

For Staff Only	
File No.	
Service No.	
Tel No.	
Fax No.	
Staff	

虛擬辦公室服務計劃資料 Virtual Office Service Plan Information

請於適當位置加上✓號 Please indicate ✓ as appropriate

地址組合 Address Package

☐ Plan B 服務內容 Service Scope

- 提供註冊商業地址
Business address service
- 代收取公司郵件及包裹
Company mail handling service

☐ Plan B1 服務內容 Service Scope

- 地址組合 Plan B
- 提供中英文公司名流動式電子水牌
Dynamic Electric Directory Sign

☐ Plan B2 服務內容 Service Scope

- 地址組合 Plan B1
- 拆開信件掃描並每月轉寄到指定地址
- Sending mails to assigned address monthly after scanning

*組合月費不包括轉寄郵費 Postage fee is not included

通訊組合 Communication Package

☐ Plan D 服務內容 Service Scope

- 提供註冊商業地址
Business address service
- 代收取公司郵件及包裹
Company mail handling service
- 代接電話及留言後電郵通知
Telephone service and notified by email

☐ Plan D1 服務內容 Service Scope

- 通訊組合 Plan D
- 提供中英文公司名流動式電子水牌
Dynamic Electric Directory Sign

☐ Plan D2 服務內容 Service Scope

- 通訊組合 Plan D1
- 拆開信件掃描並每月轉寄到指定地址
- Sending mails to assigned address monthly after scanning

*組合月費不包括轉寄郵費 Postage fee is not included

專業組合 Professional Package

☐ Plan E 服務內容 Service Scope

- 提供註冊商業地址
Business address service
- 代收取公司郵件及包裹
Company mail handling service
- 代接電話及留言後電郵通知
Telephone service and notified by email
- 接聽來電後即時轉駁至本地號碼
Call transfer to local phone number after greeting
- 非辦公時間轉駁至本地號碼或留言信箱
Direct transfer to local phone number or voice mailbox in non-office hour
- 獨立傳真號碼，每月無限接收
Dedicated fax number with unlimited pages

☐ Plan E1 服務內容 Service Scope

- 專業組合 Plan E
- 提供中英文公司名流動式電子水牌
Dynamic Electric Directory Sign

☐ Plan E2 服務內容 Service Scope

- 專業組合 Plan E1
- 拆開信件掃描並每月轉寄到指定地址
- Sending mails to assigned address monthly after scanning

*組合月費不包括轉寄郵費 Postage fee is not included

地址選擇 Branch Locaion

- ☐ 觀塘 Kwun Tong ☐ 荔枝角 Lai Chi Kok
- ☐ 旺角九龍行 Mong Kok Kowloon Building ☐ 荃灣 Tsuen Wan ☐ 灣仔 Wan Chai
- ☐ 尖沙咀 Tsim Sha Tsui ☐ 上水 Sheung Shui

其他選項 Other Options

用戶數目
Number of user

- ☐ 1-2 名用戶 1-2 users (+\$0)
- ☐ 3-4 名用戶(每用戶\$50) 3-4 users (+\$50 per user)

繳費週期
Payment Cycle

- ☐ 12 個月 (八折) 首次申請額外送 2 個月 12 months (20% off) with extra 2 months free for first time application
- ☐ 6 個月 (九折) 6 months (10% off)

得知本公司途徑
How to know us

- ☐ 谷歌 Google ☐ 雅虎 Yahoo ☐ 戶外廣告 Outdoor Advertising
- ☐ 轉介 Referral (公司名 Company Name) _____
- ☐ 其他 Other _____

Conson Business Limited

Head Office: 7/F Kowloon Building 555 Nathan Road Kowloon Hong Kong

China Branches: Shenzhen Guangzhou Shanghai Beijing

Hong Kong Branches: SheungShui TsimShaTsui WanChai KwunTong TsuenWan LaiChiKok

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Website: <http://www.conson.com.hk>

虛擬辦公室增值服務選項 Virtual Office Value-added Service

請於適當位置加上✓號 Please indicate ✓ as appropriate

信件及郵件處理 Mail Handling Service

- ☐ 轉寄至港信其他分行 Forwarding to other Conson Branch (+\$35)
- ☐ 觀塘 Kwun Tong ☐ 荔枝角 Lai Chi Kok ☐ 旺角 Mong Kok ☐ 荃灣 Tsuen Wan
☐ 灣仔 Wan Chai ☐ 尖沙咀 Tsim Sha Tsui ☐ 上水 Sheung Shui
☐ 深圳 Shenzhen ☐ 廣州 Guangzhou ☐ 上海 Shanghai ☐ 北京 Beijing
- ☐ 每月一次信件轉寄到指定地址 Forward to assigned address once a month(+\$30)
- ☐ 收件後以電話通知 Mail notification by call (+\$10)

來電處理(辦公時間內) Call Handling Service (During office hour)

- ☐ 留言後以電話通知 Take message and notify by call (+\$10)
- ☐ 接聽來電後即時轉駁至本地號碼 Call transfer to local phone number after greeting (+\$35)
- ☐ 系統直接轉駁至指定電話號碼 Direct transfer to assigned number (+\$35)
- ☐ 系統直接轉駁至留言信箱 Direct transfer to Mailbox (+\$35)

來電處理(非辦公時間內) Call Handling Service (During non-office hour)

- ☐ 系統直接轉駁至留言信箱 Direct transfer to voicemail (+\$35)
- ☐ 系統直接轉駁至指定電話號碼 Direct transfer to assigned number (+\$70)

電子傳真服務

- ☐ 共用電子傳真號碼(限收40頁) Share E-fax number(with 40 pages limit)(+\$25)
- ☐ 每月無限接收 With unlimited pages (+\$100)

公司名牌 Directory Sign

- ☐ 流動式電子水牌 Dynamic Electric Directory Sign (+\$45)
- ☐ 固定水牌 Fixed Directory Sign (+\$70)

名冊備查服務 Registry Keeping Service

- ☐ 保存名冊備查服務 - 12個月 Registers Keeping Service - 12 months (+\$300)
- ☐ 保存名冊備查服務 - 6個月 Registers Keeping Service - 6 months (+\$200)

辦公室體驗計劃(新客戶專享) Experience Office (New Client Promotion)

- ☐ 3次使用半日通行證 3 times to enjoy Half Day Pass (+\$100)
- ☐ 3至5人會議室3小時 Enjoy 3-5 people conference room for 3 hours (+\$100)

備註 Remarks (職員專用 For Staff Only)

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公司資料 Company Information			
公司名稱 Company Name	(英文 English)		
	(中文 Chinese)		
商業登記號碼 Business Registration No.			虛擬辦公室服務生效日期 Effective Date of Virtual Office Service (DD/MM/YYYY)
由港信代為更改公司註冊地址為虛擬辦公室服務地址(免費) Change Of Registered Address By Conson (Free Of Charge)		<input type="checkbox"/> 是 (需於申請服務時一併處理) Yes (With in application procedures) <input type="checkbox"/> 否 (毋需更改地址) No (Do not change of address)	
用戶 1 資料 User 1 Information			
用戶姓名 User Name	(英文 English)		
	(中文 Chinese)		聯絡電話 Contact No.
電郵地址 Email Address			
用戶 2 資料 User 2 Information			
用戶姓名 User Name	(英文 English)		
	(中文 Chinese)		聯絡電話 Contact No.
電郵地址 Email Address			
郵件及傳真管理詳情 Mail And Fax Management Details			
通知方法 Notification ways	<input type="checkbox"/> 電郵通知 Notification by email <input type="checkbox"/> 電話通知 (+\$10/月) Notification by call (+\$10/month)		
通知用戶 Notification To	<input type="checkbox"/> 用戶 1 User1 <input type="checkbox"/> 用戶 2 User2 <input type="checkbox"/> 其他 Other : (只能選擇一位 One User Only)		
轉寄地址 Mail Forwarding Address			
適用於掃描信件服務及 E-fax 服務 - 接收檔案之電郵地址 Receiving Email - Preferred Package and E-fax Services applicable		<input type="checkbox"/> 用戶 1 User1 <input type="checkbox"/> 用戶 2 User2 <input type="checkbox"/> 其他 Other :	
(僅供有電話服務的客人填寫 For Phone Call Service Only) 電話管理詳情 Call Management Details			
公司簡稱 Company short name	字數限制: 中文四個字以內 / 英文兩個字以內 Limited of word : (Chi) within 4 words / (Eng) within 2 words		
接收留言之電郵地址 - 適用於非辦公時間轉駁至留言信箱服務 Receiving Email - Voicemail service during non-office hour applicable		<input type="checkbox"/> 用戶 1 User1 <input type="checkbox"/> 用戶 2 User2 <input type="checkbox"/> 其他 Other :	
系統直接轉駁號碼 - 服務只限轉駁至本地號碼 Direct transfer number - Direct transfer to local number only		<input type="checkbox"/> 用戶 1 User1 <input type="checkbox"/> 用戶 2 User2 <input type="checkbox"/> 其他 Other :	
附加公司資料以便解答貴公司客人之查詢 Additional Company Information For Reply Enquiry (選擇性提供 Optional to Provide)			
公司地址 Company Address			
公司電話 Company Tel No.	公司電郵地址 Company Email Address		
公司傳真號碼 Company Fax No.	業務性質 / 產品性質 Business Nature / Products		
公司網址 Company Website			
聯絡人及帳單資料 Contact Person And Billing Information			
收取帳單方法 Contact Method For Bills	<input type="checkbox"/> 電郵 Email <input type="checkbox"/> 用戶 1 User1 <input type="checkbox"/> 用戶 2 User2 <input type="checkbox"/> 其他 Other : (只能選擇一位 One User Only)		
	<input type="checkbox"/> 郵寄 Post (+\$10) 地址 Address :		
繳費方法 Payment Method	<input type="checkbox"/> 親臨本公司辦理申請及繳費 Apply and pay in person <input type="checkbox"/> TNG 電子錢包 TNG Wallet		
	<input type="checkbox"/> 銀行入帳 Direct deposit <input type="checkbox"/> FPS 轉數快: 8829053		
	銀行名稱 Bank name: 匯豐銀行 The Hongkong And Shanghai Banking Corporation 戶口號碼 Bank account No.: 168 - 1 - 034862 戶口名稱 Bank account name.: 港信商務有限公司 Conson Business Limited		
	<input type="checkbox"/> 支票付款 By cheque: 支票抬頭「港信商務有限公司」 Payable to "Conson Business Limited"		



本人茲證實上述資料確實無訛，並已閱讀及同意服務合約(STC20200817)及服務細則(SD20200817)之條款。

I have read and agreed to Service Terms and Conditions (STC20200817) and Service Details (SD20200817) and declared that the information given above is true and accurate in each and every respect.

申請人 / 授權人簽署及公司印鑑
Applicant / Authorized Signature and Company Chop

簽署日期
Signed Date

Conson Business Limited

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服務合約 Service Terms and Condition (STC20200817)

一般條款 Main terms

- 本合約由港信商務有限公司（服務供應商）提供，並由申請虛擬辦公室服務的公司（客戶）同意，雙方共同履行合約內所載的條款及細則。
This agreement is offered by Conson Business Limited (Service provider) and accepted by the applicant of virtual office service (Client), both executing those terms and conditions stated in this agreement.
- 一旦簽署本合約或續用服務，即代表客戶知悉並同意此合約將會取代以往簽訂的虛擬辦公室合約，包括「虛擬辦公室服務申請表格 CB20」
Upon signing of this services terms and conditions or renew the service, The Client understands and agrees that this version of Service Terms and Conditions for Virtual Office Clients will supersede all previously signed Virtual Office agreements titled "Virtual Office Service Application Form (CB-20)"
- 客戶知悉並同意在本合約中沒有賦予客戶佔用或使用任何服務供應商的辦公室、設備或設施的權力。
The Client understands and agrees that they will have no right to occupy and access any part of the premises and any equipment or facilities within the premises of the Service Provider under this agreement.
- 客戶知悉並同意每個服務只包括服務一個公司名稱或法團名稱，以及一個業務名稱。在未經服務供應商認可情況下，客戶不能在服務生效前或終止後以其他未向服務供應商登記的公司或用戶的名義，公開或使用其提供的地址、電話號碼以及傳真號碼。服務供應商保留因上述情況而引致損失的追究權利。
The Client agrees and acknowledges that each account can register only one company name or corporation name and one business name. The Client shall not publish or use the provided address, telephone number and fax number without the prior authorization from the Service Provider, before the commencement of services or after termination of services, or on behalf of a company or user not registered with the Service Provider. The Service Provider reserves all rights for claiming against all losses and expenses incurred.
- 在服務生效前或終止期間，或任何未經認可的情況下，服務供應商有權拒絕收取客戶的郵件、包裹、電郵、傳真或任何物件，及拒絕處理客戶專線電話的來電，並且不會通知以上各種項目的傳送。在服務終止的 30 天後，客戶遺下的任何郵件、包裹、傳真和物件，服務供應商有權代為處理。
Before the commencement of service, during suspension period, or any situation without the prior authorization, the Service Provider will not handle and will reject all mails, parcels, fax or any other objects sent to the Client and will not handle all calls from the assigned telephone number. The Service Provider is not responsible to notify the Client of such delivery. 30 days after the termination of service, any mails, parcels, fax or any other objects sent to or left at any offices of the Service Provider shall be at the disposal of the Service Provider at its absolute discretion.
- 就以下情況，服務供應商有權終止服務而不作任何通知；同時亦無須為停止提供服務，而負上法律責任或承擔任何被索償的後果。
Under the following circumstances, the Service Provider reserves all rights to terminate services without any prior notice. The Service Provider shall bear no legal responsibilities nor shall be liable for any claims or compensation for discontinuing services.
6.1 客戶未能按時繳交費用，包括服務費、手續費或轉寄郵件費用；或未能及時更新商業登記；
The Client has failed to settle any service fees, handling fees or reimbursements of postage, or to renew business registration on time;
6.2 客戶涉嫌進行或涉及任何非法、違例或詐騙活動；
In suspicion of the Client is involving or carrying out a fraud and any illegal or improper activities;
6.3 客戶涉嫌利用服務供應商提供的服務作展銷會或招聘會等活動；
In suspicion of the Client is using provided services to hold any promotional sales or public recruitment event;
6.4 客戶涉嫌在未經服務供應商許可下，把服務轉移或分配至任何第三者使用。
In suspicion of the Client is transferring or assigning any or part of the services to any other parties, without the prior authorization from the Service Provider.

責任範圍 Limitation of liability

- 客人已知悉因語言、文字或電子通訊的限制，如因服務受阻、延誤或中斷、或任何錯漏，服務供應商的責任只限於其服務受影響的時段的服務費，服務供應商不會因上述原因而負上其他責任。
The Client acknowledges that due to the imperfect nature of verbal, written and electronic communications, the Service Provider is not responsible for any failure to render any service, any error or omission, or any delay or interruption of any service, the sole obligation is limited to the service charges during the affected period.
- 客戶同意不會因服務受阻、延誤或中斷、或任何錯漏而引致的直接或間接損失(包括業務及收益之損失)而提出索償。
The Client agrees to waive and agrees not to make any claim for damages, direct or consequential, including with respect to lost business or profits, arising out of any failure to furnish any service, any error or omission with respect there to, or any delay or interruption of services.
- 服務供應商同意在未獲客戶同意的情况下，不會向第三者售賣或提供其任何資料。
The Service Provider agrees that they are not allowed to sell or provide any information of the Client to any third party without consent from the Client.
- 「更改註冊地址」並非虛擬辦公室服務內容，港信並無就此收取任何費用或承諾負擔任何責任。港信只協助客戶將已簽署及填妥之文件轉交香港政府，港信不須為客戶因未有或未能成功更改公司註冊或商業登記地址而引致之任何損失負責或賠償。
Change of Registration Address" is not part of Virtual Office Service. Conson did not charge any service fee or take any responsibility for this action. Conson only hand in filled and signed document to Hong Kong Government. Conson do not need to take any responsibility or compensate the loss to client for the failure of changing registration address

合約期及終止服務 Contract period and termination of service

- 首合約期為服務生效日期起至已繳付的服務周期完結為止。其後合約期會按照客戶每次繳付的服務周期而延續，而本合約之內容亦會於新延續的合約期內適用。
The first contract period will be the period started from the date of service commenced to the last date of the period covered within the first payment. The contract period will be extended according to the period covered of each payment of the Client afterward, and the content of this agreement will be applicable within the extended contract period.
當合約期完結時，服務會自動延續十五天，除非客戶已繳付下一服務周期的費用或已辦理終止服務手續。服務供應商有權向客戶索取自動延續服務期間的服務費。
The contract period will be extended for 15 days automatically while it comes to an end, unless the Client had settle the next payment of the service or processed the service termination procedure. The Service Provider has the right to request for the service fees for the extended period.
- 如客戶欲終止服務，必須提前 30 天以郵寄、電郵、傳真或親臨服務供應商的辦事處提交已填妥的「商務計劃終止表格 CB23」。若客戶於合約期內終止服務計劃，已繳付的服務費將不獲退回。
To terminate the service, the Client shall notice the Service Provider before 30 days by submitting a completed "Termination of Services Application Form" (CB 23), which should be signed and sent by post, email, fax or in person. If the Client terminates the service within the contract period, all the prepaid service fees will be non-refundable.
- 三十天退款保證只適用於首合約期的首三十天內。客戶如欲行使該保證條款以終止服務，可於有關期內向服務供應商提交已填妥的<商務計劃終止表格>(CB 23)，服務供應商會於收到終止表格後的三十天內，退還所有已繳款的服務費及按金餘額。（每個組合需扣減 HK \$150 行政費）
day money back guarantee is only applicable to the first 30 days of the first contract period. To terminate the service under the guaranteed circumstances, the Client should submit a completed "Termination of Services Application Form" (CB 23) within the mentioned period. The Service Provider will refund the prepared service fees and the balance amount of any deposit payment within 30 days after received the form. (HK\$150 will be deducted as administrative charge for each package)
- 如服務供應商未能於合約議定的地點內提供服務，或在合約期內或完成後提出終止合約，均必須在 30 天前向客戶作出通知（於第 6 條列明的情況除外），同時亦必須按比例退回客戶已繳交之服務費（不包括優惠或送贈之服務月費）。
If the Service Provider is no longer able to provide services at the or location stated in the agreement, or terminates the agreement within or after the contract period, a 30-day formal notice will be given to the Client (except for the situation stated in term 5), and the prepaid service fees will be refunded to the Client on pro-rata basis. (Not included monthly fee from discount or special offer)

關於服務及付款 About service and payment

- 香港法例規定公司服務提供者須向客戶進行「盡職審查」，如客戶因任何原因未能於服務供應商要求之時間內完成及通過「盡職審查」，或出自政府或執法機構之要求，服務供應商有權只提供有限度服務或中止服務。如因「盡職審查」要求而中止服務，服務供應商有權扣除 HKD\$150 行政費及 HKD\$150 查冊費，其後退回餘額。According to Hong Kong Law, company business service provider need to conduct "Customer Due Diligence" (CDD). If client failed to complete or pass CDD within certain period for any reasons, or service provider receive requirement from government or law enforce department, service provider could only provide limited service or even terminate the service. If service is terminated due to CDD issues, Service provider could deduct HKD\$150 administrative charge and \$150 Company Search fee and return remaining balance amount.
- 客戶應於賬單上列明的到期日前繳交有關款項，否則服務供應商有權終止其服務而不作另行通知。同時客戶有責任於到期日前確保已繳交之費用已由服務供應商收取並確認。
The Client shall pay the fees before the due date specified on the relevant invoices, or the Service Provider has the right to suspend the services to the Client. The Client has the responsibility to make sure that their payments are received and identified by the Service Provider before the due date specified on the relevant invoices.
- 若客戶要求重啟因延遲繳款或欠款被終止的服務，服務供應商將會向客戶收取於終止期間的全數服務費用。
If Client requests to reactive the services which has been suspended by the Service Provider due to late payment or overdue situation, the Service Provider shall charge the Client full service fees for the suspended period.
- 客戶有責任向服務供應商提供及更新客戶的公司資料及用戶資料，包括但不限於公司股東、董事、重要控制人等資料。客戶如需更改以上資料、服務指令或地點，需以書面形式通知服務供應商，及繳付相關費用(如有)。Client undertakes the responsibility to provide and update the company information and user information to service provider including but not limited to shareholders, directors and significant controller information. If the Client requires making any amendments for above information, service instructions or location, a written notice should be given to the Service Provider to the amendment take place and related service fees if any.
- 客戶知悉並同意服務供應商會不定期修訂「服務細則」及「其他服務收費表」，而「服務細則」及「其他服務收費表」會以服務供應商在網頁 www.conson.com.hk 的最新公佈為準。在修訂前，服務供應商會給予客戶不少於 30 天的通知。
The Client understands and agrees that the "service details" and "Fee Schedule of Supporting Services" will be renewed irregularly. The latest announced "service details" and "Fee Schedule of Supporting Services" will be shown on the website of the Service Provider www.conson.com.hk. The Service Provider will give not less than a 30-day notice to the Client before any modification

Conson Business Limited

Head Office: 7/F Kowloon Building 555 Nathan Road Kowloon Hong Kong

Hong Kong Branches: SheungShui TsimShaTsui WanChai KwunTong TsuenWan LaiChiKok

China Branches: Shenzhen Guangzhou Shanghai Beijing

Hotline: (852) 2159 8001

Fax: (852) 2159 8099

Email: sales@conson.com.hk

Website: www.conson.com.hk

服務細則 Service Details (SD20200817)

1. 收取郵件及包裹 Mail Handling Services

1.1 客戶使用收取郵件及包裹服務時，來信或來件上必須寫有客戶公司名稱，否則服務供應商有權拒絕接收。

Company name of Client should be marked clearly on each incoming parcels. Otherwise service provider reserves the rights to refuse receiving the parcels.

1.2 全部郵件及包裹的總體積不可超過 120cm x 60cm x 60cm。服務供應商有權在客人存放量達到總體積後拒收任何郵件及包裹。

The total volume of mails and parcels shall not exceed 60cm x 60cm x 120cm. The Service Provider reserves rights to refuse receiving further mails and parcels when the total volume exceeds the prescribed size.

1.3 服務供應商有權拒絕接收認為危險或非法的物件。客戶亦不可利用此服務接收任何危險品、易然品、違禁品或非法物件。

The Service Provider reserves the rights to refuse receiving any dangerous or illegal items for client which judged by service provider. Client could not use the service to receive dangerous, flammable, contraband or illegal items.

1.4 客戶應存放適量的交易按金予服務供應商，以支付因接收或轉寄郵件及包裹時的郵費或手續費，可存放之交易按金上限為港幣三千元。

Client should keep certain amount of transaction deposit at the Service Provider to settle any postage or handling charge of mail receiving or sending service. Maximum Total Deposit is HKD\$3000.

1.5 每次交易按金支付金額如超過港幣五百元，將另外收取港幣三十元手續費。如未有存放按金，或按金餘額不足以支付有關費用而客戶需要服務供應商代支，服務供應商會每次額外收取港幣三十元手續費，總代支上限為港幣一百元。如代支金額超過一百元，服務供應商有權拒絕收取該郵件或包裹。

For any transaction over HKD\$500 for transaction deposit, handling charge HKD\$30 will be charged. If there is no deposit kept or the balance is not enough to settle the fee and client require service provider to pay the fee on behalf of client, Service Provider will charge HKD\$30 handling charge per time and maximum debt amount is HKD\$100 only. If the fee is exceeded HKD\$100, Service Provider reserves the rights to refuse receiving the mail or parcel.

1.6 交易按金只限於客戶停用服務後退回。客戶如在服務停用前申請退回交易按金，服務供應商有權收取每次HKD\$30手續費，退款將於30天內退還，每次退款只可選擇全數退還。Transaction deposit will only be refunded when client terminated the service. If client require refunded before service termination, service provider will charge HKD\$30 per time. The refunded will be issued within 30 days and could only be full refund.

1.7 客戶之信件或包裹體積如超過 21cm x 30cm x 2cm 將會根據存放時間釐訂收費，詳情：If any received mails or parcels particularly exceed the size of 21cm x 30cm x 2cm, a services charge coherent to the period of time of storage in our office will be validated according to the following details,

- 客戶獲通知後 3 個工作天內領取	免費
- Collect within 3 working days after notification	Free
- 3 個工作天後領取	港幣30元 (每件每日)
- Collect after 3 working day	HK\$ 30 / item / day

1.8 信件或包裹超過 30 天不取，或不能聯絡者，服務供應商將自行處理寄存物而不另行通知，並且不負任何責任或引致之損失。

Mails and parcels uncollected over 30 days, or if the Client is un-contactable, the mails and parcels shall be disposed without further notice. The Service

Provider shall not be responsible for any losses or any obligations.

1.9 若客戶暫存的物件基於任何原因被盜、遺失或損毀，服務供應商不須為此而負上任何責任。

The Service Provider shall not be liable if the stored items are lost, being stolen or damaged due to any reason during the storage period.

1.10 每月掃瞄最多30封信，每封信件最多以10頁為限。如該封信件多於10頁，服務供應商只需掃瞄首10頁予客戶。如客戶需要此類信件後續內容，服務供應商有權收取手續費，每10頁掃瞄費用為HKD\$30。

Maximum scanned letter would be 30 letters per months and maximum 10 pages for each letter. For letters over 10 pages, service provider could scan only first 10 pages to client. If Client requires following content of such letter, service provider could charge HKD\$30 for each 10 pages as service charge.

2. 轉寄郵件服務 Mail Forwarding Services

2.1 若客戶需要轉寄郵件，須於申請服務時提出。否則客戶需每次以電郵或書面形式通知服務供應商。

If mail forwarding services is required, the client should state at the time of application. Otherwise the client should notice the Service Provider by email or written notice every time.

2.2 客戶郵件之每次轉寄費用根據以下準則：

The postage or courier fee should be reimbursed on actual basis. The handling charges are as follows,

- 本港郵政平郵	港幣 15 元 + 郵費 (只限信件)
Hong Kong Post Local Mail	HK\$ 15 / time + postage fee (Mail Only)
- 本地商業區快遞	港幣 30 元 (1公斤以下)
Local Commercial Area Express	HK\$ 30 / time (Below 1 Kg)
- DHL、FedEx、順豐速運	港幣 30 元 + 運費
DHL、FedEx、SF Express	HK\$ 30 / time + postage fee

2.3 服務供應商不需為轉寄郵件而引致的損失、被竊、被破壞或任何災害，而作出任何賠償及負上任何責任。

The Service Provider shall not be liable for any losses, damages, costs, claims and expenses of liabilities of whatever nature in mail forwarding.

3. 共用傳真處理 Shared Fax Services

3.1 使用共用傳真號碼時，寄方需於每頁傳真上寫有客戶公司名稱，否則該傳真會被刪除。Company name of the Client should be marked clearly on each incoming page while using the shared fax number; otherwise the fax will be deleted.

3.2 若傳真接收之頁數超出客戶服務計劃指定的限量，超出的頁數會被刪除而不作任何通知。

If the pages received exceed the quota stated in service plan, all extra pages would be deleted without prior notice.

4. 電話服務 Call and Voice Mail Services

4.1 所有電話通知及來電轉駁服務只適用於本地電話號碼。

All Notification and call forwarding services only apply to local telephone number.

4.2 專線電話服務基本用戶數量為兩位，如需增加用戶，每位須額外繳付每月港幣五十元正的費用，總用戶上限為四位。服務只會替已登記用戶接聽來電。The basic vacancy of call service is two users. Extra monthly fee of HK\$50 will be added for extra one users and maximum is four users in total. Call handling will only be provided to register user.

4.3 初次啟用電話或傳真服務時，服務供應商需時2個工作天處理。客戶如欲更改來電處理方法，必須於生效期前2個工作天以書面形式通知服務供應商。

For activate call and Efax service, service provider takes 2 working days to complete. A formal written notification should be submitted to Service Provider 2 working days before effective day of changing call handling method.

4.4 服務供應商不會為系統留言信箱的錄音或留言存取過程所引致的損失而負上任何責任。The Service Provider will not be responsible for any losses occurred during the process of recording or storage of voice mails of the telephone system.

4.5 所有來電訊息於通知客戶後最多儲存二十四小時。

All call messages will be reserved at most 24 hours after notification.

4.6 專線電話服務只限代接後留言或轉駁電話，不包括任何產品查詢、報價及客戶服務的工作。

Call Handling Services provided by the Service Provider can only be used for receiving calls, messages taking or call transferring on behalf of the Client. This service does not include product enquiries, price quotations and customer services.

4.7 如有騷擾性來電 (包括但不限於恐嚇、粗言穢語、債務、不停重覆來電等)，服務供應商有權暫停接聽服務。如客戶要求服務供應商重開服務，供應商保留最終決定權是否重開服務。每次重開服務需時不多於2個工作天處理。

If there are nuisance calls (including but not limited to intimidation, abusive language, debt, repeated calls etc.), service provider could suspend call handling service. If client required service provider to reactive the service, Service Provider reserves the right to reactive the service. Each reactivation takes 2 working days to complete.

5. 辦公時間 Office Hours

5.1 服務供應商辦公時間如下：

The office hour of the Service Provider is as follow,

星期一至星期五	9:00-13:00 & 14:00-19:00
Monday to Friday	(上午 Sheung Shui : 9:00-13:00 & 14:00-18:00)
星期六、星期日及公眾假期	休息
Saturday, Sunday and Public Holiday	Closed

5.2 服務供應商之服務或會因惡劣天氣而受阻，如香港天文台發出或宣佈將於未來兩小時內發出8號或以上熱帶氣旋警告 或 黑色暴雨警告訊號的情況下，服務將會暫停而不作事前通知。服務將會在以上訊號取消後兩小時內恢復。如有關訊號於下午兩時後除下，當日服務會暫停。

The services may be affected by severe weather. Services will be suspended without prior notice during Tropical Cyclone Warning Signal No. 8 or above, Black Rainstorm Warning or above signals will be issued within two hours by Hong Kong Observatory. Services will be resumed within 2 hours after the cancellation of above warning. If the signals cancelled after 14:00, the service will be suspended whole day.

5.3 服務供應商保留權利在節日或特殊情況下更改辦公時間，如有更改會於各分行貼出告示通知客戶。

Service Provider reserves the rights to change the office hour during festivals or special circumstances. Service Provider will place notification at the branch for the changes.

6. 其他服務收費表 Fee Schedule of Supporting Services

6.1 會議室租用費用如下 (需預約)：

Conference room rental fee are as follow (Reservation is needed),

荃灣及觀塘4人會議室	HK\$ 30 每30分鐘
Room for 4 persons (Tsuen Wan and Kwun Tong)	HK\$ 30 per 30 minutes
荔枝角5人會議室及上水4人會議室	HK\$ 40 每30分鐘
Room for 5 persons (Lai Chi Kok) & and room for 4 persons (Sheung Shui)	HK\$ 40 per 30 minutes
尖沙咀3-4人會議室及灣仔5-6人會議室	HK\$ 60 每30分鐘
Room for 3-4 persons (Tsim Sha Tsui) and room for 5-6 persons (Wan Chai)	HK\$ 60 per 30 minutes
尖沙咀8-10人會議室	HK\$ 120 每30分鐘
Room for 8-10 persons (Tsim Sha Tsui)	HK\$ 120 per 30 minutes
荔枝角15人會議室	HK\$ 105 每30分鐘 HK
Room for 15 persons (Lai Chi Kok)	\$ 105 per 30 minutes

6.2 列印、傳真及掃瞄費用如下：

Printing, Fax and Scanning fees are as follow,

影印 - 黑白 / 彩色 (每頁)	A4 - HK\$ 1 / \$ 3
Copied - Monochrome / Color (Per page)	A3 - HK\$ 3 / \$ 5
列印 - 黑白 / 彩色 (每頁)	A4 - HK\$ 3 / \$ 5
Printing - Monochrome / Color (Per page)	A3 - HK\$ 5 / \$ 7
傳送傳真 (每頁)	本地 Local HK\$ 2
Fax out (Per page)	中國 China HK\$ 5
	其他國家 Other HK\$ 10
掃瞄後發送至電郵 (每頁)	HK\$ 5
Scan & send to email (Per page)	
拆信及掃瞄後發送至客戶電郵 (每次最多10頁A4紙)	HK\$ 30
Unfold letters, scan & send to email (max 10 pages of A4 size paper per order)	

本服務細則公佈日期為2020年9月1日

This Service Details announced at 1st September 2020

Conson Business Limited

Head Office: 7/F Kowloon Building 555 Nathan Road Kowloon Hong Kong

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