

颱風或惡劣天氣 - 安利家居送貨、售後服務及購貨中心營業安排**【八號或以上烈風或暴風信號】**

1. 當天文台宣佈預計懸掛八號風球時間，安利體驗館/購貨中心/家居送貨/售後服務將會在預計懸掛時間前一小時會陸續停止提供服務。
2. 當天文台宣佈懸掛八號或以上烈風或暴風信號時，安利家居送貨服務、售後服務及安利體驗館/購貨中心將會停止服務。

「安利購貨中心」天文台於下午四時前改發三號風球或以下信號時的安排如下：

| | | | |
|-------------|-----------------|----|----|
| 改發三號風球或以下信號 | 安利體驗館/會議中心及活動室 | 新界 | 澳門 |
| 下午四時或之前 | 於 1.5 小時後恢復正常服務 | | |
| 下午四時或之後 | 當日全線暫停服務 | | |

「送貨/售後服務」天文台於下午二時前改發三號風球或以下信號時，的安排如下：

| | |
|-------------|---------------|
| 改發三號風球或以下信號 | 家居送貨服務 / 售後服務 |
| 下午二時或之前 | 於兩小時後恢復所有服務 |
| 下午二時或之後 | 當日暫停所有服務 |

備註：

1. 由於受到颱風及惡劣天氣影響，或引致大量訂單需要改期派送。
2. 受影響訂單的實際送貨日期及時間需視乎地區、訂單數量及人手安排等不同因素而定。
3. 自提服務由順豐速運公司提供，有關之服務將根據該速運公司決定。

【紅色/黑色暴雨警告】

| | 紅色暴雨警告 | 黑色暴雨警告 |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 安利體驗館/ 會議中心 安利購貨中心 | 正常服務 | <ol style="list-style-type: none"> 1. 如黑色暴雨警告在營業期間生效，營業時間將維持不變。 2. 如黑色暴雨警告在安利體驗館/購貨中心開放前已生效，全線將暫停營業。 3. 倘若黑色暴雨警告於下午四時之前除下，安利體驗館/購貨中心將於 1.5 小時後恢復營業。 |
| 送貨/售後 服務 | <ol style="list-style-type: none"> 1. 服務人員將留在安全地方(停止提供服務)。 2. 送貨/售後服務將暫停及視乎當時情況而再另行決定服務時間。 3. 倘若當時天氣情況不容許當日送貨/售後服務，新的服務時間將會透過「訊息」另行通知。 | |

Typhoon or Adverse Weather – Arrangement of Home Delivery, After-sales Service and Business Hours of Merchandising Centres

【No. 8 or above Gale or Storm Signal】

1. When the Hong Kong Observatory announces the expected hoisting time of No. 8 or above Gale or Storm Signal, services of Amway Experience Centre / Amway Merchandising Centres / Home delivery / After-Sales service will be suspended one hour before the expected hoisting time.
2. When the Hong Kong Observatory announces No. 8 or above Gale or Storm Signal is hoisted, home delivery service and After- self service will be suspended. Amway Experience Centre / Amway Merchandising Centres will be closed.

Merchandising Centres: When typhoon signal is lowered to No.3 on or below **before 4:00pm**, the following arrangements will be applied:

| | | | | |
|--------------------------------------------|---------|--------------------------------------------------------|-----------------|-------|
| Typhoon signal is lowered to No.3 or below | | Amway Experience Centre / Meeting Room & Function Room | New Territories | Macau |
| Before | 4:00 PM | Service will be resumed after 1.5 hours | | |
| After | 4:00 PM | Closed | | |

Home delivery /After-Sales service: When typhoon signal is lowered to No.3 on or below **before 2:00pm**, the following arrangements will be applied:

| | | |
|---------------------------------|--------|-----------------------------------------------|
| Typhoon signal is lowered on or | | Home Delivery Service and After-Sales service |
| Before | 2:00pm | ALL service will be resumed after 2 hours |
| After | 2:00pm | Suspended |

Remarks:

1. Affected by typhoon and adverse weather, many orders may be rescheduled for delivery.
2. The actual delivery date and time of the affected orders will depend on various factors including district, order quantity and manpower.
3. Self-collection service is provided by SF Express. The relevant services will be determined by the company.

【Red / Black Rainstorm Warning】

| | Red Rainstorm Warning | Black Rainstorm Warning |
|---------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Amway Experience Centre / Meeting Room Amway Merchandising Centres | Normal service | <ol style="list-style-type: none"> 1. If Black Rainstorm Warning is hoisted during business hours, the business hours will remain unchanged. 2. If Black Rainstorm Warning is hoisted before Amway Experience Centre / Amway Merchandising Centres are open, all Merchandising Centres will be closed. 3. If Black Rainstorm Warning is removed before 4:00pm, service of Amway Experience Centre / Amway Merchandising Centres will be resumed after 1.5 hours. |
| Delivery / After-Sales Service | <ol style="list-style-type: none"> 1. All service staff will stay in a safe place and services will be suspended. 2. All service will be suspended, and the service time will further be decided depending on the situation at the time. 3. If the situation at the time does not allow for service on that day, a new service time will be sent to you via SMS. | |