

TERMS AND CONDITIONS – Singapore Virtual Office Package (2A)

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:**

- 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 and will be refused to be collected by SBC.
- 1.13 The Client will be informed by <Email> for notification of mail receiving. SBC will not notify the Client the mail content over the phone or via SMS.
- 1.14 Any mail received, the Client may instruct SBC, with a written authorization, to open, to scan, and to email to a designated email address.
- 1.15 Mail redirecting service
 - 1.15.1 SBC provide mail redirection service on a “Redirecting on each Friday” basis.
 - 1.15.2 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 in Singapore, whereas mail will be handled on next Monday if both Thursday and Friday are public holiday.
- 1.16 All mails redirecting service must be sent by express courier and shall be charged with 5% handling fee in addition to the courier charge. All charges incurred by the Client shall be debited to Sundry Expenses Account.
- 1.17 If the charges incurred exceed the deposit amount, SBC reserves the right to terminate all redirecting services until all accrued charges are paid.

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 shall be applied.
- 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.
- 3.2 Should the Client choose not to renew upon the expiration, such termination notice 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 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 redirection service fee.
 - 3.43 The Client fails to provide a valid business license registration certificate.
 - 3.44 The Client carries 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 Singapore statutory public holiday. (Lunch break: 1pm to 2pm)
- 4.2 All services provided by SBC may be suspended without any notice in the case of typhoon, rainstorm or bad weather.

服务条款及细则 – 新加坡商务通讯组合 (2A)

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：

- 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)，均视为包裹一律拒绝代收。
- 1.13 代收信件后，骏业一律以<电邮>作告知方式，骏业不会透过电话/短讯形式通知信件内容。
- 1.14 代收信件后，客户可以书面授权骏业代开启指定信件，并扫描信件发至指定电邮。
- 1.15 转寄信件服务
 - 1.15.1 骏业提供转寄信件服务，并于「每周逢星期五」处理。
 - 1.15.2 「每周逢星期五」定期转寄信件，如该星期五属新加坡法定公众假期，信件将提早至星期四处理，如该星期四及星期五同属新加坡法定公众假期，信件则顺延至下星期一处理。
- 1.16 所有转寄信件服务，必须以快递形式转寄，除快递费用外，须另加 5% 手续费，并登记到客户杂费记录中。
- 1.17 如杂费金额已超过按金余款，骏业有权暂停转寄服务。

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，必须于 1 个工作天前以书面形式通知骏业。

C(3) 终止服务:

- 3.1 于服务期内，如客户欲终止服务，所缴费用不能退还。
- 3.2 于服务费到期日，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余款，否则按金将不获退还。
- 3.3 于服务终止日后，如客户 15 个工作日内不作提取信件，骏业将碎掉信件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 客户未按时于服务费到期日后的 15 天之内缴付服务费。
 - 3.42 客户未缴付转寄信件服务费。
 - 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于骏业之行为。
 - 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、日及新加坡法定公众假期休息。(午膳时间为：下午一时至二时)
- 4.2 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。