

ZINZINO HONG KONG LTD, TAIWAN BRANCH SALES TERMS AND CONDITIONS ZINZINO 2023-07

PRICES AND PAYMENT

All the mentioned prices are including GST, if any. At checkout (online) and on the order form, the total price is including all fees, GST (if any) 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 validation of payment and verification of address by shipping agent. It is necessary to provide a contactable phone number..

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 NT\$300.

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 form 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. For Customers and Partners the following refund % is applicable:

Number of days from receive order date : 1 to 30 = 100%, 31 to 60 = 90%, 61 to 90 = 70%, 91 to 120 = 40%, 121 to 150 = 20%, 151 to 180 = 10%, 180 and above 0%.

Refund amount excluded shipping cost.

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 distributor.

If you are still not satisfied, please contact Customer Service at: customer.tw@zinzino.com or telephone +886227620289. 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.

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: +886227620289 (telephone hours 10 am to 7 pm weekdays, Taiwan time).

E-mail

Customer Service: customer.tw@zinzino.com

Partner support: support.tw@zinzino.com

Postal address

Zinzino Hong Kong Limited, Taiwan Branch
4F-3, No. 408, Ruiguang Road, Neihu District
Taipei City 114
Taiwan

香港商聖希諾香港有限公司台灣分公司銷售條款與條件 ZINZINO 2023-07

價格和付款

所述的所有價格都含商品及服務稅(如有)。在結帳(線上)時和訂單上的總價包括所有費用、商品及服務稅(如有)和運費。Zinzino 提供信用卡付款或電子郵件發票。如需詳細資訊,請參閱 zinzino.com 下的「客戶服務」。

撤銷權

Zinzino 提供在 30 天內撤銷本訂單的權利,無需任何理由。若要行使撤銷權,您必須透過明確的聲明(例如,透過郵件或電子郵件傳送信函)告知我們(Zinzino),您決定撤銷本合約。其中必須清楚表明您已改變心意。您在這些條款與條件的結尾可以找到聯絡資訊。

注意!如果您是訂閱客戶,可能還有適用撤銷權的其他規則。如需有關條款與條件的更多資訊,請參閱您的條款與條件。

當您要行使撤銷權時:

您有責任保持產品在良好的狀態。您不得使用產品,不過當然可以小心檢查。如果貨物損壞,Zinzino 有權要求賠償減少的貨物價值。如果貨物因您的疏忽而不復存在,您將會失去撤銷權。

隱私權政策

當您向 Zinzino 下訂單時,您需要提供個人資料。透過您的客戶註冊和訂單,即表示您同意我們將儲存和使用您的資料以執行與您的協議。

如果您不同意我們處理您的個人資料或有其他問題,請聯絡我們的客戶服務部。

送貨

您將在運輸代理商確認付款和地址後 3 至 7 天內收到貨物。必須提供可聯絡的電話號碼。

未領取的包裹

未領取的貨物將會退還給我們。如果您希望包裹再寄送一次,我們將會向您收取再次寄送包裹的費用。如果您希望包裹個別運送,我們將會收取運輸和處理費。如果您希望包裹與您的下一次貨物一起寄送,相應的費用為新台幣 300 元。

退貨客戶(也是獨立合作夥伴開始訂單。)

如果後悔購買,退貨需由您自己承擔費用。如果貨物損壞或我們包裝的貨物不正確,Zinzino 絕對為運費負責。退貨應以信件或包裹寄送,而不是貨到付款或應付郵資。如有要求,Zinzino 將會傳送退貨單以方便退貨。當您想要行使後悔的權利時,必須將貨物退回。請注意,我們必須在您收到產品後 30 天內收到完整產品。附上填妥的退貨單。在退貨之前務必先聯絡客戶服務部。對於客戶和合作夥伴,適用以下退款 %:

收到訂單日起的天數:1 至 30 = 100%、31 至 60 = 90%、61 至 90 = 70%、91 至 120 = 40%、121 至 150 = 20%、151 至 180 = 10%、180

及以上 0%。退款金額不包括運費。

退貨獨立合作夥伴(開始訂單;請參見退貨客戶)

如果後悔購買,退貨需由您自己承擔費用。如果貨物損壞或我們包裝的貨物不正確,Zinzino 絕對為運費負責。退貨應以信件或包裹寄送,而不是貨到付款或應付郵資。如有要求,Zinzino 將會傳送退貨文件以方便退貨。在退貨的情況下,可能會向獨立合作夥伴收取任何其他行政費用。

當您想要行使後悔的權利時,必須將貨物退回。請注意,我們必須在您收到產品後 30 天內收到完整產品。在退貨之前務必先聯絡合作夥伴服務部。

總滿意度

我們有信心您將會非常滿意您的購買。萬一您感到不滿意,請與您的經銷商聯絡。如果您仍不滿意,請聯絡客戶服務部:customer.tw@zinzino.com 或致電 +886227620289。為了實現我們讓客戶滿意的目標,我們將會在 48 小時內處理所有客戶諮詢,並會試著儘快解決問題。

聯絡資訊

如果您想要與我們聯絡或取得有關 Zinzino 的更多資訊,請透過電話、郵件或電子郵件與我們聯絡。

電話號碼和辦公室服務時間

客戶服務與合作夥伴支援:+886227620289(電話服務時間為台灣時間平日上午 10 點至下午 7 點)。

電子郵件

客戶服務:customer.tw@zinzino.com

合作夥伴支援:support.tw@zinzino.com

郵政地址

香港商聖希諾香港有限公司台灣分公司

114 台北市內湖區瑞光路408號4樓之3

台灣