

服務合約 Service Terms and Condition (STC20221001)

一般條款 Main terms

1. 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.
 2. 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)"
 3. 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.
 4. 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。在未獲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.
 5. 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.
 6. 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、招聘會、直銷場所或實體店舖等活動；
In suspicion of the Client is using provided services to hold any promotional sales, public recruitment event or physical store;
6.4 客戶涉嫌在未獲服務供應商許可下，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,
 7. 如客戶在服務期內更改公司名稱，服務供應商將收取 \$150 手續費。
If the customer changes the company name during the service period, the service provider will charge \$150 handling fee.
 8. 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.
- ### 責任範圍 Limitation of liability
9. 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。客戶亦同意不會因直接或間接損失(包括業務及收益之損失)而提出索償。
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. 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,
 10. 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.
 11. 「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

12. 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，一旦付款確認，服務將會被延續，並不獲退款，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. Once payment is confirmed, the service will be extended and no refund will be given, also the content of this agreement will be applicable within the extended contract period.
 13. 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 settled 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.
 14. 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.
 15. 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，退還所有已繳付的服務費及按金餘額。（每個組合需扣減 HK\$150 行政費）
30-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)
 16. 不論客戶在服務啟用日期前或服務終止後，使用服務供應商的地址，服務供應商有權向客戶收費使用期間的費用。
Regardless of the customer uses the service provider's address before the service starts or after the service is terminated, the service provider has the right to charge the customer according to the usage period.
 17. 所有按金在終止服務後 7 年內未能成功領取，將不獲退還。
All deposits will not be refunded if they are not collected within 7 years after termination of service.
 18. 如服務供應商在合約期內未能於合約議定的地點內提供服務，可將剩餘合約轉移到其他地點繼續履行。如服務供應商提出終止合約，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）。
If the Service Provider is no longer able to provide services at the or location stated in the agreement, the remaining contracts can be transferred to other locations to continue the service. If the Service Provider proposes to terminate 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 6).
- ### 關於服務及付款 About service and payment
19. 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甚或中止服務。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.
 20. 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.
 21. 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相關服務費用。
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 the service fees for the suspended period.
 22. 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.

Conson Business Limited

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服務細則 Service Details (SD20221001)

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、易燃品、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天內退回，每次退款只可選擇全數退回。

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，不論收件或寄件，將會根據存放時間釐訂收費，詳情：

If any received/send 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,

Dimensions	可免費存放時間 Free storage	*Storage Charge (per day) 寄存費(每日)
- 如體積超過60cm x 40cm x 50cm	1天內需取件	港幣30元
Over 60cm x 40cm x 50cm	1 day	HK\$ 30
-如體積超過21cm x 30cm x 2cm	3天內需取件	港幣30元
Over 21cm x 30cm x 2cm	3 Days	HK\$ 30

1.8 信件或包裹超過 90 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 90 days, or if the Client is un-contactable, the mails and parcels shall be disposed without further notice. The Service providers 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 若服務供應商發現客戶之物件出現發霉、變壞或發出異味，服務供應商將自行處理而不作另行通知，並且不負任何責任或引致之損失。

If the service provider find that the parcel or letter are moldy, spoiled, or smelly, the mails and parcels shall be disposed without further notice. The Service providers shall not be responsible for any losses or any obligations.

1.11 每月掃描最多30封信，每封信最多以10頁為限。如該封信件多於10頁，服務供應商只需掃描首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頁掃描費用為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 客戶每次使用轉寄服務都需繳付相關手續費用，有關費用可參考「其他服務收費表」及「港信轉寄服務提示」。

The handling charges are required for each mail forwarding services. For relevant charges, please refer to the "Other Service Charges" & "Conson Forward Service Reminder".

2.3 服務供應商不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. 電話服務 Call and Voice Mail Services

3.1 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.

3.2 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手續費，總用戶上限為四位。

The basic vacancy of call service is two users. Extra monthly fee of HK\$50 will be added for each extra user and maximum is four users in total.

3.3 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.

3.4 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.

3.5 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.

3.6 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.

3.7 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 reactivate the service, Service Provider reserves the right to reactivate the service. Each reactivation takes 2 working days to complete.

3.8 所有電話接聽服務會在辦公時間內的 9:00-13:00 & 14:00-18:00 提供。

All telephone answering services will be available during office hours 9:00-13:00 & 14:00-18:00.

4. 共用傳真處理 Shared Fax Services

4.1 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.

4.2 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.

5. 其他 Others

5.1 每當收信或收件後，服務供應商會以客戶選用之通知方法通知客戶有關信件或貨件的種類。Whenever a letter is received, the service provider will notify the customer of the type of letter or shipment by the notification method chosen by the customer.

5.2 所有通知只會通知一次，如客戶電話未能接通或未有接聽，服務供應商將會以電郵通知。如致電時號碼被轉駁至留言信箱，服務供應商留言後則代表通知成功。All notifications will only be notified once. If the call is not connected or not answered, the service provider will notify via email. If the line is transferred to voicemail, it will be regarded as a successful notification after the service provider leaves a message.

6. 辦公時間 Office Hours

6.1 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	(上水 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

6.2 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.

6.3 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.

本服務細則公佈日期為2022年10月1日

This Service Details announced at 1st October 2022