

# Acer Big Sale (Acer Notebook Online Sale)

## 顧客須知 Notes to Customers

### 購物須知 Upon Purchase

#### 1 購買資格 Eligibility

- 1.1 合資格參與是次「Acer Big Sale (Acer 手提電腦網上優惠)」之人仕包括：所有香港大專院校學生（包括全日制及兼讀制學生）、教職員及校友。

All tertiary institutes' students (both full-time and part-time), staff and alumni are eligible for enjoying the Acer Big Sale (Acer Notebook Online Sale).

### 付款手續 Payment-Related

#### 1 付款方法 Payment Methods

- 1.1 網上信用卡一次性付款 (只接受 Visa / MasterCard 信用卡)

Online Credit Card Full Payment (Only Visa / MasterCard is accepted in this Program)

- 1.2 12 個月分期付款(只適用於恆生銀行之 Visa / MasterCard 信用卡卡戶)  
12 個月分期付款只適用於購買筆記簿型電腦/上網本。發卡銀行保留批核有關 12 個月分期申請的最終決定權。

**註：**網上付款並不提供 12 個月分期選項，客戶如需選擇 12 個月分期付款，必須於網上完成登記手續後，憑系統發出之 Order Acknowledgement Email 之列印本於優惠期內(2011 年 3 月 16 日至 4 月 15)自行到九龍灣領貨中心付款

12-month Installment Plan (Only Applicable to Visa / MasterCard Credit Card Holder of Hang Seng Bank)  
12-month Installment Plan can only apply on payment for Notebook / Sub-Notebook. The approval for installment plan application is subjected to the final decision of the bank.

**Remark:** The 12-month installment plan option is not applicable through online payment gateway. Customers have to complete the registration procedures online first, print out the Order Acknowledgement Email sent by the system and visit Redemption Centre in Kowloon Bay in person during Promotion Period (16 Mar – 15 Apr 2011) for 12-month installment payment.

- 1.3 銀行現金轉賬

請把款項於銀行櫃位存入以下賬戶，並保留入數紙。**網上轉賬、ATM 櫃員機轉賬將不獲接納。**

公司名稱	中國銀行 賬戶	恆生銀行 賬戶
EXCOTECHNOLOGY LTD	012-745-00042690	024-228-254926-001

客戶必須於正本入數紙背面寫上名字、學生 / 教職員 / 香港身份證號碼 (校友適用)。HKEDOFFER.COM 將於客戶訂購時收回相關入數紙，建議客戶自行複印入數紙以作紀錄。

如客戶使用銀行現金轉賬，領貨期將由付款被 HKEDOFFER.COM 確認後計起。



Internet Banking Record  
網上銀行轉賬紀錄



恆生銀行  
自動櫃員機 ATM



恆生銀行  
HANG SENG BANK  
港幣戶口存款單 HKD ACCOUNT DEPOSIT FORM

## 2 訂單確認 Order Confirmation

- 2.1 付款手續完成後，客戶將於 24 小時內收到 HKEDOFFER.COM 所發出之電子郵件及 SMS 作訂單/付款確認。電子郵件及 SMS 將包括客戶之訂單號碼及網上客戶服務平台之登入資訊<sup>+</sup>。客戶可隨時登入個人之網上客戶服務平台，查看最新之訂單狀況或作出訂單查詢。

After payment validation, customer will receive an Order Confirmation email and SMS message from HKEDOFFER.COM within 1 working day. The Order Confirmation email and SMS message will include the customer's order number as well as customer's specific login information through Online Customer Service System. Customer can login to the Online Customer Service System anytime to check with the latest stock status as well as to make order enquiry.

<sup>+</sup> 首次登入之用戶名稱為客戶登記之電子郵件地址；首次登入之密碼將預設為登記之學生證/職員證號碼首 6 個字元（如客戶身份為校友，則預設之登入密碼為登記之身份證號碼首 4 個字元）

<sup>+</sup> Login username is equal to the registered email of the customer in the online ordering system; the default password for first log-in is equal to the first 6 characters of the registered Student ID Card Number or Staff ID Card Number (For Alumni, the default password is the first 4 characters of the registered HKID Card Number).

### 例子 Example

如登記資料如下圖所示，則：

登入用戶名稱：[user@name.com](#) / 首次登入密碼： t123  
(註：登入密碼有大小寫之分，以下圖為例，則「t123」為有效密碼；「T123」為無效。)

If the registered information is as follows:

Username: [user@name.com](#) / Password: t123

(Remark: Password is **CASE SENSITIVE**. Take the following diagram as an example, "t123" is VALID password while "T123" is INVALID.

Notebook / Sub-Notebook Accessories & Software Deliv  
手提電腦 / 小型手提電腦 配件及應用軟件 領

**Purchaser Information 訂貨人資料** \* Required Fields 必須填寫

Purchaser Type: **Alumnus**  
訂貨人身份:

Name:   \*  
姓名: (Must be equivalent to Printed Name on HK Identity Card. 必須與香港身份證上的姓名相同。)

Year of Graduation:  \*  
畢業年度:

HK ID. / Passport No.:  \*  
身份證 / 護照號碼: (First 4 Digits首4個字元)

Mobile No.:  \* (SMS Enabled / 可接收電話短訊) #  
手提電話:

Alumni / Personal Email:  \*  
舊生 / 私人 電郵:

Tel. No.:  \*  
聯絡電話:

(# For Order Related SMS Messages Receiving 接收訂單相關的SMS訊息)

- 2.2 如客戶因任何原因未能讀取 HKEDOFFER.COM 所發出之訂單確認電子郵件，客戶亦可利用以上 2.1 所提供的登入資訊登入網上客戶服務平台自行列印以作存檔。

In case customers cannot received the Order Confirmation Email sent by HKEDOFFER.COM, customer can login to the Online Customer Service System with the login details as listed in 2.1 above to print out the order confirmation for reference.

# 取貨安排 Redemption-Related

## 1 取貨方法 Redemption Method

### 1.1 是次活動只提供領貨中心取貨

- 地點： 九龍灣宏開道 16 號德福大廈 501 室  
 開放時間： 上午十時至下午一時、下午二時 至下午六時（星期一至五）  
 上午十時至下午一時（星期六）  
 星期日及公眾假期休息

ONLY Redemption Centre Stock Distribution will be provided.

- Venue: Room 501, Telford House, 16 Wang Hoi Road, Kowloon Bay  
 Opening Hours: 10:00am – 1:00pm, 2:00pm – 6:00pm (Mon – Fri)  
 10:00am – 1:00pm (Sat)  
 Closed on Sundays & Public Holidays

## 2 取貨所需文件 Documents Required for Stock Redemption

### 2.1 客戶必須根據指定時間到領貨中心領取貨物，並親身攜同及出示以下證明文件之正本，以供核實：

- 學生証 / 職員証 / 舊生証 / 畢業證書 / 舊生信用卡 (如客戶身份為舊生則包括個人身份證)(有關之證明文件副本將於首次領貨時收取以作購買資格認證) **及**
  - HKEDOFFER.COM 所發出之付款確認電郵列印本 **及**
  - HKEDOFFER.COM 所列印之領貨收據正本<sup>#</sup> (只適用於曾領貨之客戶) **及**
  - 香港身分證
  - 銀行入數紙正本 (如使用銀行入數人作付款方法) (有關之正本將於首次領貨時收取以作付款認證)
- 授權第三者代辦提貨，必須提供以下證明文件 (以下之文件將會於提貨時被工作人員收取作存檔之用)：
- 客戶之學生証 / 職員証 / 舊生証 / 畢業證明書 / 舊生信用卡副本(如客戶身份為舊生則包括個人身份證) (有關之證明文件副本將於首次領貨時收取以作購買資格認證) **及**
  - HKEDOFFER.COM 所發出之付款確認電郵列印本 **及**
  - HKEDOFFER.COM 所列印之領貨收據正本<sup>#</sup> (只適用於曾領貨之客戶) **及**
  - 已填妥之授權書正本 (空白之授權書之格式必須與 <http://www.hkedoffer.com/authorization> 相同，客戶亦可直接於以上網址下載) **及**
  - 被授權者之身份證副本
  - 銀行入數紙正本 (如使用銀行入數人作付款方法) (有關之正本將於首次領貨時收取以作付款認證)

如客戶未能根據以上情況出示/提供有效之證明文件，HKEDOFFER.COM 將保留不派貨予有關人士之最終權利。

[註<sup>#</sup>：客戶須妥善保存 HKEDOFFER.COM 所發出之領貨收據。如有遺失/損失，客戶需自行至警署報失有關之領貨收據，並提交有效之警署報失紙予 HKEDOFFER.COM 以作核實及重印有關之領貨收據(有關行政程序，可能需要收取 HK\$50 之行政費及需時 1-2 個工作天)。否則，HKEDOFFER.COM 保留不派發貨品之權利。]

Customers are REQUIRED to bring the following original documents IN PERSON for goods redemption:

- Original Student Card/ Staff Card/ Alumni Association membership card/ Graduation Certificate/ Alumni Credit Card (For Alumni, HKID Card is required) (Corresponding photocopy of identification documents will be collected at the 1<sup>st</sup> time of redemption for end-user verification) **AND**
- Printed Order Confirmation Email issued by HKEDOFFER.COM **AND**
- Original copy of Receipt<sup>#</sup> printed by HKEDOFFER.COM (Only applicable for customers who have redeemed before) **AND**
- HKID Card
- ORIGINAL Copy of Bank-In Receipt (For Bank-In Payment) (Corresponding ORIGINAL Copy will be collected at the 1<sup>st</sup> time of redemption for payment verification).

Customers who authorized Third-Party for goods redemption are required to provide the following documents (The documents below will be collected by counter staff for records):

- Photocopy of Customer's identity proof: Student Card/ Staff Card/ Alumni Association membership card/ Graduation Certificate/ Alumni Credit Card (For Alumni, HKID Card is required)

(Corresponding photocopy of identification documents will be collected at the 1<sup>st</sup> time of redemption for end-user verification) **AND**

- Printed Order Confirmation Email issued by HKEDOFFER.COM **AND**
- Original copy of Receipt<sup>#</sup> printed by HKEDOFFER.COM (Only applicable for customers who have redeemed before) **AND**
- HKID Card
- Original of the Filled Authorization Letter (BLANK Authorization Letter MUST have the same format as in the <http://www.hkedoffer.com/authorization>, customers can also download from the above website directly) **AND**
- Photocopy of HKID of the Authorized Third-Party.
- ORIGINAL Copy of Bank-In Receipt (For Bank-In Payment) (Corresponding ORIGINAL Copy will be collected at the 1<sup>st</sup> time of redemption for payment verification).

If customer cannot show / provide related supporting documents, HKEDOFFER.COM reserves the final right to not distribute the goods to corresponding personnel.

[Remark <sup>#</sup>: Customers MUST keep the Receipt properly and HKEDOFFER.COM will not be subject to any liability of responsibility for the loss or damage of the captioned document after the transaction. In case of any loss of Receipt, Customers are requested to submit valid copy of "Lost Memo" from Hong Kong Police Force of HKSAR to HKEDOFFER.COM for validation and reprint of the Receipt (Administration charge of HK\$50 may be charged and lead time may be around 1 – 2 business days). Otherwise, HKEDOFFER.COM reserves the right to **NOT distributing the goods** to the customers.

## 產品檢查及換貨安排 Product Checking and Return Policy

### 1 一般 General

- 1.1 客戶必須在離開提貨區前，點算所有產品及配件是否齊全及合乎標準，事後如有遺失或損壞，恕不受理。

Customers have to check that all items are in good condition and full packaging before leaving the goods collection counter. HKEDOFFER.COM is not responsible for the loss of items and parts afterwards.

- 1.2 客戶必須在提取筆記簿型電腦時，檢查包裝及配件齊全及產品完整無缺，沒有花／裂痕，方可離開。

Customers are required to check whether the product is in full packing with accessories and in good condition without scratches or cracks when they pick-up the Notebooks.

- 1.3 有關筆記簿型電腦/上網本以外的產品，一切保養及維修均由有關之廠商負責。貨物出門後，如有問題，客戶可憑單據直接聯絡有關之第三方廠商。

All the maintenance and warranty issues of products other than Notebook/Sub-Notebook are responsible by the corresponding Third Party vendor. Please contact corresponding vendor for maintenance and warranty service.

### 2 筆記簿型電腦/上網本 7 天購物保障 7 Day Dead-on-Arrival Return Policy

- 2.1 客戶於本活動中購買之筆記簿型電腦及上網本均可享有 7 天購物保障，保障範圍包括外觀問題（須於取機時即場提出，離開現場即無效）、硬件問題。詳細條款，請細閱下文。

Customers who purchased Notebook/Sub-Notebook in the Program are eligible to enjoy the 7 Day Dead-on-Arrival Return Policy. Coverage include cosmetic defect (MUST be raised during stock redemption) and hardware failure. Please refer to detailed terms and conditions below.

- 2.2 外觀問題：如客戶於即場驗機時發現機身上有損壞，並經在場工程師核實後，可要求換機。外觀問題於離開現場後將不在保障範圍內。（請注意：某部份型號之筆記簿型電腦/上網本因採用鋼琴亮面材質，機器表面可能會有輕微花痕，並不影響電腦之日常運作，客戶可因應情況自行考慮更換與否）

Cosmetic Defect: If damages were discovered on the surface of Notebook/Sub-Notebook, Customers are eligible to apply for a replacement upon the validation of defect of on-site engineer. Any cosmetic defect raised outside the Redemption Venue will not be considered. (Please note that some models of Notebook/Sub-Notebook are built with materials with piano finishing, slight scratches may be found on the surface and will not affect the daily operation of the computer. Customers can decide to apply for replacement or not depending on corresponding conditions.)

- 2.3 硬件問題：客戶如發現購買之筆記簿型電腦/上網本於提貨起七天內有問題：客戶必須於提貨日起七天內透過以下方法申請更換：

- 透過電郵至 [cs@hkedoffer.com](mailto:cs@hkedoffer.com) 提交申請；
- 透過網上客戶服系統作出申請。

HKEDOFFER.COM 的客服人員將儘快回覆並提供有關檢查之安排。

(未有於指定日期內提交申請/申請後未獲回覆的客戶，服務台將不受理其個案)

所有更換之貨品必須保留全套包裝及完整貨品及收據。如有任何遺漏或人為損毀，均不接受。

備註：更換時間要視付當時貨品數量，一般情況為 21-25 個工作天

In case of hardware malfunction found within 7 days from the collection date,

Customers have to register within 7 days from the collection date by the following methods:

- Send email to [cs@hkedoffer.com](mailto:cs@hkedoffer.com) for the application of replacement;
- Submit the application of replacement through online Customer Service System.

Customer Service Executive of HKEDOFFER.COM will acknowledge the application as soon as possible and advise further checking details.

(Any application submitted out of the corresponding date / application without acknowledgement from HKEDOFFER.COM's Customer Service Executive will not be entertained in the Help Desk).

Replacement will only be accepted under the conditions of full packaging and with original invoices. Any scratch / physical damage or missing parts will not be accepted.

Remarks: The lead time for replacement will be subjected to the availability of stocks. Normally lead time is 21 -25 working days.

- 2.4 軟件問題：客戶如發現購買之筆記簿型電腦/上網本於提貨起七天內有問題，並經技術人員檢定為軟件問題。有關之技術人員可協助客戶還原電腦系統至出廠設定（客戶需自行備份電腦內之私人資料）。如因其他第三方軟件引起之問題，HKEDOFFER.COM 將不予負責。

Software Problem: In case of any malfunction found within 7 days from the collection date and is determined as software-related by on-site engineer. On-site engineer will assist the customer by restoring the computer to factory settings (Customers are responsible for the backup of any personal data installed in the computer). HKEDOFFER.COM will not be responsible for any software problem raised by the installation of third-party software.

- 2.5 客戶如在提貨日 7 天後發現其 ACER 筆記簿型電腦或相關配件有問題，有關之保用及維修均由 ACER Service Center 負責。有關其他非 ACER 產品之保用及維修，則由各產品之生產商/供應商負責，詳情請參閱個別產品內之保用證。

For any malfunction raised out about any ACER notebook computer and accessories 7 days after redemption date, please contact ACER Service Center for maintenance & warranty issues. For any further queries on maintenance & warranty of other non-ACER products / accessories hereafter, please contact the respective supplies / distributors. For details, please refer to the warranty card attached inside the corresponding products.

2.6 如有任何爭議，HKEDOFFER.COM 保留最終決定權。

In case of disputes, HKEDOFFER.COM reserves the right to make the final decision.

### 3 其他產品(非電腦/上網本) Other Non-Notebook Products

3.1 有關其他 非電腦/上網本 產品(如軟件、電池、外置 USB 光碟機等)，相關之維修保養及維修均由所屬廠商提供。

The after-sales maintenance and warranty service of Non-Notebook products (e.g. software, batteries, External USB Optical Drives etc.) will be responsible by the corresponding vendors accordingly.

3.2 其他 非電腦/上網本 產品，如於提貨後發現有產品問題或技術查詢，客戶需自行聯絡相關廠商。大部份之廠商聯絡方法，可於 [http://www.hkedoffer.com/common\\_cs](http://www.hkedoffer.com/common_cs) 尋找。

For other Non-Notebook products, if customers have found any product defect or would like to make any technical enquiry, customers have to contact corresponding vendors accordingly. Contact methods of most vendors can be found in [http://www.hkedoffer.com/common\\_cs](http://www.hkedoffer.com/common_cs).