

新修訂送貨免運費金額

由2020年8月3日起，安利將調整送貨免運費的金額，詳情如下：

1. **專人專車連開箱點貨服務**：購物滿直銷價目港幣\$1,000可享免運費，不足港幣\$1,000將收取送貨費港幣\$80。
2. **AmShop網購**：可選擇順豐速運之自提服務，購物滿直銷價目港幣\$600可享免運費，不足港幣\$600將收取送貨費港幣\$50。
3. **離島免費送貨**：金額由直銷價目港幣\$2,000下調至港幣\$1,000。

順豐自提服務擴展至便利店

由2020年8月3日起，安利之自提服務將擴展至便利店，透過AmShop下單之顧客現可選擇於順豐站、順便智能櫃、7-11便利店及Circle K便利店提貨，詳情如下：

1. 順便智能櫃/便利店只適用於購買紐崔萊、雅姿及個人護理產品(不適用於產品推廣組合、家居護理產品及家居科技產品)。
2. 開放合共9個順豐離島服務提貨渠道(於下單後約2個工作天送達，以順豐發出之短訊通知為準)。
3. 順豐站不適用於訂購eSpring™智能淨水器(產品編號：0188)、Atmosphere Sky™空氣清新機(產品編號：0539)、Atmosphere™車用空氣清新機(產品編號：1637)、BathSpring™浴室淨水器(產品編號：9353)、LAKONIA特級冷壓橄欖油(產品編號：8986)、皇后牌21件套裝不銹鋼煲(產品編號：3821)及所有XS能量飲品。
4. 接近1,700個順豐速運提貨點可供選擇，提貨點均以順豐速運之供應為最終決定。
5. 於疫情期間下列地區已由7月13日起暫停順豐智能櫃服務，包括彩虹、彩雲、鑽石山、黃大仙、樂富、新蒲崗及慈雲山，直至另行通知，如有需要可選用順豐站提貨。

新增紙箱送貨服務

由2020年8月3日起，安利新增設以紙箱作運送之選擇，詳情如下：

1. 現時送貨一般會使用環保膠箱，如須改用紙箱，每訂單劃一收費港幣\$10。
2. 為方便送貨給顧客，如有需要，可於下單時選購大或小膠袋環保徵費，每個港幣\$0.5。

安利公司鼓勵顧客支持環保，建議使用環保膠箱送貨。

eSpring™智能淨水器送貨連基本安裝服務

由2020年8月3日起，eSpring™智能淨水器送貨連基本安裝服務正式推出，顧客於購買eSpring™智能淨水器後，無需再另外預約師傅安裝，更方便、快捷。詳情如下：

1. AmShop新增購買eSpring™智能淨水器送貨連基本安裝服務選項，直銷商/優惠顧客可登錄AmShop香港區選擇此服務。
2. 此服務只接受付款訂單及可與其他產品同時下單。
3. 此服務只適用於日間服務，由嘉里物流與直銷商/優惠顧客電話溝通後，確定送貨及安裝日期，一般為下單後3-5個工作天內完成。
4. 此服務不適用於離島地區。
5. 如直銷商/優惠顧客沒有點選上述服務，則按正常訂單處理，可選擇送貨日期及信用咭付款。

家居送貨地區時間表更新

由2020年8月3日起，下列地區之家居送貨時間將更新如下，敬請留意：

路線	更新後之時段
新界西	
新田 (包括加州花園、錦繡花園、大棠)	上午9:00 至 中午12:00
元朗 (包括錦田、石崗)	上午10:00 至 下午1:00
九龍東	
何文田、紅磡、土瓜灣	上午11:00 至 下午2:00
港島東	
石澳、大潭、赤柱、淺水灣、深水灣	下午3:00 至 6:00

注意事項：

1. 送貨前一天嘉里客戶服務將聯絡收貨人，通知有關收貨時段(每三小時為一節)及確認送貨地址。
2. 送貨前一天將有短訊通知發送至收貨人手機，下單時請務必提供能接收短訊的手機號碼。
3. 送貨當天司機到達前30-60分鐘內將再次致電聯絡收貨人，若收貨人未能接聽來電，送貨員仍會嘗試上門派送；如到訪府上而未獲回應，送貨員會派發「收件人不在通知書」。
4. 若派送不成功，請收貨人主動聯絡嘉里客戶服務熱線：2675 3734。
5. 如客人要求由管理處代收，須於下單時同時選擇紙箱送貨(每訂單收費HK\$10)及管理處須代為簽署(否則不能作有關派送處理)。
6. 夜間送貨服務於星期一至五提供(不適用於每月最後一個工作天)。

Revised Purchase Amount for Free Home Delivery Service

From August 3, 2020, Amway will adjust the purchase amount of free home delivery. Details are as follows:

Delivery and unpack service: Free home delivery service for orders over HK\$1,000. Purchase amount below HK\$1,000 will subject to a handling charge of HK\$80.

AmShop order: You can choose the self-collection service of SF Express. Free delivery service for orders at HK\$600 or above. Purchase amount below HK\$600 will subject to a handling charge of HK\$50.

Outlying Islands: The purchase amount for free home delivery service is reduced from HK\$2,000 to HK\$1,000.

SF Express Self-collection Service Extended to Convenience Store

From August 3, 2020, Amway's self-collection service is extended to Convenience Store. All AmShop orders can select pick-up at SF Store, EF Locker, 7-11 Convenience Store and Circle K Convenience Store. Details are as follows:

1. Pick-up service at SF Store/Convenience Store is only applicable to Nutrilite, Artistry and personal care products (promotion items, Home Care and HomeTech products are not applicable).
2. A total of 9 SF Express' pick-up channels on Outlying Islands (delivery takes approximately 2 working days after the order is placed, subject to the SMS notification sent by SF Express).
3. Pick-up service at SF Store is not applicable to orders of eSpring™ Water Purifier (SKU no.: 0188), Atmosphere Sky™ Air Treatment System (SKU no.: 0539), Atmosphere Drive™ Car Air Treatment System (SKU no.: 1637), BathSpring™ Bathroom Water Treatment System (SKU no.: 9353), LAKONIA Extra Virgin Olive Oil (SKU no.: 8986), Amway Queen™ Cookware Set (SKU no.: 3821) and all XS energy drinks.
4. Nearly 1,700 locations at your choice. Pick-up locations are subject to the supply of SF Express.

5. During the COVID-19 epidemic, the following areas have suspended the EF Locker services from July 13, including Choi Hung, Choi Wan, Diamond Hill, Wong Tai Sin, Lok Fu, San Po Kong and Tsz Wan Shan, until further notice. Pick-up service at SF Store is still available if necessary.

New Paper Carton Delivery Service

From August 3, 2020, paper carton for delivery will be available. Details are as follows:

1. At present, we use environmentally friendly plastic boxes for home delivery. If you wish to choose to paper carton for delivery, a fee of HK\$10 will be charged per order.
2. In order to facilitate the delivery to customers, you can purchase large or small plastic bags when placing the order. An environmental levy of HK\$0.5 will be charged for each plastic bag.

Amway encourages customers to use environmentally friendly plastic boxes for home delivery.

eSpring™ Water Purifier Delivery with Basic Installation Service

From August 3, 2020, upon purchasing the eSpring™ Water Purifier, the "one-stop" service of delivery and basic installation will be offered. Customers do not need to make an appointment for installation separately, which is more convenient and faster. Details are as follows:

1. eSpring™ Water Purifier delivery with basic installation service is available for purchase on AmShop. Distributors/Privileged Customers can login to Hong Kong AmShop to select this service.
2. This service is only applicable to paid orders and can be purchased with other products
3. This service is only applicable to daytime delivery. Distributors/Privileged Customers will be contacted by Kerry Logistics by phone to confirm the delivery and installation date, which is within 3-5 working days after placing the order.
4. This service is not applicable to Outlying Islands.
5. If Distributors/Privileged Customers do not select this service, the order will be processed as normal order. Delivery date and credit card payment can be chosen.

Home Delivery Service Schedule Update

From August 3, 2020, the home delivery schedule of the following districts will be updated as below:

Route	Updated Schedule
New Territories West	
San Tin (including Palm Springs, Fairview Park & Tai Tong)	9:00am - 12:00pm
Yuen Long (including Kam Tin & Shek Kong)	10:00am - 1:00pm
Kowloon East	
Ho Man Tin, Hung Hom & To Kwa Wan	11:00am - 2:00pm
Island East	
Shek O, Tai Tam, Stanley, Repulse Bay & Deep Water bay	3:00pm - 6:00pm

Points to note:

1. On the day before the delivery date, recipients will be notified of the scheduled delivery time (each default session is three hours) via phone call and to confirm the delivery address.
2. An SMS notification will be sent to the recipient on the day before the delivery date. Mobile phone number of the recipient must be provided when placing order.

3. The driver will call the recipient 30 to 60 minutes before arrival. If the call is not picked up, the driver will still attempt to deliver. But if there is no response at the door, the driver will leave an "Undelivered Mail Notification".
4. In case of delivery failure, customers should contact Kerry Logistics' Customer Service Hotline at 2675 3734.
5. If customers authorize the management office to collect the products on their behalf, carton box delivery must be selected at the time of ordering (HK\$10 per order) and the management office must be able to sign for it (otherwise respected delivery will not be arranged).
6. Night-time Delivery Service is available from Monday to Friday (excluding the last working day of each month).