



Thank you for your interests in Pat Chun’s shopping website. If you visit or shop at Patchun.com, you accept these conditions. Please read them carefully. In addition, when you use any current or future Pat Chun service, you also will be subject to the guidelines and conditions applicable to such service or business. If these conditions are inconsistent with such guidelines and conditions, such guidelines and conditions will control.

How It Works

You can now buy Pat Chun’s quality products directly from our website! To buy our products, please follow the simple steps below:

1. Choose and select the product(s) from our website, located at <http://www.patchun.com/store/>.
2. Fill in the information on the order form and click on the “Checkout” button. You will then be requested to provide your name, delivery and billing addresses, and credit card information. Our credit card processing is handled offline by one of our representatives.
3. We will confirm your order through email or phone. We will not charge your credit card until we have your order fully verified. After confirmation, we will deliver your products within one week, depending on your location. Please see our delivery schedule below.
4. A HK\$30 delivery charge is applied for orders above HK\$300 that are delivered to your home. A HK\$60 delivery charge is applied for orders that are under HK\$300.

Payment

Visa and Mastercard are accepted by Pat Chun. If you would like to pay us in cash, please print out your order and fax to us at (852) 2392-1310.

Currency - All prices on our shopping website are in Hong Kong Dollars.



Delivery

Delivery Service (HONG KONG ONLY)

We deliver to all parts of Hong Kong as per the delivery schedule below. No delivery will be made under the following circumstances: a) Hong Kong public holidays, b) Typhoon signal no. 8 (or above), or c) black rainstorm signal is hoisted.

Please check all products immediately after delivery, to make sure there are no errors or broken items. No returns or exchanges will be accepted after 7 days of delivery.

Delivery Fee : HK\$30 for orders above HK\$300 ; HK60 for orders under HK\$300

Delivery Timetable

Locations	Days of delivery
<p><u>HK Island:</u></p> <p>Wong Chuk Hang, Aberdeen, Pokfulam, Kennedy Town, Sai Ying Poon, Sheung Wan, Central, Wanchai, Mid-levels, Peak, Southern District, Causeway Bay, Tai Hang, Happy Valley, Tin Hau, North Point, Quarry Bay, Shau Kei Wan, Chai Wan, Siu Sai Wan, Stanley, Shek O</p>	<p>Mondays and Thursdays</p>
<p><u>Kowloon and New Territories:</u></p> <p>Jordan, Tsim Sha Tsui, Hung Hum, To Kwa Wan, Tai Kok Tsui, Sham Shui Po, Tsuen Wan</p> <p>Kowloon City, Wong Tai Sin, Ngau Tau Kok, Kwun Tong, Nam Tin</p>	<p>Monday - Sunday</p>



	Monday – Thursday, and Saturdays
Shatin Tai Po, Fanling, Sheung Shui Tuen Mun, Tin Shui Wai, Yuen Long Tsueng Kwan O	Everyday except Friday Sundays (noon to afternoon) Fridays (noon to afternoon) Tuesdays, Thursdays, Saturdays

Sorry, there is no delivery to border areas, outlying islands and mailboxes.

When requesting for our delivery service, please ensure your address is clear and advise us the time when someone is available to receive the goods. If nobody is available at the time of delivery, the package will be returned to Pat Chun with a HK\$ 60 charge for a second delivery.

Due to circumstances beyond our control, we are unable to give you a specific delivery time, but we are able to let you know whether delivery will be in the morning or afternoon, should you request it. We can also put you in touch with our delivery truck driver on the delivery date, should you wish to know the approximate delivery time.

Returned Goods Policy

If you are dissatisfied with our products, due to product defects or delivery error, you are welcomed to request for replacement of the items.



1. Please inform our staff member, Ms. Chan, by phone 2392-6862 or by fax 2392-1310 within 7 days after receiving the package (together with original Pat Chun receipt.)
2. For discounted and promotional items, no returns are accepted.
3. Food products should still be intact with original labels and packaging materials. They should be new and remain unopened.
4. Delivery charges are NOT refundable.

Once again, thank you for shopping at Pat Chun!

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