

## Redemption FAQ

What Documents do I need to bring for collection? 取貨時需要帶什麼文件？

- Pick-up Notification Email (Softcopy)
- Staff : Original Staff Card / Staff HKID Card / Passport
- 取貨通知電郵
- 職員：職員證正本/身份證或護照

Can I authorise 3rd Person to pick-up the goods on behalf? 我可以授權其他人幫我領取產品嗎？

- Yes, you can authorise 3rd person to pick up the goods by providing the following documents:
  - Pick up Notification Email
  - COPY of Staff Card / HKID Card or Passport of Customer
  - ORIGINAL Authorisation Letter
  - ORIGINAL HKID Card or Passport of Authorised Person
- 可以，您可以通過提供以下資料或文件來授權第三者提貨：
  - 取貨通知電郵
  - 顧客之職員證或身份證副本
  - 已填妥之授權書正本
  - 代領人之身份證或護照正本

How many days can the goods be stored at the redemption centre? 貨品最多可存放於自取點多少天？

- You are required to collect the goods within 14 days, counting from the stock arrival time. If you can't schedule your pick-up within 14 days, your order will be forfeited or a storage fee will be applied.
- 您需要在收到取貨通知郵件的 14 天內取貨。如果您無法在 14 天內安排取貨，我們有機會收取你存倉費或您的訂單將被沒收。

**Authorization Letter for Redemption**

To Senco-Masslink Technology Limited,

I, \_\_\_\_\_(ENGLISH FULL NAME) \_\_\_\_\_(CHINESE FULL NAME)  
the undersigned holder of \_\_\_\_\_ (Name of Institute)  
\_\_\_\_\_ (Staff ID / HKID) hereby authorized \_\_\_\_\_(ENGLISH  
FULL NAME) \_\_\_\_\_(CHINESE FULL NAME), holder of \_\_\_\_\_ (HKID  
number) to act on my behalf to pick up the purchased item for my personal usage for the order  
\_\_\_\_\_ (Order Number).

I confirm that my representative shall have the authority to sign for *acknowledgment* of the receipt of the  
said item. I understand that I shall be responsible for the non-delivery, if any, of the said item from my  
representative.

Yours faithfully,

\_\_\_\_\_(Signature)

Full Name: \_\_\_\_\_

HK Contact Number: \_\_\_\_\_

Date: \_\_\_\_\_

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**Required Documents for Collection:**

- 1. Collection email with Order Reference Number &**
- 2. Copy of Customer's Staff Card / HKID Card**
- 3. Original of this Authorization Letter &**
- 4. HKID Card of the Agent for identity verification**