



3HK 手機更換服務條款及細則:

3HK Handset Switch Service Terms and Conditions:

1. 3HK 手機更換服務（“此服務”）由 Reconnects Services (Hong Kong) Limited (“Reconnects”) 提供。客戶確認已經閱讀、明白及須受 Reconnects 相關此服務的條款及細則（“Reconnects 條款”）約束。Reconnects 保留對客戶給予不少於 7 天（或 Reconnects 條款中另行定明的期限）的通知後修改此服務條款及細則的權利。更新後的 Reconnects 條款可於 www.3hk.reconnects.com 獲得。

The 3HK Handset Switch Service (“Service”) is provided to the customer by Reconnects Services (Hong Kong) Limited (“Reconnects”). The customer confirms to have read, understood and be governed by the terms and conditions of Reconnects (“Reconnects Terms”). Reconnects reserves the right to make changes to these service terms and conditions on no less than seven days’ notice (or as otherwise set out in the Reconnects Terms) to the customer . The updated Reconnects Terms will be made available at www.3hk.reconnects.com.

2. 此服務的合約關係是客戶與 Reconnects 直接建立。和記電話有限公司（「3 香港」）僅是此服務授權經銷商和收款代理。因此，此服務的申請須經過 Reconnects 審批。一經審批，此服務即時生效。服務生效日指 Reconnects 發出的服務確認通知中的服務生效日期。

The contractual relationship is established directly between the customer and Reconnects. Hutchison Telephone Company Limited (“3HK”) merely acts as an authorised dealer and billing agent. Application for the Service is subject to approval by Reconnects. Upon approval, the Service commences from the service commencement date indicated by Reconnects in its service confirmation to the customer.

3. 此服務只適用於選用指定買機上台流動通訊服務計劃的香港身份證或護照持有人（“指定裝置服務計劃”）。

The Service is available only to HKID or passport holders who subscribe to designated Device bundle plans (“Designated Mobile Plans”).

4. 透過此服務，客戶可以在合約期內以客戶的指定註冊裝置換成新換裝置（“新換裝置”）。客戶需向 Reconnects 支付在 3 香港分店中申請此服務時註冊裝置的建議零售價（“建議零售價”）之更換收費（“換裝置收費”）。客戶還需要為此服務支付每月月費（如申請表中所列）及受其他換機條件約束（“附帶要求”）。有關附帶要求，請見 Reconnects 條款中的“如何換機”部分*。

The Service allows the customer to switch their designated registered device for a substitute device (“Substitute Device”) during the contract period by paying to Reconnects a switch fee (“Switch Fee”) based on the suggested retail price of customer’s registered device prevailing at the time of their service application at the 3HK store (“Original SRP”). The customer will also be required to pay a monthly subscription fee (as set out in the application form) for the Service. Further requirements (“Additional Requirements”) apply. Please see the “How to effect a switch” section in the Reconnects Terms.*

5. 於此服務期內客戶可以每 12 個月期間最多更換註冊裝置 1 次。為免存疑，如客戶在提出換機要求前 12 個月期間已換機 1 次，客戶的換機請求將不獲接納。

The customer may switch their registered device up to one (1) time during each rolling 12-month period of the Service period. For the avoidance of doubt, no request for a switch will be accepted if the customer has made 1 switch within the 12 months immediately before raising such request.

6. 客戶的新換裝置是由 Reconnects 提供及送遞。3 香港並不對新換裝置作任何陳述及保證（不論明示或暗示）。

The Substitute Device is supplied and delivered to the customer by Reconnects. 3HK expressly disclaims any warranties or representations of any kind in relation to the Substitute Device (whether express or implied).

7. 新換裝置並不附帶原始包裝和任何配件。3 香港不能保證新換裝置與客戶的註冊裝置為相同的型號或顏色。

The Substitute Device does not come with the original packaging or any accessories. It is not guaranteed that the Substitute Device is of the same model or colour as the customer's registered device.

8. 3 香港不是此服務的供應商及對 Reconnects 的服務質素不作任何保證及陳述。詳情請致電 Reconnects 客戶服務熱線 3008 8266 或瀏覽 www.3hk.reconnects.com。3 香港恕不負責任何由 Reconnects 提供此服務相關事項或爭議，一切有關此服務之義務和責任，一概由 Reconnects 完全負責。

3HK is not the supplier of the Service, and makes no representation or guarantee as to the quality of the Service provided by Reconnects. In case of any enquiry or dispute about the Service, please contact Reconnects directly on 3008 8266 or visit www.3hk.reconnects.com. 3HK shall not be responsible for any matters or disputes relating to the Service provided by Reconnects. Reconnects is solely responsible for all obligations and liabilities in relation to the Service.

9. 於服務合約期完結後，如客戶沒有主動提出終止服務的要求，3 香港將繼續以 \$59 港幣月費向客戶收取此服務費用，此後，此服務合約期則以每月計算。於此服務合約期內客戶仍可以每 12 個月期間最多換機 2 次。Upon expiration of the contract, 3HK will automatically continue to charge the Service at HK\$59 per month unless the customer terminates the Service. Thereafter, the contract period of the Service will be on a monthly basis. The customer may during such continued contract period, switch up to 2 times during each rolling 12-month period of the contract period.

10. 客戶如欲終止此服務，客戶必須於此服務之相關月結單截數日最少七天前致電客戶熱線 1033 通知 3 香港。有關服務將於 3 香港收到客戶之終止服務通知後即時生效或客戶可於下一期月費到期前繼續使用此服務（視乎情況而定），惟該月月費在任何情況下也不獲按比例退還。

To terminate the Service, the customer must notify 3HK by calling the Customer Service Hotline 1033 not less than seven days before the then current statement cutoff date of the Service. Termination of the Service shall forthwith become effective as from 3HK's receipt of the termination notice from the customer or customer can continue to use the Service until the next payment due date of the monthly fee (as the case may be), and the monthly fee payable for such relevant month shall not be refundable at all on any pro-rata basis.

11. 當客戶或 3 香港終止相關指定手機服務計劃時，此服務將立即終止。

The Service will terminate immediately when the customer's Designated Mobile Plan is terminated by the customer or by 3HK.

12. 如於合約期完結前或期間提前終止此服務，3 香港有權收取提早終止費用，該費用是服務計劃剩餘未到期期間的月費之總和。

If the Service is terminated before the expiry of the contract period for the Service, 3HK will charge the customer early termination charges, which are the sum of the monthly fees for the Service for the remaining unexpired period.

13. 客戶授權經 3 香港收取此服務月費。客戶亦同意向 3 香港按 3 香港客戶同意書提供其客戶資料及根據 3 香港私隱政策及個人資料收集聲明（詳見 three.com.hk）授權 3 香港收取及使用客戶資料。如就 3 香港賬單有任何查詢，請聯絡 3 香港客戶熱線 1033。就 Reconnects 所收集的個人資料的相關安排，請參閱下文的 Reconnects 客戶同意書及個人信息收集聲明。

The customer authorizes 3HK to charge the subscription fees for the Service. The customer also agrees to provide the customer's information to 3HK as set out in the 3HK Customer Consent Form and authorizes 3HK to collect and use such information in accordance with the 3HK Privacy Policy and Personal Information Collection Statement, which are available at three.com.hk. For any enquiry in relation to 3HK bills, please contact the 3HK Customer Hotline at 1033. The arrangements in relation to the personal information collected by Reconnects are set out in the Reconnects customer consent form and Personal Information Collection Statement below.

14. 成功申請此服務之客戶受此服務條款及細則、Reconnects 條款及 3 香港之 3G 及 4G LTE 服務使用條款所約束，詳情請瀏覽 www.3hk.reconnects.com 及 three.com.hk 條款及細則→3G 及 4G LTE 服務使用條款。

Upon successful subscription for the Service, the customer shall be governed by the terms set out in these service terms and conditions, the Reconnects Terms and the 3G and 4G LTE Service Terms and Conditions of 3HK which can be found on www.3hk.reconnects.com and 3HK's website three.com.hk

15. 此服務條款及細則受香港法律及香港法院管轄。

These terms and conditions shall be governed by the law of Hong Kong and the jurisdiction of the Hong Kong courts.

*如果客戶未能提交註冊裝置或未能符合附帶要求，Reconnects 有可能收取至多等於相關註冊裝置的建議零售價的費用。對於有關額外收費，Reconnects 有機會在換機時要求客戶作出信用卡預授權。

* If the customer does not hand in their registered device or fails to comply with the Additional Requirements, Reconnects may charge them up to the amount of the Original SRP of the registered device. Reconnects may take a hold on the customer's credit card at the time of the switch for the purposes of such additional charge.