

TERMS AND CONDITIONS – Hong Kong Virtual Office Package

The Terms and Conditions is made between:

SBC : SBC Corporate Management Pte. Ltd. and its Related Companies/We/Us (Hereinafter called “SBC”)
&
CLIENT : Client/Who have requested SBC to provide services/You/Your (Hereinafter called “the Client”)

THE CLIENT UNDERSTANDS THE SCOPE OF SERVICES PROVIDED BY SBC AND IT IS HEREBY AGREED AS FOLLOWS:

These Terms and Conditions explain the respective rights and obligations of SBC and the CLIENT in connection with the use of the service, by requesting for or using or attempting to use the service, the Client is bound by below Terms and Conditions. CLIENT acknowledged and agreed that the instruction of the following services shall be informed to SBC at least 1 working day in advance in order to provide sufficient time to process the necessary formalities.

C(1) Scope of Service:

- 1.1 Mail Handling and Forwarding: (applicable for using package 1 / 2 / 3 / 4):
 - 1.11 SBC reserves the right to refuse the collection of any dangerous, restricted or prohibited items.
 - 1.12 Any mail exceeds the volume of a F4-size envelope (35cm x 25cm x 3cm) shall be considered as a parcel.
 - 1.13 The Client can choose either <Email> or <SMS> as notification of mail receiving. SBC will not notify the Client the mail content over the phone.
 - 1.14 All <SMS> notification is applicable for Hong Kong or China mobile numbers only.
 - 1.15 Any mail received, the Client may instruct SBC, with a written authorization, to open, to scan, to email and/or fax to a designated address and/or number.
 - 1.16 Mail redirecting service
 - 1.16.1 The Client may instruct SBC the mail redirection service either “Same day redirection” or “Redirecting on each Friday”
 - 1.16.2 If the Client chooses to redirect the mail regularly by “Redirecting on each Friday”, such mail will be handled in advance on Thursday if the coming Friday is a public holiday, whereas mail will be handled on next Monday if both Thursday and Friday are public holiday.
 - 1.17 All mails/parcels redirecting service shall be charged with the actual postage and 5% handling fee in addition to the service cost. All charges incurred by the Client shall be debited to Sundry Expenses Account.
 - 1.18 If the charges incurred exceed the deposit amount, SBC reserves the right to terminate all redirecting services until all accrued charges are paid.
- 1.2 Parcel Handling and Forwarding: (applicable for package 2 / 3 / 4):
 - 1.21 SBC reserves the right to refuse the collection of any dangerous, restricted or prohibited items.
 - 1.22 The maximum total volume limit of a parcel to be received is 64 cubic feet (4 ft. x 4 ft. x 4 ft.).

- 1.23 The maximum number of parcel redirection for each month is 10 (ten). The cost of all additional charges for parcel redirection shall be borne by the Client.
- 1.24 The maximum storage period for each received parcel is 3 working days and the Client shall pay for an additional charge each day for each uncollected parcel.
- 1.25 SBC reserves the right to discard any parcel uncollected by the Client more than 15 days without prior notice and liability.
- 1.26 SBC shall not open any parcels on behalf of the Client, in full respect of their rights and privacy.
- 1.27 SBC shall not liable for any loss and damage incurred during the storage period.
- 1.28 SBC shall pay the courier charge on behalf of the Client and charged with the 5% handling fee in addition to the service cost. All charges incurred by the Client shall be debited to Sundry Expenses Account.
- 1.29 SBC reserves the right to refuse receiving parcel once the deposit balance exceeded the Client's Sundry Expenses Account.
- 1.210 Parcel redirecting service
 - The maximum number of parcel redirection is 10 for each month. The Client shall pay for an additional charge for extra parcel redirection.
 - The Client shall provide relevant invoice and delivery note before any parcel redirection can be arranged.
- 1.3 Online fax service E-fax (applicable for package 2 / 3 / 4 / 5):
 - 1.31 The Client shall securely keep and manage the E-fax account and password and is liable for the account activity once the service start upon the receipt of account information from SBC
 - 1.32 The Client is allowed to fax a maximum of 1,000 pages per month. The service will be terminated automatically once limit exceeded.
 - 1.33 The Client is prohibited to use this service to transmit any illegal information or "Junk Fax". If violated the service will be terminated immediately. SBC reserves the right to pursue legal liability and compensation.
 - 1.34 SBC shall not liable to any incompleteness, unavailability, failure, interruption, suspension or delay in E-fax service.
 - 1.35 SBC shall not guarantee for the stability, security and accuracy of E-fax service.
- 1.4 Call answering service (applicable for package 3 / 4):
 - 1.41 The Client can choose either <Cantonese> or <English> as greeting your company name
 - 1.42 The Client can choose <Phone>, <Email> or <SMS> as the notification method.
 - 1.43 SBC will only keep 48 hours for all types of messages left for you.
- 1.5 Call forwarding service (applicable package 4):
 - 1.51 Call answering and forwarding service to a designated phone number will provide within office hours only.

C(2) Change of Service Instruction:

- 2.1 The Client should notify SBC in writing of any change of company or personal particulars. Administrative fee apply.
- 2.2 The Client should notify SBC in writing with 1 working day in advance for effecting any change of services instruction

C(3) Termination of Service:

- 3.1 Shall the Client terminate the service before expiry, all pre-payment shall be forfeited to SBC.
- 3.2 Should the Client choose not to renew upon the expiration, such termination shall be made at least 30 days before the expiration. SBC shall refund the initial deposit, minus any outstanding service charges to the Client. Fail to do so, the deposit will be forfeited to SBC as compensation.
- 3.3 All the uncollected mail and parcel of the Client will be discarded in 15 working days of service expiry without any notice. SBC shall not be liable to any loss incurred.
- 3.4 SBC reserves the right to terminate the related service without any prior notice and compensation if:
 - 3.41 The Client fails to pay the service fee within 15 days after the service fee due date.
 - 3.42 The Client fails to pay outstanding mail or parcel redirection service fee.
 - 3.43 The Client fails to provide a valid business license registration certificate.
 - 3.44 The Client carry out or suspected to carry out unauthorized, unlawful, fraudulent or perform non-business related /unreasonable activities that causing or may potentially causing damage or interference to SBC.
 - 3.45 The Client is suspected to use the service to publish advertisements or recruitment activities.
 - 3.46 The Client shall not use the service to perform any conduct which is detrimental to the interests of SBC.
 - 3.47 SBC is not liable for any claim and loss to the Client in relation to the service where any mistake or delay is unpredictable or unavoidable that caused by third party.
 - 3.48 An administrative fee may apply for resumption of services, if the service is terminated due to overdue of charge.
- 3.5 SBC reserves the right to terminate the service without prior notice or compensation if the nature of the Client's business involves the following:
 - 3.51 A similar nature of corporate services as SBC, including but not limited to Certified Public Accountant, Accounting, Company Secretarial service, Business Centre, Company formation.
 - 3.52 Provision of items or mails delivery service, including but not limited to, Gift redemption, document delivery service etc.
 - 3.53 Service that involves high volume of visitors, including but not limited to, model agency, multilevel marketing, financial institution or debt recovery agent, education or tuition centre etc.

C(4) Office Hours of Business Centers:

- 4.1 Office hours: Monday to Friday, 9 am to 1 pm and 2 pm to 6 pm, close on Saturdays, Sundays and Hong Kong statutory public holiday. (Lunch break: 1pm to 2pm)
- 4.2 Service will be suspended 3 hours earlier on the day or a day before for all Chinese and Western traditional holidays.
- 4.3 All services provided by SBC possibly to be suspended without any notice in the case of typhoon, rainstorm or bad weather.

服务条款及细则 — 香港商务通讯组合

此服务条款及细则制定予以下双方：

骏业 ： SBC Corporate Management Pte. Ltd. 或其联营公司（下称“骏业”）
&
客户 ： 客户/接受服务者/您/您的（下称“客户”）

“客户” 明白“骏业” 所提供之服务范围，并遵守以下事项，内容包括：

本条款及细则说明“骏业” 与“客户” 就使用服务各自的权利及义务。“客户” 一经要求或使用“骏业” 提供之服务，即被视为已接受本条款及细则并受其约束。“客户”明白及同意以下各项服务之执行指令均需于最少 1 个工作天前预先通知“骏业”安排，以便有足够时间进行及处理有关所需之手续。

C(1) 服务范围：

1.1 代收信件及处理（适用于组合 1 / 2 / 3 / 4）：

- 1.11 任何信件如涉及危险品或违禁品，骏业有权拒绝代收。
- 1.12 任何信件之总体积，如超过 F4 公文袋体积 (35 厘米 x 25 厘米 x 3 厘米)，均视为包裹处理。
- 1.13 代收信件後，客户可选择以<电邮>或<短讯>作告知方式，骏业不会透过电话形式通知信件内容。
- 1.14 任何<短讯>告知方式，只适用于香港或中国手提电话号码。
- 1.15 代收信件後，客户可按书面授权骏业代开启指定信件，并扫描信件发至指定电邮或传真号码。
- 1.16 转寄信件服务
 - 1.16.1 骏业提供转寄信件服务，客户可於服务指令中，选择以「即日转寄」或「每周逢星期五」之形式处理。
 - 1.16.2 如客户选择「每周逢星期五」定期转寄信件，如该星期五属公众假期，信件将提早至星期四处理，如该星期四及星期五同属公众假期，信件则顺延至下星期一处理。
- 1.17 所有转寄信件/包裹服务，除服务费外，须另加邮寄费用及 5% 手续费，并登记到客户杂费记录中。
- 1.18 如杂费金额已超过按金馀款，骏业有权暂停转寄服务。

1.2 代收包裹及处理（适用于组合 2 / 3 / 4）：

- 1.21 任何包裹如涉及食品、饮料、危险品或违禁品，骏业有权拒绝代收。
- 1.22 代收包裹之总体积，上限为 64 立方呎 (4 呎 x 4 呎 x 4 呎)。
- 1.23 代收包裹之数量，上限为每月 10 件，如超出指定包裹数量，客户须额外每件支付费用。
- 1.24 代收包裹之寄存期，上限为 3 个工作天，如逾期者，客户须额外每件支付费用（按每天计算）。
- 1.25 如寄存包裹逾 15 天不提取，骏业有权自行处理而不作另行通知，骏业一概不负责任。
- 1.26 为保障客户私隐及权益，骏业一律不会代开启任何包裹。
- 1.27 如寄存包裹期内，遇有遗失、被窃、被破坏或任何灾害，骏业一概不负责任。
- 1.28 如包裹送达时，须收取服务费 / 或到付形式收取服务费者，骏业将代支付该服务费及加收 5% 手续费，并登记到客户杂费记录中。

1.29 如客户杂费记录之金额已超过按金餘款，骏业有权不代收该包裹。

1.210 转寄包裹服务

- 转寄包裹之数量，上限为每月 10 件，如超过指定包裹数量，客户须按额外每件支付费用。
- 处理转寄包裹前，客户需提供授权书、发票及送货单等文件，骏业方可代为安排转寄服务。

1.3 网上传真服务 E-fax (适用于组合 2 / 3 / 4 / 5) :

- 1.31 骏业将提供网上传真密码及帐户给客户，客户需妥善保管并对密码，帐户中所有活动及事件属客户全部责任。
- 1.32 客户每月发送的传真数量，上限为 1,000 张，如超额者，系统将即时自动停止服务。
- 1.33 客户不得利用此服务传输任何非法的信息资料及发放“垃圾传真”，违者将自动即时被停止服务，骏业并保留追究法律责任及赔偿。
- 1.34 骏业对于传送、接收或储存的失误均不会负上任何责任。
- 1.35 骏业对本服务的稳定性、安全性、准确性均不作任何担保。

1.4 接听来电服务 (适用于组合 3 / 4) :

- 1.41 客户可选择以<粤语>或<英语>报读公司语言。
- 1.42 客户可选择以<电话>、<电邮>或<短讯>作告知方式。
- 1.43 任何口讯，骏业只保留 48 小时。

1.5 转驳电话服务 (适用于组合 4) :

- 1.51 於办公时间内，骏业提供接听来电服务，并转驳至指定电话号码。

C(2) 更改服务指令：

- 2.1 客户如需更改公司名称或联络人资料，须以书面形式通知骏业，及缴付相关行政费用。
- 2.2 客户如需更改服务指令，必须於 1 个工作天前以书面形式通知骏业。

C(3) 终止服务：

- 3.1 於服务期内，如客户欲终止服务，所缴费用不能退还。
- 3.2 於服务费到期日，如客户欲终止服务，必须提前 30 天以书面通知骏业，骏业将无息交还按金餘款，否则按金将不获退还。
- 3.3 於服务终止日後，如客户 15 个工作日内不作提取信件及包裹，骏业将碎掉信件及包裹并不作任何赔偿及通知。
- 3.4 骏业在下述情况下，有权终止相关服务，而事先不会作任何通知及不作赔偿任何损失：
- 3.41 客户未按时於服务费到期日後的 15 天之内缴付服务费。
- 3.42 客户未缴付转寄信件或包裹服务费。
- 3.43 客户未能提交有效之商业登记证。
- 3.44 怀疑客户利用所提供之服务，进行诈骗及各种违反法律法规的活动，或其他与商业无关的活动。
- 3.45 怀疑客户利用所提供之服务，刊登各类广告、或举行招聘等活动。
- 3.46 客户不得利用骏业所提供之服务进行任何不利於骏业之行为。
- 3.47 如因第三方的失误或无法预防的情形下，导致骏业在提供服务上有任何的错失，客户不能向骏业追讨任何形式之赔偿或诉讼。
- 3.48 因逾期缴交服务费而被终止服务，客户欲要求重开服务，须缴付额外行政费用。

- 3.5 如客户之业务涉及下列范围及性质，骏业有权终止相关服务，而事先不会作任何通知及不作赔偿任何损失：
- 3.51 提供与骏业类同之企业服务（包括：会计师事务所 / 会计公司 / 公司秘书服务及商务中心等）
 - 3.52 提供信件或物品传送服务（包括但不限于：换领礼品、文件速递派送服务等）
 - 3.53 涉及高量到访人士之服务（包括但不限于：模特儿公司、传销公司、财务或收账代理、教学或补习中心等）

C(4) 商务中心办公时间：

- 4.1 办公时间为：星期一至星期五，上午九时至下午一时及下午二时至下午六时，星期六、日及香港法定公众假期休息。（午膳时间为：下午一时至二时）
- 4.2 所有中西传统假期之前夕或当日，将会提早三小时停止服务。
- 4.3 如遇台风、豪雨或天气原因，骏业所提供的服务将会有可能停止而不作通知。