DATES

We deliver via the HK Post Office. Kindly view the following website for Christmas shipping dates: www.hongkongpost.hk

RETURN

All items are non-refundable. However, if there is any damage due to delivery issue or any unexpected failure, please contact us at daisywongoffice@gmail.com. We will follow up for you. Please be aware that proof of damage will be required.

PRODUCT INFORMATION

All books sold via this website carry the autograph of author Daisy Wong. If you wish Daisy to write the name of the addressee while signing autograph, please notice us via email daisywongoffice@gmail.com within 1 hour upon confirming payment. If we haven't received your email, we shall send you the autographed book(s) without writing the addressee's name.

We have made every effort to display as accurately as possible the colours of our products that appear on the website. However, as the actual colours you see will depend on your monitor, we cannot guarantee that your monitor's display of any colour will accurately reflect the colour of the product on delivery.

PURCHASE OF PRODUCTS

We reserve the right to refuse an order. Non-acceptance of an order may, for example, be due to unavailability from stock or our inability to obtain authorisation of payment. If there are any problems with your order we shall contact you. Prices are subject to change without notice. These changes will not affect orders that have already been despatched.

PAYMENT

We accept credit card and paypal. ATM deposit is also accepted for HK dollars only. After the order is despatched, we will send you an email notifying you the status of order.

PRIVACY POLICY

We are committed to maintaining your privacy. We ask for your name, telephone number, mailing address, email address for delivery purpose, and payment method details. Your data will enable us to fulfil your order. Our Website is not intended for use by children under the age of 14, and we will not knowingly collect any information from any person below the age of 14.

LINKS TO THIRD-PARTIES SITES

In an attempt to furnish you with more information, we may share third party links on our Website. These linked sites have separate and independent privacy policies. We encourage you to review those policies when you visit those sites and we have no responsibility or liability for the content and activities of these linked sites.

GENERAL

We shall not be liable to any person for any loss or damage, which may arise from the use of any of the information contained in any of the materials on this website.

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We have taken every care in the preparation of the content of this website. To the extent permitted by applicable law, and save as otherwise specified by us, we disclaim all warranties, express or implied, as to the accuracy of the information contained in any of the materials on this website.

These terms and conditions shall be governed by and construed in accordance with the laws of the Hong Kong Special Administrative Region of the People's Republic of China ("Hong Kong") and it is agreed that the Hong Kong courts shall have exclusive jurisdiction in the event of a dispute. If any terms shall be unlawful, void or for any reason unenforceable then that provision shall be deemed severed and shall not affect the validity and enforceability of the remaining provisions.

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