

## Virtual Office Service Application Form & Agreement

### 虛擬辦公室服務計劃申請表及合約

\* Required Fields 為必須填寫項目

<b>Client Code 客戶編號:</b>	
<b>Staff-in-charge 負責同事:</b>	

#### Company Information 公司資料

Company / Registrant Name * 公司 / 個人名稱	English Name 英文名稱		
	Chinese Name 中文名稱		
Type* 類型	<input type="checkbox"/> Limited Company 有限公司 <input type="checkbox"/> Unlimited Company 無限公司 <input type="checkbox"/> Personal Use 個人 <input type="checkbox"/> Others 其他: _____		
Unique Business Identifier (Business Registration Number)* 唯一業務識別碼 (商業登記號碼)		Country of Registration * 公司註冊國家	<input type="checkbox"/> Hong Kong 香港 <input type="checkbox"/> Others 其他: _____
Business Nature* 業務性質	<input type="checkbox"/> Trading 貿易 <input type="checkbox"/> Retail 零售 <input type="checkbox"/> Consultancy 顧問 <input type="checkbox"/> Design 設計 <input type="checkbox"/> Marketing 推廣策劃 <input type="checkbox"/> Service 服務 <input type="checkbox"/> Manufacture 製造 <input type="checkbox"/> Transport 運輸 <input type="checkbox"/> IT 資訊科技 <input type="checkbox"/> Others 其他: _____		
Source of funds* 資金來源	<input type="checkbox"/> Personal Assets of Beneficial Owner 最終擁有人的資產 <input type="checkbox"/> Borrowings / Loans 貸款 <input type="checkbox"/> Others (Please Specify) 其他 (請列明): _____		
Application Purpose* 申請目的	<input type="checkbox"/> Bank Correspondence Address 銀行通訊地址 <input type="checkbox"/> Registered Address 註冊地址		
Language* 選擇語言	<input type="checkbox"/> Chinese 中文 <input type="checkbox"/> English 英文		
How did you know about our company? 如何得知本公司?	<input type="checkbox"/> Google <input type="checkbox"/> Yahoo/Bing <input type="checkbox"/> Facebook <input type="checkbox"/> Instagram <input type="checkbox"/> YouTube <input type="checkbox"/> 宣傳易 <input type="checkbox"/> 小紅書 <input type="checkbox"/> Existing Client 現有客戶 <input type="checkbox"/> Friend's referral 親友介紹 <input type="checkbox"/> Others 其他: _____		

### Precautions 注意事項

- Each virtual office service account can only be used by **ONE company name ONLY** 每個虛擬辦公室戶口只可以一間公司名義申請
- IN THE NAME OF AN INDIVIDUAL, please provide a copy of your personal ID and proof of address 以個人名義申請時，請提供個人身份證副本及地址證明
- IN THE NAME OF A COMPANY, please provide a copy of the Business Registration Certificate, Certificate of Incorporation, Annual Return, Director ID copy & Address proof 以公司名申請，請提供商業登記證副本、公司註冊證書、周年申報表、董事個人身份證副本及地址證明
- According to the Business Registration Ordinance, anyone who operates a business in Hong Kong must display a valid business registration certificate in the location. Therefore, customers who use the virtual office services provided by OneStart **must provide the original valid business registration certificate for us to keep**. 根據《商業登記條例》，凡在香港經營業務的人士，須將有效的商業登記證展示在營業地點之內。因此使用本公司提供的虛擬辦公室服務的客戶須提供有效商業登記證正本給予本公司保存。
- According to Article 622B of the Companies Ordinance, **a Hong Kong limited company must display its registered name at the registered office. That is, nameplate service is required**, and violations may result in government fines. 根據公司條例第 622B，香港有限公司在註冊辦事處必須展示註冊名稱，即在本司須加上水牌服務，違反可產生政府罰款。

### Basic Contact Person Information 基本聯絡人資料

	English Name 英文名稱 (Mr./Ms.) <i>(Please provide your full name as shown on your ID card for verification 請提供身分證上之全名以供核對)</i>	Chinese Name 中文名稱 (先生/小姐)	Contact No. *聯絡電話	Email *電郵
1.				
<input checked="" type="checkbox"/> Billing Notification 賬單通知 <i>(There can be ONLY ONE billing contact person 賬單聯絡人只可有一位)</i> <input type="checkbox"/> Mail Arrangement 信件安排 <input type="checkbox"/> Call Arrangement 來電安排 <input type="checkbox"/> E-Fax Arrangement 電子傳真安排				
2.				
<input type="checkbox"/> Mail Arrangement 信件安排 <input type="checkbox"/> Call Arrangement 來電安排 <input type="checkbox"/> E-Fax Arrangement 電子傳真安排				
3.				
<input type="checkbox"/> Mail Arrangement 信件安排 <input type="checkbox"/> Call Arrangement 來電安排 <input type="checkbox"/> E-Fax Arrangement 電子傳真安排				
4.				
<input type="checkbox"/> Mail Arrangement 信件安排 <input type="checkbox"/> Call Arrangement 來電安排 <input type="checkbox"/> E-Fax Arrangement 電子傳真安排				

### Additional Contact Person Information 額外聯絡人資料

**HK\$50 service fee per contact person is required (Maximum of 6 persons) 每位收取 HK\$50 行政費 (上限 6 位) :**

5.				
<input type="checkbox"/> Mail Arrangement 信件安排 <input type="checkbox"/> Call Arrangement 來電安排 <input type="checkbox"/> E-Fax Arrangement 電子傳真安排				
6.				
<input type="checkbox"/> Mail Arrangement 信件安排 <input type="checkbox"/> Call Arrangement 來電安排 <input type="checkbox"/> E-Fax Arrangement 電子傳真安排				

**Service Plan Information 服務計劃資料**

		Package 套餐			
		A	B	C	D
Service Details 服務詳情	Address Plan 地址組合	Basic Business Plan 基本商務組合	Professional Business Plan 專業商務組合	Phone and E-fax Plan 電話傳真組合	
	<ul style="list-style-type: none"> <li>➤ Address for governmental and commercial use 地址服務</li> <li>➤ Receive mail with notification by email 接收郵件後以電郵通知</li> </ul>	✓	✓	✓	-
<ul style="list-style-type: none"> <li>➤ Call arrangement service 電話秘書服務 (Tick ONE only 選其一項)                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Take message with notification 留言後通知:                                     <ul style="list-style-type: none"> <li><input type="radio"/> Email 電郵</li> <li><input type="radio"/> Telephone 電話</li> <li><input type="radio"/> SMS 短訊</li> </ul> </li> <li><input type="checkbox"/> Transfer call to local number after answering 接聽後即時轉駁至本地號碼</li> <li><input type="checkbox"/> Divert call by system on 24 hour basis to 24 小時即時系統轉駁至:                                     <ul style="list-style-type: none"> <li><input type="radio"/> Local number 本地號碼</li> <li><input type="radio"/> Voicemail system 留言信箱系統</li> </ul> </li> </ul> </li> </ul>	-	✓	✓	✓	
<ul style="list-style-type: none"> <li>➤ Dedicated e-fax number and receiving fax by email 獨立傳真號碼，以電郵接收</li> </ul>	-	-	✓	✓	
Monthly Fee 每月費用: (Tick ONE only 選其一項 )	Lai Chi Kok 荔枝角	<input type="checkbox"/> \$90 \$45	<input type="checkbox"/> \$310	<input type="checkbox"/> \$390	<input type="checkbox"/> \$300
	Kwun Tong 觀塘	<input type="checkbox"/> \$100	<input type="checkbox"/> \$320	<input type="checkbox"/> \$400	
	Mong Kok 旺角	<input type="checkbox"/> \$110	<input type="checkbox"/> \$330	<input type="checkbox"/> \$410	
	Causeway Bay 銅鑼灣	<input type="checkbox"/> \$120	<input type="checkbox"/> \$340	<input type="checkbox"/> \$420	
	Central 中環	<input type="checkbox"/> \$140	<input type="checkbox"/> \$360	<input type="checkbox"/> \$440	

Value Added Services 增值服務		Monthly Fee 每月費用:
Additional Address Service 地址 附加服務	Dynamic Nameplate 流動式電子水牌	<input type="checkbox"/> \$40
	Fixed Nameplate 固定水牌 (Central & Kwun Tong only 只限中環及觀塘)	<input type="checkbox"/> \$100
	24 x 7 Mailbox rental 租用 24 小時私人信箱	<input type="checkbox"/> \$50
	24 x 7 Locker box rental 租用 24 小時私人儲物櫃	<input type="checkbox"/> \$150
Mail Arrangement 信件安排	Receive mail with notification method 接收郵件後通知	Telephone 電話 <input type="checkbox"/> \$20
		SMS 短訊 <input type="checkbox"/> \$30
		Mail scanning 信件掃描 <input type="checkbox"/> \$200
	Forward mail to other branch offices 轉寄郵件往其他分行	Lai Chi Kok 荔枝角 <input type="checkbox"/> \$40
		Kwun Tong 觀塘 <input type="checkbox"/> \$40
		Mong Kok 旺角 <input type="checkbox"/> \$40
		Causeway Bay 銅鑼灣 <input type="checkbox"/> \$40
		Central 中環 <input type="checkbox"/> \$40
	Forward mail to your designated address 轉寄至閣下指定地址 (on weekly basis, every Thursday 每星期轉寄一次, 逢星期四)	Local 本地 <input type="checkbox"/> \$100
		China 中國 <input type="checkbox"/> \$200
		Others 其他地區 <input type="checkbox"/> \$150
	Forward mail to designated SF service point 轉寄至閣下指定之順豐服務點 (Pay by receivers 順豐到付)	Once per day 每日轉寄一次 <input type="checkbox"/> Free 免費
		Once per week 每星期轉寄一次 (Every Thursday 逢星期四) <input type="checkbox"/> Free 免費
Once per month (Last working day on that month) 每月轉寄一次(每月最後一個工作天) <input type="checkbox"/> Free 免費		
Call Arrangement 來電安排	Divert call to international call forwarding number on 24 hours basis (excluded IDD fee) 24 小時即時系統轉駁至國際飛線漫遊號碼 (不包 IDD 費用)	<input type="checkbox"/> \$200
	Non-Office Hour 非辦公時間來電安排	Divert call to voicemail-to-email system 轉駁至留言信箱至電郵系統 <input type="checkbox"/> \$40
		Divert call to local number 轉駁至本地號碼 <input type="checkbox"/> \$40

**Contract Period 合約週期**

<input type="checkbox"/> 24 months 個月	<input type="checkbox"/> 12 months 個月	<input type="checkbox"/> 6 months 個月	<input type="checkbox"/> 3 months 個月 (+\$90)
30% OFF 7 折	20% OFF 8 折	10% OFF 9 折	Additional administration fee of HK\$30 per month 另加每月 HK\$30 短期合約附加費
*6/12/24months discount is not applicable for Lai Chi Kok Package A 6/12/24 個月折扣, 荔枝角套餐 A 除外			
* All the above quotations are only applicable to first application. Renewal of contracts will subject to the quotation at the time of renewal 以上所有報價只屬首次申請, 續約按照當時報價為準.			

**Office Use Only 職員使用**

Client Code 客戶號碼		Staff-in-charge 負責同事	
Referrer 介紹人		Mailbox / Locker No. 信箱/儲物櫃編號	
Assigned Telephone No. 所分配電話號碼		Assigned Fax No. 所分配傳真號碼	
Service Start Date 服務生效日期		Service End Date 服務終止日期	
Service Fee 服務收費 (HK\$)			
Deposit Amount 按金額 (HK\$)	<input type="checkbox"/> \$100 Registered Address Service	<i>(Package A)</i>	
	<input type="checkbox"/> \$300 Call / Fax Service	<i>(Package B/C/D)</i>	
	<input type="checkbox"/> \$300 Mailbox Service	<i>(Additional)</i>	
	<input type="checkbox"/> \$300 Locker Service	<i>(Additional)</i>	
	<input type="checkbox"/> \$500 Divert Call to International No. Service	<i>(Additional)</i>	
Promotion Code 優惠代碼			
Discount Amount 折扣金額 (HK\$)			
Total Invoice Amount 總發票金額 (HK\$)			

**Service Management Details 服務管理詳情**

Mail Arrangement 郵件安排	Forwarding Address 轉寄地址		
	Forwarding SF Service Point (Code) 轉寄順豐點 (點碼)		
Call Arrangement 來電安排	Greeting 歡迎詞		
	System Transfer – International Tel. No. 系統轉駁- 國際漫遊電話號碼	Country Code 國家代碼	Tel No. 電話號碼
	System Transfer – Local Tel. No. 系統轉駁- 本地電話號碼		

## Terms and Conditions 條款及細則

### Definition 定義

“Agreement” means any agreement made between the service provider and the customer whether expressly or impliedly.

「協議」即服務提供者及顧客之間無論是否明確或隱含地所定的任何協議。

“Application form” means the first three pages of this agreement which record the details of customer’s information and details of service requested and form part of this agreement.

「申請表」即本合約前三頁所記錄的顧客資料細節，所需服務以及協議的其中部份。

“Contract period” means the period specified in the application form which the customer commit to use the service and pay the respective fees. It also refers to the renewed/extended period after the first contract period.

「合約時期」指在申請表中所列出的特定時期，顧客承諾使用服務及繳交有關服務之相關費用；

“Customers” mean any person, unlimited company or limited company requesting and use the services provided by the service provider.

「客戶」指任何人士、無限公司或有限公司要求及使用服務提供者所提供之服務。

“Fees” mean the monthly fee and other charges for the use of services as specified in the application form or specified by the service provider from time to time.

「費用」指於申請表上所列明之月費或使相關服務所產生之其他收費，或服務提供者所列明之相關費用。

“First contract period” means the committed period, as specified in the application form which the customer commit to use the service and pay the respective fees.

「首次合約時期」指在申請表上列明顧客承諾使用服務及繳交有關服務之履行時期。

“Services” mean any kind of services described in the agreement and/or as provided by the service provider, or its associates, to customer from time to time.

「服務」指在協議上列明或服務提供者及其夥伴所提供之任何服務予顧客。

“Service provider” means the business center(s) operated by OneStart Group Limited or any services provided by its associates.

「服務提供者」指由壹達集團有限公司經營之商務中心或其夥伴所提供之任何服務。

### 1. General 一般

1.1 Upon signing of this agreement by both the service provider and the customer, the customer agrees that they pay the service provider the fees until the end date of the first contract period specified in the application form while the service provider provide the services to the customer within the first contract period and/or the subsequent extended/renewed contract period. 當服務提供者及客戶雙方簽署此協議後，客戶同意支付費用予服務提供者直至其在申請表上所列明之首次合約時期結束日完結。服務提供者會在首次合約時期或期後續約時期提供服務予客戶。

1.2 This agreement shall not be assignable or transferable in any manner by the customer unless with prior written consent from the service provider is obtained. 本協議在任何情況下將不會由顧客所分配或轉讓，除非獲得服務提供者在先前書面同意。

1.3 This agreement shall be governed by and construed in accordance with the laws of the Hong Kong Special Administrative Region (“HKSAR”) and the parties hereby irrevocably submit to the non-exclusive jurisdiction of the Courts of the HKSAR. 本協議受中華人民共和國香港特別行政區法律管轄，並按香港特別行政區法律解釋，服務提供者及顧客均同意接受香港特別行政區法院的專屬管轄權所管轄。

1.4 The service provided will continue to improve and upgrade to the high demands of a business centre; therefore, the price will be updated continuously. The customer may request the service provider to provide the latest price list. The service provider reserves the right to change, modify and/or delete some or all of the terms and conditions of this agreement. 所有服務將會不斷改進，因此服務提供者提供的價目表將會不斷更新。客戶可向服務提供者索取最新價目表。服務提供者保留權利隨時更改，修正或刪除部份或全部在此協議的條款及條件。

### 2. Liabilities 責任

2.1 Under any circumstances, the service provider shall not be liable or responsible for any direct loss or consequential loss of the customer. 在任何情況下，服務提供者不負責亦不承擔客戶任何一切因使用所提供之服務而直接或間接地所受到的損失。

2.2 The customer shall not use any office facilities or services provided by the service provider for any illegal or immoral purposes. The customer shall not loiter or stay at reception and public area without permission of the service provider. 客戶不應使用服務提供者所提供之任何辦公室設備或服務進行非法或不道德用途。如未經服務提供者同意，客戶不得流連或逗留於接待處或公眾地區。

2.3 The customer will indemnify the service provider against any loss, demands, damage, costs, claims, expenses, action or other liabilities arising from or in connection with the provision of the service, as specified in the application form. 根據申請表列明，客戶需賠償一切因使用所提供服務而引致之任何損失、損毀、成本、聲明、費用、行動或其他負債予服務提供者。

2.4 For avoidance of doubt, the customer agrees and acknowledges that this agreement shall not give the customer any right of access to or any interest in any part of the premises to which the correspondence address related or in any of the equipment or facilities provided. 為避免懷疑，客戶同意及承認本協議不會賦予客戶任何從所提供的地址、儀器或設備等財產獲得利益或擁有權。

### 3. Service Termination And Refund Arrangement 終止服務及退款安排

3.1 Under the following circumstances, the service provider has the right to terminate the services at any time at its sole discretion without any notice to the customer. The Service Provider shall bear no legal responsibilities nor shall be liable for any claims or compensation for discontinuing services. 就以下情況，服務提供者有權終止服務而不作任何通知；同時亦無須為停止提供服務，而負上法律責任或承擔任何被索償的後果。

i. The customer has failed to settle any service fees, handling fees or reimbursements of postage, or to renew business registration on time; 客戶未能按時繳交費用，包括服務費、手續費或轉寄郵件費用；或未能及時更新商業登記；

ii. In suspicion of the Client is involving or carrying out a fraud and any illegal or improper activities; 客戶涉嫌進行或涉及任何非法、違例或詐騙活動；

iii. In suspicion of the Client is using provided services to hold any promotional sales or public recruitment events; 客戶涉嫌利用服務提供者提供的服務作展銷會或招聘會等活動；

iv. In suspicion of the Client is transferring or assigning any or part of the services to any other parties, without the prior authorization from the Service Provider. 客戶涉嫌在未經服務提供者許可下，把服務轉移或分配至任何第三者使用。

3.2 The customer is required to give the service provider a written/electronic notice of termination (a completed termination form provided by OneStart Group Limited with company chop) not less than 14 working days before the expiry date of service. Without written/electronic notice, our company will not refund the deposit to the customer. The customer must present the latest business registration certificate with an updated registered address together with the completed deposit refund application form within 1 month starting from the service contract end date in order to proceed with the service deposit refund procedure. If the customer fails to present the latest business registration certificate with an updated registered address within the said period, the service deposit would not be refunded in any case. If the customer continues on using any of our business addresses as the registered address, OneStart Group Limited reserves the rights to charge any virtual office service fees incurred during the period.

客戶需在服務到期日不少於 14 工作天前提供書面/電子及印有公司印章之終止服務通知書予服務提供者(終止服務通知書由壹達集團有限公司提供)。如沒有書面/電子通知，我司將不會退回按金給客戶。客戶需於合約完結日起計 1 個月內出示已更改註冊地址的商業登記證，並填妥退按金申請表，方可退回按金。如客戶未能在限期內出示已更改註冊地址的商業登記證，本公司則不會退回按金；本公司有權向合約完結日後仍使用本公司地址的客戶追收該期間產生的虛擬辦公室費用。

3.3 The customer is not allowed to terminate the services before the end date of the first contract period unless prior approval from the service provider is obtained. 未經服務提供者許可下，客戶不能在首張合約時期之結束日前終止服務。

- 3.4** Service deposit and any related deposit will be refunded by bank-in within one month after the service expiry date. 服務按金或任何有關按金將在服務到期日後一個月內以銀行轉帳形式退回。
- 3.5** The cheque will be payable to the company's name ONLY. If the receiver of the cheque is different from the company's name, an authorization letter for deposit refund is required. 支票只會退回予註冊公司名稱。如銀行戶口持有人與註冊公司名稱不相符。客戶必需填寫授權書授權銀行戶口持有人收取退回按金。
- 3.6** Service fee will not be refund for early termination. 提早終止服務並不會退回已繳交之服務費用。
- 3.7** After the termination of the agreement, any mail, parcel, fax, telex or cable or other object send to or left at the service provider's address shall be disposed by the service provider at its sole discretion. 當本協議終止後，服務供應者將自行處理任何遺漏在服務供應者之郵件、包裹、傳真、電傳機、電報、其他寄出物件。
- 3.8** During the suspension period, the service provider will reject all mail, parcel or any object sent to the service provider's address and not responsible to notify the customer of such delivery. 在暫時中止服務期間，服務供應者將會拒收所有郵件、包裹或其他寄往服務供應者地址的物件以及無須通知客戶有關的派遞。
- 3.9** Customer has to submit the copy of identity card within 14 working days. Otherwise, the service that customer is subscribing will be terminated without prior notice. ( For Corporate applicant, Business registration certificate is required as well ) 客戶必需於十四個工作天內遞交身份證副本。否則，客戶所申請之服務將會被終止，並不作另行通知。(如以公司名義申請，則必需連同商業註冊證副本一併遞交)

#### 4. Payment 付款

- 4.1** The customer shall pay the fee before the due date specified on the relevant invoice or the first date of service provision, whichever the latter, and the customer will bear all charges of the bank. 客戶應在有關收據上所列明的服務到期前或服務提供的首天繳交費用並承擔一切有關銀行之手續費。
- 4.2** The service provider has the right to suspend the services to the customer if the service provider does not receive the appropriate payment from the customer before the due date specified on the relevant invoices. 若客戶未能在發票上所列明的服務到期日前繳付服務費用，服務提供者有權暫時中止有關服務。
- 4.3** If the account of the customer has been suspended by the service provider, the customer has to pay the service provider a re-activation fee which equals to one-month-service-fee of their respective service plans within one month suspension. If the services have been suspended due to late payment or overdue situation, the service provider reserves the right to charge the customer the fee during the suspension period. 若客戶帳戶被服務提供者暫停服務，客戶須於服務到期後一個月內繳付該計劃一個月之服務費作重啟帳戶之行政費用。若客戶因延遲繳費或欠款而被服務提供者暫停服務，服務提供者將會收取客戶在暫停服務期間的相關費用。
- 4.4** The customer has the responsibility to make sure that their payments are received and identified by the service provider before the due date specified on the relevant invoice. 客戶有責任在有關發票上所列明的服務到期前，確保已繳款並須服務提供者所接納以及確認。
- 4.5** The service provider holds the rights to charge the customer if the customer make any use of the service provider's address before the service starts or after the service has been terminated. 若客戶在服務開始前或被中止服務後使用服務提供者的地址，服務提供者有權對客戶作出收費。
- 4.6** Deposit of HK\$100 is required for registered address service while HK\$300 is required if additional services on telephone / fax service are provided. Customers are required to renew / terminate the service with the service provider 1 month before the expiry date of the service period. Otherwise, the deposit will be forfeited. ( For details, please see Term 3.2) 服務提供者將收取\$100 港元作為登記地址服務的按金；若客戶須額外使用電話線或傳真服務，服務提供者將收取\$300 港元為服務的按金。客戶須於服務到期日前與服務提供者提出續約或中止服務，否則按金將不獲退回(於第 3.2 條列明)。

- 4.7** The customer has to pay additional service fee or administration fee for the following service items during the contract period( For details, please confirm for additional service with the service provider ): 以下於合約期間，客戶使用以下服務項目須支付之服務費或行政費(所有額外服務詳情須向服務提供者確認):

Service Item 服務項目	Service Fee 服務收費 (HK\$)
Additional contact person 額外聯絡人	\$50 per month per person 每月每人\$50 元
Change of company name (must be under the same BR no.) 更改公司名稱 (必須與商業登記証號碼相同)	\$100 per request \$100/次
Change of registered address service location 更改登記地址行政費	\$100 per request \$100/次
Deposit for access card & key for mailbox/locker rental 智能卡及鑰匙按金	\$300 per set \$300/套
Cheque deposit 支票存入服務	\$30 per cheque \$30/支票
Local courier service 本地快遞服務	\$20 per order \$20/次
Handling fee for local courier service 本地快遞手續費	\$20 per order \$20/次
Overseas courier service 海外快遞服務	By quotation 另行報價
Other customized service requests 其他服務要求	to be quoted separately 將個別收費

- 4.8** The customer can settle the payment by following methods 客戶可用以下途徑繳付款項：
- Pay in Person 親自付款
  - Direct deposit to bank account 直接存入現金或轉帳至銀行戶口  
Bank of China 中國銀行 (Account No. 戶口號碼: 012-874-0-0122833)  
或  
HSBC 匯豐銀行 (Account No. 戶口號碼: 004-484254149001)
  - Crossed cheque payable to "OneStart Group Limited" (Promissory note will not be accepted)  
劃線支票抬頭「壹達集團有限公司」(恕不接受期票)

#### 5. Service Details 服務細則

##### 5.1 Mail Service 郵件代收服務

- The customer has the responsibility to register appropriate company name, trade name and contact persons with the service provider for mail handling purposes. 客戶有責任登記及提供適當的公司名稱、交易名稱及聯絡人予服務提供者作為處理郵件之用。
- The customer agrees and acknowledges that each account can register only 1 company name or trading name. 客戶同意及得知每一個客戶帳號只可登記一個公司名稱或交易名稱。
- The customer agrees and acknowledges that he can publicize the address, provided by the service provider only in conjunction with the company name, trade name and contact person(s) registered with the service provider. The service provider has the right to call for compensation and legal actions if there is any violation. 客戶同意及得知可以公開服務提供者所提供的地址，但必須符合其提供予服務提供者之登記公司名稱、交易名稱及聯絡人。若當中有任何違反行為，服務提供者有權要求賠償及採取法律行動。
- In case the service provider suspects any mail, parcel or object is dangerous, the service provider reserves the rights to refuse or dispose them at discretion. 若服務供應者懷疑任何郵件、包裹或物件屬危險物品，基於安全理由，服務供應者有權拒收或棄置此類物品。
- Any mails, parcels or other objects sent to or left at the service provider's address shall be limited to 1 kg or with any of its dimensions not more than 35 cm. If any dimension of the mails, parcels or other objects exceeds 60 cm, the service provider reserves the right to reject receiving the items. Any overweighted / oversized items will be charged at the following rate: 所有郵件、包裹或物件寄存或留在服務提供者之地址不應超過 1 千克或大小超過 35 厘米。若郵件、包裹或物件超過 60 厘米，服務提供者保留拒收郵件或物品。任何超重或過大的物件將會根據以下內容收費：

Dimension Total 總尺寸	Storage Charge (per day) 寄存費(每日)
< 120 cm 厘米	HK\$10
121~150 cm 厘米	HK\$30
151~180 cm 厘米	HK\$50
> 180 cm 厘米	HK\$50 for first 180 cm 首 180 厘米 HK\$10 for every 10 cm thereafter HK\$10 每 10 厘米

\* Dimension total = length + width + height of the object  
總尺寸 = 長度 + 闊度 + 高度

- vi. The accumulated mail, parcel or other objects sent to or left at the service provider's address shall be limited to 5 kg or 3 ft3. When the limit is reached, additional mail, parcel or other objects will not be accepted at the absolute discretion of the service provider. 所有累積郵件、包裹或物件寄往或留在服務提供者之地址不應超過 5 千克或大小超過 3 立方尺。若超過以上限制，服務提供者將有可能不會接收。
- vii. All the mail, parcel or other objects (for standard size only) sent to or left at the service provider's address will be kept at a maximum of 21 days. Customer is required to pay an extra storage fee of HK\$5 per week (per unit) thereafter. If the mail, parcel, fax, telex or cable or other objects were kept over 1 year, the service provider reserves the right to dispose them at its discretion. 所有郵件、包裹或其他物件(只限標準尺寸)最多只會存放 21 日。超逾日子不取，服務提供者將會收取每星期每件 5 元的寄存費。如存放超逾 1 年，服務提供者有權自行處理寄存物。
- ix. Mail forwarding service will be limited to 30 mails with a weight of up to 50g each per month, additional mails charged at \$10 per mail (for local post only). 郵件轉寄服務只限於每月 30 封重量不超過 50g 的郵件，額外郵件每封 10 元 (只限本地)。
- x. The customer may keep certain amount of petty cash in the Service Provider to settle any postage or handling charge of mail receiving or sending. In case there is no petty cash kept or the balance of petty cash is not enough to settle the postage payment, handling fee HK\$10 will be charged. If the postage fee is over HK\$100, the service provider will not pay for it and reserves the right to refuse receiving the mail or parcel. 客戶可存放適量的零用現金予服務提供者，以支付可能因接收或發出郵件時所涉及的郵費及手續費。如沒有存放零用現金，或該零用現金的餘額不足以支付有關郵費，服務提供者將會收取\$10 元手續費。如郵費超過\$100 元，服務提供者將不會代為支付有關費用，同時亦有權拒絕收取該需要支付郵費的郵件或包裹。
- xi. The service provider shall not be liable if the stored items are lost, being stolen or damaged due to any reason during the storage period. 若客戶暫存的物基於任何原因而被盜，遺失或損毀，服務提供者不須為此而負上責任。

#### 5.1.1 Shun Fung Express (SF) Mail Forwarding Service 順豐信件轉寄服務

- i. OneStart is not responsible for any loss, damage, or delay during the transportation process. 所有信件在運輸過程中如有寄失、損壞或時間延遲，本公司恕不負責。
- ii. Contract included 1 time change of SF service point address. Handling fee HK\$100 will be charged each time for extra change(s). 客戶 1 年內可修改 1 次順豐轉點地址，之後每次修改會收取\$100 手續費。
- iii. The service only applicable to designated \*SF service point, included SF Service Center, SF Store and EF Locker. 服務只適用於轉寄地點到指定\*順豐點，包括順豐中心、順豐站及順便智能櫃。
- iv. Handling fee HK\$20 will be charged each time if the address is different to the chosen \*SF service point or extra forwarding time is needed. 如客戶要求轉寄到所選定\*順豐點以外之地址或額外轉寄次數，須按每次轉寄繳交\$20 手續費。
- v. If the date of mailing is public holiday, the letter will be sent one working day in advance. 如信件寄出日期為公眾假期，則提前一個工作天寄出。

#### 5.2 Call Service 電話秘書服務

- i. The customer has the responsibility to register all the relevant company name, trade name, contact person(s) and greeting instructions with the service provider for call arrangement. 客戶有責任提供公司名稱、聯絡人資料及歡迎詞予服務提供者作來電安排。
- ii. The customer agrees and acknowledges that he can publicize the telephone and fax number(s) provided by the service provider only in conjunction with the company name, trade name and contact person(s) registered with the service provider. The service provider has the rights to call for compensation and legal actions if there is any violation. 客戶同意及得知可以公開服務提供者所提供的電話及傳真號碼，但必須符合其提供予服務提供者之登記公司名稱、交易名稱及聯絡人。若當中有任何違反行為，服務提供者有權要求賠償及採取法律行動。
- iii. The service provider has the rights, at its absolute discretion, to drop or answer in any way all incoming calls for customers during the contract period, account suspension period or after the service termination period. 於合約期間，暫時中止服務期間或終止服務之後，服務提供者有權拒接或以任何方式答覆來電。
- iv. Call service provided by the service provider is limited to 50 calls per day. In any case the daily call exceed the agreed level, the customer is required to pay HK\$5 per call for those calls exceed the agreed level. 電話接聽數量每日限於 50 個來電。如超出上限，客戶須額外支付每個來電\$5 元的服務費。

#### 5.3 Fax Service and Shared Fax Service 傳真服務及共用傳真服務

- i. All the fax will be received by the customer via email. Fax is for receiving only, not including sending out. 客戶會以電郵方式收取傳真。傳真只限接收，並不包括傳送。
- ii. Customers may request the service provider to divert fax to a designated fax no of the customer. This additional service will be charged at HK\$5 per page. 客戶可要求服務提供者代發傳真至指定本地傳真號碼。每頁傳真將會收取\$5 元服務費用。
- iii. Additional HK\$60 per month of e-Fax service fee will be applied to user using fax service only. 如客戶只使用傳真服務，服務供應商將每月額外收取\$60 港元。

#### 5.4 Office Hours 辦公時間

- i. The office hour of the service provider is 9:00 a.m. to 7:00p.m. from Monday to Friday. Closed on Saturday, Sunday, and public holiday. 服務供應商辦公時間為(星期一至星期五)上午九時至下午七時，星期六、日及公眾假期休息。
- ii. Service of service provider will be affected by severe weather. Services will be suspended without prior notice during the time of Tropical Cyclone Warning Signal no.8 or above, or Black Rainstorm Warning by the Hong Kong Observatory or will be issued in the coming hour. Services will be resumed within 2 hours after the cancellation of the above-mentioned warning. 服務提供者之服務或會因惡劣天氣而受阻如香港天文台發出或宣佈於未來一小時內發 8 號熱帶氣旋或以上警告訊號或黑色暴雨警告訊號的情況下，服務將會暫停而不另作事前通知。服務將會在以上訊號取消後兩小時內恢復。

### Declaration & Signature 聲明及簽署

I declare that the information given above is true and accurate, and I understand and agree to the above Terms and Conditions. 我證實上述資料確實無訛並明白亦同意以上條款及細則。

Signed by Applicant

客戶簽署及蓋章

Date 日期: \_\_\_\_\_

Approved by OneStart Group Ltd

由壹達集團有限公司確認

Date 日期: \_\_\_\_\_