

貨品完好無缺才有退款保障

Refund protection only for undamaged goods

問 上個月，我在廣州參加旅行團來香港遊玩。在港期間，我在旅行社的指定店鋪買了一隻手錶，但一個星期後，卻覺得手錶太貴。我知道在那家店鋪購物會有百分百退款保障，於是向店鋪提出退款。可是，到了我通過組團旅行社把手錶交回店鋪時，店員卻說手錶刮花了，拒絕退款。我之後向議會投訴，但仍未能取回款項。請問店鋪有沒有違反退款承諾？

答 根據議會的「入境旅行團(登記店鋪)購物退款保障計劃(修訂)」，凡在議會登記店鋪購物的團體旅客，只要在指定期限內提出退款要求(內地旅客的期限為六個月，海外旅客則為十四天)，都可得到全數退款。退款條件是貨品必須沒有損壞，也沒有因使用而導致的損耗。由於你的手錶有刮痕，這屬於貨品損耗，所以不符合退款條件。

為了使入境團體旅客清楚知道本身的權益，議會規定所有登記店鋪都要在發給團體旅客的收據上，註明百分百退款保障計劃的條款。議會還規定本地接待社必須於內地團隊抵港後，在派發給旅客的行程表上，列明退款保障計劃的詳情。此外，若團體旅客和登記店鋪對退回貨品的損耗有爭議，議會可以把貨品交由專家小組評估，以決定是否符合退款規定。

關於議會購物退款保障計劃的詳情，請瀏覽議會網站(<http://www.tichk.org>)。內地旅客如果想多瞭解在香港消費購物的訊息，可瀏覽香港消費者委員會的「精明消費香港遊」網站(<http://shopsmart.consumer.org.hk>)。 

Q I joined a package tour to Hong Kong in Guangzhou last month. During the trip, I bought a watch at a shop designated by the travel agent, but one week later I felt it was too expensive. Knowing that the shop offered full refund protection for shoppers, I requested it to give me a refund. However, when I returned the watch to the shop through the tour operator, the shop assistant said that there were scratches on it and refused to refund. I then filed a complaint with the TIC, but still could not get my money back. Has the shop breached its refund pledge?

A According to the TIC's Refund Protection Scheme (Registered Shops) for Inbound Tour Group Shoppers (revised), group visitors who make purchases at registered shops are all entitled to a full refund if they make a refund request within a specified period after purchase (six months for mainland visitors and 14 days for overseas visitors), on condition that the purchased items are undamaged and have no wear and tear because of use. Since your watch had scratches on it, which are deemed wear and tear, it did not fulfil the requirements for a refund.

In order for inbound group visitors to understand their rights, the TIC has stipulated that all registered shops must state the provisions of the full refund protection scheme on the receipts issued to group visitors. The TIC has also required local receiving agents to include details of the refund protection scheme in the itinerary distributed to mainland group visitors on their arrival in Hong Kong. In addition, **if group visitors are in dispute with registered shops over wear-and-tear marks on returned goods, the TIC may have them assessed by an expert panel in order to decide whether the refund conditions are met.**

For details about the TIC's refund protection scheme, please visit the TIC website at <http://www.tichk.org>. Mainland visitors who wish to learn more shopping tips in Hong Kong may visit the Hong Kong Consumer Council's portal site, Shop Smart, at <http://shopsmart.consumer.org.hk>. 