

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 under 40 degree 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 HomeSquare: 2688-2339/ YOHO MALL: 2110-0860/ Wanchai: 2688-2303/ Horizon Plaza: 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 (Not include Saturday, Sunday and Public holidays) 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 (Not include Saturday, Sunday and Public holidays); \$500 charge is required if any amendments or failure to contact on the original delivery date. If failure to contact for delivery, we will wait for 30 minutes at the delivery address, rearranging the delivery is required after waiting for 30 minutes and the date will be arranged subject to our delivery team's availability.
- 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 208cmL;
The minimum dimension of installation area on 200cmL Semi-height, High, Bunk Beds => 190cmW x 208cmL. 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 purchased or 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.

5) 5 years warranty on the wooden parts of bedframe and wardrobe (excluding Lacquered peel off, slats and slats belt)

- a. The 5 years warranty is covering to replace the manufacturing defect parts, but the on-site checking and replacement fee is free for 12 months from the date of delivery. After 12 months, the on-site checking and replacement fee is required. The charge would be quoted separately(Around \$600-\$1,000 depending on the product combination).
- b. Our warranty covers the manufacturing structural defects. The structural defects is as defined a failure, material or mechanical of the supporting structural of the furnitures. Some Traits of "Wear and Tear" and "Natural Characteristics" are listed below are not under our Warranty . i) Fading of wood caused by exposure to sunlight and other abrasions , ii) Color difference of Wood, iii) Natural characteristics of Natural material, such as stretch marks, knot and variation in pattern, iv) Lacquered surface peel off due to the natural wear & tear, v) Deterioration due to improper use.

In the event of 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 40 度以下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壓壓。
- 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/元朗店:2110-0860/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個工作天(不包括星期六、日及公眾假期)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，最少需要四個工作天(不包括星期六、日及公眾假期)或以前提出，否則必須收取港幣二百元正作行政費。如在送貨日期當天有任何修改或未能聯繫送貨，則需收取港幣五百元正作行政費。如未能成功聯絡收貨人送貨，本公司團隊會於送貨地址等待 30 分鐘，30 分鐘過後需更改送貨日期。所更改的送貨日期將視乎本公司運輸團隊的送貨安排。
- 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 208cm 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 208cm 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. 所有已預訂、已購買或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欠缺配件。 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. 任何被更換貨品或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。

5) 五年床架及衣櫃木件保證(不包括油漆脫落、龍骨及龍骨索帶)

- a. 送貨日起計五年內產品出現結構性問題，本公司會提供免費更換相關之部件服務，而首十二個月內(由送貨日期起計算)，本公司更會提供免費上門檢查及維修服務，十二個月過後客人只需支付上門服務費用便可免費更換出現結構性問題之部件。上門服務費用另需報價(約 \$600-\$1,000，需視乎產品組合而定)。
- b. 我們的保養範圍涵蓋結構性問題，結構性問題指材料或技術問題而導致家具出現結構性故障。而“磨損”及“自然損耗”屬家具特性，並不屬我們的保養範圍，包括 i) 暴露於陽光和其他磨損下導致的木材褪色 ii) 木材色差 iii) 天然材料的自然特性，例如萎縮紋、節疤和紋理差異 iv) 自然磨損導致的漆面脫落 v) 使用不當導致家具質素惡化

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。