



## Pet Space Pet Care Service Plan – Terms and Conditions

### 1. Service Terms

By registering for or using this Pet Care Service Plan (the “**Service**”), the Customer (“**You**”) confirms that You have read, understood and agreed to be bound by these Terms and Conditions (the “**Service Terms and Conditions**”). These Service Terms and Conditions may be updated from time to time. The latest version is available at <https://bit.ly/4eU2XiN>.

### 2. Service Activation, Redemption and Validity

- This Service is only available to You if You have successfully subscribed to the designated “VIPet 5G Plan(s)” (the “**Plan**”).
- The Service will not be available for immediate use upon subscription. You will receive an SMS notification from 3HK / 3SUPREME thirty (30) days after successful Plan activation, inviting you to activate the Service.
- You must activate the Service via My3 App or 3SUPREME App (the “**App**”) WITHIN NINETY (90) DAYS from the date of receipt of the SMS. Failure to activate within such period will result in immediate forfeiture of the Service entitlement without compensation and replacement.
- Upon activation, You may redeem a digital service voucher (the “**Service Voucher**”) via the App. You must make an appointment through channels designated by Pet Space (including but not limited to hotline, website or participating clinics).
- At the time of Service, You must present a valid Service Voucher in the App to the Clinic staff, who will enter the redemption code to complete the redemption process.
- Where You fail to attend a confirmed appointment at the Clinic after completing redemption of the Service Voucher (including without limitation any no-show), the relevant Service shall be deemed as utilised, and no replacement, refund or compensation shall be provided.
- For the avoidance of doubt, “activation” of the Service does not constitute use. The Service is deemed used upon successful redemption of the Service Voucher at a Clinic.

### 3. Eligible Pets

The Service is strictly applicable and limited to **cats and dogs only**. No other animal species or exotic pets shall be eligible for any services, treatments, or benefits under this Plan.

### 4. Service Provider

- The Service is provided by Pet Space Group Limited (“**Pet Space**”), an independent third-party service provider, through its network of affiliated veterinary clinics in Hong Kong (the “**Clinics**”), and is subject to Pet Space’s own terms and conditions. You must agree to such terms prior to using the Service.
- Pet Space is not an agent, partner or subcontractor of 3HK/3SUPREME. Nothing herein creates any partnership, joint venture or agency relationship.
- The Service enables You to access third-party pet care services (including Service provided at Clinics) and does not constitute medical or veterinary services provided by 3HK/3SUPREME.

### 5. Service Scope

- You are entitled to Service under Your selected Plan and must comply with Pet Space’s arrangements, conditions and requirements as updated from time to time.
- All Service are subject to availability, Clinic capacity, veterinary assessment and appointment scheduling.
- Pet Space reserves the right, at its sole discretion, to refuse, suspend or terminate any Service (in whole or in part) if:
  - Your pet’s health condition, age, underlying illness or temperament renders the Service unsuitable or unsafe;
  - the required treatment exceeds the facilities, equipment or professional capabilities of the Clinics; or
  - Your pet exhibits aggressive or unsafe behaviour posing risk to itself, staff, veterinarians or other animals.
- 3HK/3SUPREME does not guarantee the availability of any Service at a specific time, location or circumstance.
- You should consult the attending veterinarian directly for any questions regarding Your pet’s health or treatment.



- All veterinary services are provided based on professional judgment, and no representation or warranty is given as to the effectiveness, outcome or suitability of any treatment.
  - You must book appointments in advance and may only use the Service during confirmed time slots. All bookings are subject to availability, and Pet Space reserves the right, at its sole discretion, to accept, reject, cancel or modify any booking.
  - The list of participating Clinics and service locations is available at Pet Space's official website [https://petspace.group/en\\_hk/](https://petspace.group/en_hk/) and may be updated from time to time without prior notice.
  - This Plan covers only services expressly specified. Any additional services, medications, tests or treatments shall be charged separately and must be paid directly by You to Pet Space or the relevant Clinic.
  - The type and number of Service vary depending on the subscribed Plan:
- 5.1 Vaccination Service
- Cats: Feline 3-in-1 Vaccine (covers Feline Panleukopenia, Feline Viral Rhinotracheitis, and Feline Calicivirus).
  - Dogs: Canine Combination Vaccine (covers Distemper, Infectious Hepatitis, Parvovirus Enteritis, Parainfluenza, and Leptospirosis Type 2 or 4; the specific vaccine type depends on clinic availability and clinical recommendations from the veterinarian).
- 5.2 Foundation Hygiene Service
- Nail clipping
  - Functional hair trimming (limited to paws, belly, and around the anus)
  - Basic ear canal cleaning
- 5.3 Complimentary Consultation Exam
- Measurement of body temperature
  - Weight assessment
  - Cardiopulmonary auscultation
  - Lymph node examination
  - Joint mobility assessment
  - Basic visual and tactile examination of the eyes, ears, oral cavity, skin, and coat condition
- 5.4 Comprehensive Pet Health Check Package
- Complete Blood Count (CBC)
  - Comprehensive biochemical profile
  - Electrolyte analysis
  - Urinalysis.
- 5.5 Pet Taxi Service
- Round-trip transport is limited to designated areas (including but not limited to Pak Shek Kok, Tai Po, and Kau To Shan) to/from Pak Shek Kok Veterinary Hospital, the service is available every Wednesday and subject to availability and booking. Coverage areas and service schedule may change from time to time, You should verify the latest service locations and booking availability via the App prior to use.
- 5.6 Vouchers/Discounts
- HK\$400 e-vouchers are applicable per HK\$1,000 spend. Only one voucher may be applied per transaction (i.e., a single receipt).
- 5.7 Other Privileges\*:
- 10% discount on retail products at Pet Space clinics.
  - 10% discount on Pet Space Clinic service.
  - 20% discount on Pet Space dental care.
  - 5% discount on Pet Space Academy courses.
- \*Offers are subject to additional Terms and Conditions.
6. **Annual Cycle and Expiry**
- Each annual cycle commences on the Plan start date and continues for a period of twelve (12) months. Any unused entitlements will expire at the end of the relevant cycle and may not be carried forward, and will be forfeited upon their respective expiry dates.



**7. Non-Insurance Nature**

This Plan only provides pre-defined pet care services and related benefits. It does not constitute an insurance contract, a medical protection scheme or coverage or any form of risk transfer arrangement. No reimbursement or compensation will be provided for any medical costs, loss or damage. The Service provided do not constitute any guarantee of the health condition of any pet.

**8. Limitation of Responsibility**

- 3HK/3SUPREME is not the provider of the Service and does not control or supervise any professional or veterinary services provided by Pet Space.
- All Service (including but not limited to diagnosis, treatment, vaccination, and health examinations) are independently provided by Pet Space or its affiliated registered veterinary professionals. Such Service is rendered based on professional judgment, and no guarantee is given as to any diagnostic outcome, treatment effectiveness, or suitability. You shall bear the associated risks. 3HK/3SUPREME does not participate in or exercise control over any clinical decisions or professional judgment.
- To the extent permitted by law, 3HK/3SUPREME shall not be liable for any matters arising from the Service, including any loss or damage resulting from medical advice, treatment or service provision. You acknowledge that all Service are independently provided by the relevant professional service providers, and that all related liabilities shall be borne by such service providers.
- Pet Space is solely responsible for all matter relating to the Service (including the provision of Service) as well as any issues or disputes arising from the Service. For Service-related enquiries, please contact Pet Space by email at [info@petspace.group](mailto:info@petspace.group) or by messaging the Customer Service WhatsApp Hotline at 93189191 for inquiries.

**9. Termination with Mobile Plan**

If the underlying mobile service Plan is terminated by **You** or by 3HK/3SUPREME for any reason, the Service will terminate immediately.

**10. Personal Data and Privacy**

- You consent to 3HK/3SUPREME transferring Your personal data to Pet Space for the purpose of providing the Service.
- Personal data collected by Pet Space shall be governed by its privacy policy ([https://petspace.group/en\\_hk/legal-and-privacy-policy/](https://petspace.group/en_hk/legal-and-privacy-policy/)).

**11. Service Discretion**

- Pet Space shall have the sole discretion as to whether to provide the Service to You.
- 3HK/3SUPREME and/or Pet Space reserve the right, at their sole discretion, to suspend or terminate the Service or related entitlements (in whole or in part) without compensation if You misuse, abuse, or commit fraud in relation to the Service, or breach these Service Terms and Conditions.
- 3HK/3SUPREME shall not be liable for any delay, modification or failure in providing the Service due to circumstances beyond its reasonable control, including but not limited to natural disasters, pandemics, governmental actions, system failures or third-party disruptions.

**12.** These Service Terms and Conditions shall be governed by the laws of Hong Kong.

**13.** In case of any inconsistency between the Chinese and English versions of these Service Terms and Conditions, the English version will prevail.