

更新臨時服務措施

家居送貨、售後服務及 eSpring 智能淨水器送貨連基本安裝服務

鑑於近日新冠疫情第五波肆虐，為保障顧客及員工的安全，家居送貨、售後服務及 eSpring 智能淨水器送貨連基本安裝服務會作出以下安排：

1. 送貨服務 - 送貨地址為：
 - 所屬大廈於過去 14 天內有確診個案或確診個案於出現病徵期間曾逗留所屬大廈，將安排於樓下或大廈大堂交收貨物。
 - 有群組感染個案或家居檢疫隔離個案的大廈，將暫停送貨服務。
2. 上門售後服務及 eSpring 智能淨水器送貨連基本安裝服務
 - 所屬的大廈於過去 14 天內有確診個案、群組感染個案大廈及家居檢疫隔離個案，將暫停服務。請在預約服務時主動通知，以保障雙方安全。
3. 服務團隊
 - 送貨人員須佩戴口罩，建議收貨客人亦可佩戴口罩。
 - 貨倉人員必須每日量度體溫，確保沒有發燒，貨倉及運輸團隊經重新培訓，以提醒他們明白相關事宜。

如對上述安排有任何查詢，請致電嘉里客戶服務熱線 2692 9885 或 安利諮詢熱線 2969 6300。

日期: 2022 年 2 月 4 日

Temporary Service Arrangement of Home delivery, After-Sales Service & eSpring™ Water Purifier Delivery with Basic Installation Service

Due to the escalating fifth wave of COVID-19 cases, in order to protect the safety of customers and our staff, the following arrangements will be made for home delivery, after-sales service and eSpring™ water purifier delivery with basic installation service:

1. Home Delivery Service – If the delivery address is:

- Building which has confirmed cases in the past 14 days or building which confirmed cases have been to during the onset of symptoms, order collection will be arranged outside the main entrance of the building or at the lobby.
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- Buildings with cluster infection or the premise undergo home quarantine, delivery service will be suspended.

2. On-site After-Sales Service & Delivery of eSpring™ Water Purifier Delivery with Basic Installation Service

Buildings where confirmed cases have been reported in the past 14 days or the premises with any home quarantine cases, service will be suspended. For the safety of both parties, please make sure to notify us when you make a service reservation.

3. Service Team

- Delivery staff required to wear masks. Customers have also been advised to use a face mask.
- Warehouse staff required to measure their body temperature every day to ensure that they have no fever. Our warehouse and transportation staff have been re-trained to learn about the relevant matters.

If you have any enquiries to the above arrangements, please call Kerry Logistics Customer Service Hotline at 2692 9885 or Amway Service Hotline at 2969 6300.

Date: February 4, 2022