

ZINZINO HONG KONG LTD SALES TERMS AND CONDITIONS ZINZINO 2020-09

PRICES AND PAYMENT

All the mentioned prices are including GST. At checkout (online) and on the order form, the total price is including all fees, GST and shipping. Zinzino offers credit card payment or email invoice. For more information, see zinzino.com under "Customer Service".

RIGHT TO WITHDRAWAL

Zinzino offers the right to withdraw from this order within 30 days without giving any reason. To exercise the right of withdrawal, you must inform us (Zinzino) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail). It must clearly appear that you are changing your mind. You will find contact information at the end of these terms and conditions.

NOTE! If you are a subscription customer, there may be other rules which apply to the right to withdraw. For more information about the terms and conditions, please refer to your terms and conditions.

When you want to invoke your right to rescind:

You are responsible for keeping the product in remarkable condition. You may not use it, but you may, of course, carefully examine it. If the goods are damaged, Zinzino has the right to demand compensation for the reduction in the value of the goods. If the goods disappear because of your negligence, you will lose your right to withdraw.

PRIVACY POLICY

When you place an order with Zinzino you provide your personal data. By means of your customer registration and your order, you agree that we will store and use your data in order to perform the agreement with you. If you don't agree with us handling your personal information, or have other questions, please contact our Customer Service.

DELIVERIES

You will receive your delivery within 3 to 7 days after valid payment.

UNCLAIMED PACKAGES

Unclaimed deliveries will be returned to us. If you wish to have your package delivered again, we will charge you the costs to send the package again. If you want the package sent as a separate delivery we will charge a shipping and handling fee. If you wish to have your package sent with your next delivery, the corresponding cost is 130 HKD.

RETURNS CUSTOMER (also independent Partners startup order.)

Returns are made at your own cost in the event of regretted purchases. If the goods are damaged or if we did not pack the right goods, Zinzino is obviously responsible for shipping charges.

Returns should be sent as letters or packages, not C.O.D. or postage due. Upon request, Zinzino will send a return label so as to facilitate the return.

When you wish to make use of your right to regret, you must return the goods. Note that the products must be received by us in its entirety not later than 30 days after you have received your products. Enclose a filled out return form. It is important that you contact Customer Service prior to returning your goods.

RETURNS INDEPENDENT PARTNER (at startup order; see returns Customer)

Returns are made at your own cost in the event of regretted purchases. If the goods are damaged or if we did not pack the right goods, Zinzino is obviously responsible for shipping charges. Returns should be sent as letters or packages, not C.O.D. or postage due. Upon request, Zinzino will send a return documents so as to facilitate the return. Any other administrative costs may be charged to the I.P. in the event of a return.

When you wish to make use of your right to regret, you must return the goods. Note that the products must be received by us in its entirety not later than 30 days after you have received your products. It is important that you contact Partner Service prior to returning your goods.

TOTAL SATISFACTION

We are confident that you will be completely satisfied with your purchase. In the unlikely event that you are not satisfied, please contact your reseller.

If you are still not satisfied, please contact Customer Service at: customer.hk@zinzino.com or telephone + 852 5808 2155. In conformity with our objective of customer satisfaction, we will deal with all customer enquiries within 48 hours and will try to resolve the problem as soon as possible.

Customers who are still not satisfied, may contact the Direct Marketing Association. For more information on DMA's code of conduct contact The European Direct Selling Association: Address: 14 avenue de Tervueren (Metro Merode), B-1040 Brussels, Telephone: +32 (0)2 736 10 14, Fax : +32 (0)2 736 34 97 E-mail : seldia@seldia.eu, Website: www.seldia.eu

CONTACT INFORMATION

If you want to get in touch with us or get more information about Zinzino, please contact us by telephone, mail or e-mail.

Telephone numbers and office hours

Customer Service & Partner support: +852 5808 2155 (telephone hours 9.00 to 17.00 weekdays, Hong Kong time).

E-mail

Customer Service: customer.hk@zinzino.com

Partner support: support.hk@zinzino.com

Postal address

Zinzino Hong Kong Ltd
Level 12 - One Peking, 1 Peking Road
Tsim Sha Tsui, Hong Kong



ZINZINO 香港有限公司销售条款和条件 ZINZINO 2020-09

价格和付款

以上价格均包含 GST。在结帐(在线)和订单单中,总价包括所有费用、GST 和运费。Zinzino 提供信用卡付款或电子邮件发票。有关更多信息,请参见 zinzino.com 的“客户服务”一栏。

撤回权

Zinzino 为您提供在 30 天内无任何理由撤回此订单的权利。要行使撤回权,您必须通过明确的声明(例如,通过邮寄或电子邮件发送的信函)将您要退出本合同的决定通知我们(Zinzino)。它必须清楚地表明您正在改变主意。您可以在这些条款和条件的末尾找到联系信息。

注意!如果您是订购客户,则可能还有其他适用于撤回权的规则。有关条款和条件的更多信息,请参阅您的条款和条件。

当您想行使撤销权时:

您有责任使产品保持良好状态。您可以不用它,但您当然可以对它进行仔细检查。如果商品受损,Zinzino 有权要求赔偿商品价值减损部分。如果商品因您的疏忽而丢失,您将失去您的撤回权。

隐私政策

当您向 Zinzino 下订单时,您将提供您的个人数据。通过您的客户登记和您的订单,您同意我们将存储和使用您的数据,以履行与您的协议。如果您不同意处理您的个人信息,或有其他疑问,请联系我们的客服。

交付

您将在有效付款后的 3 到 7 天内收到您的货物。

无人认领的包裹

无人认领的货物将退还给我们。如果您希望再次寄送包裹,我们将向您收取再次寄送包裹的费用。如果您希望将包裹单独寄送,我们将收取运费和手续费。如果您希望在下次送货时寄出包裹,则相应的费用为 130 港币。

退货客户(独立合作伙伴启动订单)

如您后悔购买商品,则退货费用自理。如果商品损坏或我们没有包装正确的商品,则运费显然应由 Zinzino 承担。

退货应以信件或包裹而非货到付款或欠资形式寄出。根据要求,Zinzino 将发送退货标签,以方便退货。

如果您希望行使后悔权,则必须退回货品。请注意,我们必须在您收货后 30 天内收到全部产品。并附上填写好的退货单。在退货之前,请务必与客服联系。

退货合作伙伴(在启动订单上;参见“退货客户”)

如您后悔购买商品,则退货费用自理。如果商品损坏或我们没有包装正确的商品,则运费显然应由 Zinzino 承担。退货应以信件或包裹而非货到付款或欠资形式寄出。根据要求,Zinzino 将发送退货文件,以方便退货。在退货的情况下,可向独立合作伙伴收取任何其他管理费用。

如果您希望行使后悔权,则必须退回货品。请注意,我们必须在您收货后 30 天内收到全部产品。在退货之前,请务必与合作伙伴服务联系。

完全满意

我们相信您会对这次购买完全满意。如果您不满意,请联系您的经销商。

如仍不满意,请通过 customer.hk@zinzino.com 联系客服,或致电 + 85258082155。根据我们的客户满意度目标,我们将在 48 小时内处理所有客户咨询,并尽快解决问题。

仍不满意的客户可与直销协会联系。有关 DMA 行为准则的更多信息,请联系欧洲直销协会:地址:14 avenue de Tervueren (Metro Merode), B-1040 Brussels, 电话:+32 (0)2 736 10 14, 传真:+32 (0)2 736 34 97 电子邮件:seldia@seldia.eu, 网站: www.seldia.eu

联系方式

如果您想与我们联系或获取有关 Zinzino 的更多信息,请通过电话、邮件或电子邮件与我们联系。

电话号码和办公时间

客服和合作伙伴支持电话:+852 5808 2155(电话时间为香港时间,工作日上午 9 点至下午 6 点)。

电子邮件

客服:customer.hk@zinzino.com

合作伙伴支持:support.hk@zinzino.com

邮政地址

Zinzino 香港有限公司
Level 12 - One Peking, 1 Peking Road
Tsim Sha Tsui, Hong Kong



作为 Zinzino 的合作伙伴,您必须遵守 SELDIA 制定的行为准则
- 欧洲直销协会或贵国直销协会。
<https://www.seldia.eu/seldia-media>