

退款保證計劃規定速覽

A quick look at rules of refund guarantee scheme

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(編按：議會為保障經由旅行社帶往店舖購物的旅客，在二零零二年初推行「十四天百分百退款保證計劃」，規定旅行社如果要帶旅客前往店舖購物，必須先把那些店舖的資料向議會登記，而登記了的店舖，必須承諾為旅客提供「十四天百分百退款保證」。以下摘錄了一些旅行社和登記店舖不時提出的問題，以便各方面參考。請注意，下述答案只適用於一般情況，議會在處理投訴時或會有其他考慮因素。)

(Editor's note: To protect visitors taken to go shopping by travel agents, the TIC launched the 14-Day, 100% Refund Guarantee Scheme in early 2002. Under the Scheme, travel agents must register the information of shops with the TIC before taking visitors to them, and those registered shops must pledge to offer a "14-day, 100% refund guarantee". The following are some questions often raised by travel agents and registered shops. Please note that the answers given here apply to general situations only, and that the TIC may give consideration to other factors when handling complaints.)

1. 手錶修改了錶帶，還符合全數退款的條件嗎？

如果登記店舖按旅客的要求修改錶帶，而旅客在錶帶修改後才帶手錶離去，則只要把手錶按「取貨時的包裝」退還，店舖就必須退款，不得以錶帶已修改而拒絕退款。


2. 根據退款保證計劃，旅客是不是必須在購買貨品後的十四天內把貨品交回登記店舖，才可以獲得全數退款？

不是。只要旅客在購物後的十四天內提出退款要求，就可以獲得全數退款。

3. 假設旅客購物後要求登記店舖退款，但店舖最終以換貨的方式與旅客達成和解。店舖這樣做算不算違反了退款承諾？

旅客第一次向店舖提出退款要求時，假如店舖沒有安排退款，就已經違反了退款承諾。

4. 登記店舖的收據上是不是必須按議會的規則註明「十四天百分百退款保證」的字樣？

所有登記店舖發出的收據，都必須以中英文註明「十四天百分百退款保證(有關貨品必須沒有任何損壞及按購買或取貨時的包裝退還)」的字樣。除此之外，議會也訂明上述句子中字體的大小，並且規定收據不得列出與上述句子抵觸的條款。詳情可參閱登記店舖承諾書內的規定。

1. Does a watch with its bracelet adjusted meet the conditions for a full refund?

If the watch bracelet is adjusted by a registered shop at the request of a customer, who then leaves the shop with the watch, the shop must not refuse to refund on the grounds that the bracelet has been adjusted, and must offer a full refund to the customer so long as the watch is returned with "the original packaging when [· · ·] collected".

2. According to the Scheme, is it true that visitors must return their purchases to the registered shops within 14 days after purchase in order to enjoy the full refund guarantee?

No. Visitors who make a refund request within 14 days after purchase are entitled to a full refund.

3. Suppose a visitor asks a registered shop for a refund, and the shop finally reaches a settlement with him/her by offering a replacement of the purchased item. Does the shop violate its refund pledge?

If the visitor asks for a refund for the first time and the shop refuses to comply, that already constitutes a violation of the refund pledge.

4. Is it true that receipts issued by registered shops must have a "14-day, 100% refund guarantee" phrase printed in accordance with rules set down by the TIC?

All receipts issued by registered shops must be printed in English and Chinese with the phrase "14-day, 100% refund guarantee (the purchased items must be completely undamaged and returned with the original packaging when they were bought or collected)". Apart from that, the TIC also has a rule on the size of the characters of the phrase, and requires that receipts should not be printed with any provisions at odds with the phrase. The Warranty signed by registered shops contains all the details.