

Thank you for shopping at FLEXA. Please note the following:

- 1) General Information
a. For all textiles: In order to maintain product quality, please hand wash in cold water with mild detergent for laundry. No tumble dry, ironing and pressing at high setting is allowed.
b. All furniture should be cleaned with a damp cloth. To remove more obstinate dirt, use a sponge dipped in household detergent or soap. Avoid solvents and dilutions. Screws, bolts and slat belt should be retightened from time to time.
- 2) Sale Order
Quoted prices are subject to change without further notice.
- 3) Delivery
Our team can be reached at Shatin Shop:2688-2339/ Wanchai Shop:2688-2303/ HorizonPlaza Shop:2580-0836.
a. We regret that our delivery service does NOT cover spots to where is not directly accessible by trucks, outlying islands and delivery via balconies or if the condition of that building does not allow delivery of our merchandise.
b. Delivery charges vary, depending on the type of products ordered and the service you select which cannot be refunded.
c. All goods must be delivered within one month of shipment date. Any overdue delivery, FLEXA reserves the right to cancel the order without prior notice.
d. Additional purchases, new sales invoices & amendments to original sales invoices must be confirmed 4 working days before agreed delivery date.
e. Should we be unable to deliver the sold goods, our liability will be limited to refund of payment received only.
f. For cancellation or re-scheduling of delivery date, admin fee HK\$200 will be added if less than 4 working days' notice. The date will be arranged depends our delivery schedule and cannot be guarantee that it can be as customers' request; however, we will try our best to arrange the date for your preference.
g. No deliveries when typhoon signal No.8 is hoisted or a black rainstorm warning is in effect. Delivery appointment will be re-arranged.
h. The minimum dimension of installation area on 200cmL Basic Beds & Mid-height beds => 160cmW x 210cmL;
The minimum dimension of installation area on 200cmL Semi-height, High, Bunk Beds => 190cmW x 210cmL. If the dimension of the room is below the minimum installation area, some scratches on the wall, the bed frame or existing furniture maybe caused during the installation due to the limited installation area.
- 4) Exchange Policy
a. Refund and Return will not be given for all sold and picked-up items. (Including all original price, discounted, on-sale and promotional items.)
b. We will provide a free-of-charge one-time exchange service. If customer found the following situations: i) Unused goods but defaced seriously, or some tools and parts are missing. ii) Wrong delivered goods by FLEXA .
c. The following products are not eligible for exchange: Unwrapped mattresses, bed linens, cut fabric, cut blinds, bargain items, discounted goods, previously assembled items, or items damaged after acknowledgement of receipt (except due to manufacturing faults).
d. Any returned item can only be exchanged for items of the same or higher value and Customer is liable to pay the different for a higher valued item. No refund will be given for exchange of items of lower value.
e. For any return / exchange of products that require collection services, FLEXA will impose a service charge upon the request.

In the event if conflict between the English and Chinese versions, the English version shall prevail. In case of any disputes, Happyology Enterprises Limited decision shall be the final.

多謝惠顧 “FLEXA”，請注意下列各項：

- 1) 一般資料
a. 所有布藝產品，宜以溫和的清潔劑配以冷水及手洗方法洗滌，以保持產品質量。切勿使用乾衣機或高溫熨壓。
b. 所有傢俱產品宜用微濕的布去清潔。如有頑固污垢，請使用海綿沾家用清潔劑或皂液清潔，避免使用溶劑和稀釋液。同時，亦應定期重新收緊 Flexa 產品的螺絲及床架底的索帶。
- 2) 報價
我們保留更改零售價之權利。
- 3) 送貨
閣下可撥電至沙田店:2688-2339/灣仔店:2688-2303/海怡店:2580-0836 與我們職員聯絡。
a. 貨車不能直達地點、離島、貨物需經露台懸入屋內或該地點情況或環境不容許運送所購貨品，恕無送貨服務。
b. 不同貨品的運輸費均不相同。運輸費是不設有退款服務。
c. 所有貨品將於船期到港一個月內送出，逾期未送之售貨單，本公司保留單方面取消顧客售貨單之權利。
d. 增購貨品，新售貨單、原售貨單的任何修改，必須於雙方同意的送貨日期四天工作天或以前確定。
e. 對於未能送出之售貨品，我們的責任只限於退款。
f. 需要取消或更改(提前/延遲)原定送貨日期，最少需要四天工作天或以前提出，否則必須收取港幣二百元正作行政費。所更改的送貨日期不保證可以如客人所要求，要視乎送貨安排，但是我們保證會盡力協助。
g. 當八號烈風懸掛或黑色暴雨警告開始生效，恕無送貨服務，送貨日期及時間將另作安排。
h. 基本床及三級樓梯床最少安裝空間必須有 160cm 闊 x 210cm 長，四級樓梯床、五級樓梯床及雙層床最少安裝空間必須有 190cm 闊 x 210cm 長，請留意如安裝空間少於以上要求，安裝時或會在牆壁、床架或原有傢俱上留下刮痕。
- 4) 更換政策
a. 所有已出售及已領取之貨品均不設退款及退換。(當中包括所有正價、減價、特價及推廣貨品。)
b. 如客戶在收貨後發現註 i 及 ii 之情況，本公司將提供一次性的免費換貨服務。(註: i. 開封後，未曾使用便發現貨品已有嚴重損壞或缺配件。 ii. 本公司錯誤運輸之貨品。)
c. 唯更換政策恕不適用於已啟封的床褥、床上用品、經剪裁的布料及窗簾、特價陳列品、減價貨品、曾經組裝的貨品、以及簽收後才損壞的貨品(生產過程出錯而引致之損壞除外)。
d. 任何被更換貨品及壞貨只限更換同等價值或價值更高之貨品，而客戶須支付價值較高貨品之差額。如更換價值較低之貨品，餘額將不獲退回。
e. 任何更換之貨品如需上門回收，FLEXA 會收取貨品回收費。

如上述之中文版與英文版出現差異，概以英文版為準。如有任何爭議，樂哲企業有限公司保留最終決定權，任何人不得異議。