

Refund Protection Scheme (Registered Shops) for Inbound Tour Group Shoppers

Complaint Form for Refunds

File No: _____ (to be completed by the TIC)

1. Information of complainant

Name: _____ (*Mr / Ms / Miss)

Place of residence: _____

Date of arrival: _____ Date of departure: _____

Correspondence address in place of residence: _____

Contact no. in place of residence: _____ (*Home / office / mobile)

Fax no. / email address: _____

2. Information of travel agents

Name of *overseas/mainland travel agent: _____ Tel: _____

Name of Hong Kong receiving agent: _____ Tel: _____

Address: _____

Name of Hong Kong tourist guide: _____ Tel: _____

** Delete as appropriate*

3. Details of refund request (please enclose copies of receipts)

Name of item	Name of shop	Quantity	Date of purchase
Details of how the shop has refused to refund:			

Name of item	Name of shop	Quantity	Date of purchase
Details of how the shop has refused to refund:			

(If space is inadequate, please attach supplementary sheets)

4. **Demand for settlement:** Refund Replacement Others: _____

I, the complainant, declare that:

1. I have directly or indirectly contacted the shop to make a refund request within the period for requesting a refund, but we are unable to reach a settlement.
2. I have never taken legal action to recover the refund.
3. The item for which I request a refund or replacement is undamaged and there is no wear and tear because of use.
4. I understand that if the shop concerned closes down / is deregistered before I make a refund request or if it closes down / is deregistered while the Travel Industry Council of Hong Kong (TIC) is handling my refund request, the TIC will be unable (to continue) to handle my refund request.
5. The information provided by me is accurate, and I understand that the TIC has the right to refuse to handle my complaint if any such information is found to be inaccurate.
6. I understand that information about this complaint and all personal data supplied by me will only be used for the purposes which are directly involved in the handling of this complaint. The same information may be transferred to parties that will assist in the handling of this complaint, including the shop being complained about and the travel agent concerned. Further, the same information and all personal data supplied may be disclosed to relevant government departments, related authorities and agencies that are authorised to receive information relating to law enforcement, prosecution or review of decisions.

I, the complainant, agree that:

1. If I and the shop cannot reach an agreement on the damage, wear and tear, etc sustained by the item returned, I will accept the decision made by the expert panel appointed by the TIC concerning assessment of the damage, wear and tear, etc sustained by the item.
2. For refunds for gold (999 or above) ornaments, the shop will set the repurchase price by making reference to the daily repurchase price for such gold ornaments after deducting charges for melt loss/solder, *dim yung* (shop handling charge), etc.

Name of complainant: _____

Signature: _____ Date: _____

Any request for access to and correction of your personal data should be made in writing to the TIC.