

| 商戶         | Merchant                                  | 代理產品<br>Product Supplier                         | 產品保養期                                               | Product Warranty                                                                                                                                  | 送貨服務                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Shipment Arrangement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  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| 駿盈世紀有限公司   | Winco Century Limited                     | PHILIPS                                          | 產品之保養期由OneDegree 發出之「OneDegree 寵物百貨訂單確認電郵」，日期起計24個月 | The warranty period for the product starts from the issue date of "OneDegree Pet Mart Order Confirmation Notice Email" by and lasts for 24 months | 客戶購買前須清楚閱讀下列之發貨安排:<br>•客戶須同意OneDegree 將客戶之聯絡資料交由商戶安排第三方物流公司的派送服務，客戶欲查閱有關OneDegree 個人資料收集聲明政策，請按此: <a href="https://www.onedegree.hk/zh-hk/privacy-policy">https://www.onedegree.hk/zh-hk/privacy-policy</a><br>•商品由駿盈世紀有限公司(「商戶」) 送達到客戶所提供的送貨地址。<br>•送貨服務只適用於香港(包括香港島、九龍、新界範圍內)，送貨服務不適用於離島區(東涌部分地區除外) 及偏遠地區。<br>•商品因應個別商戶之出貨時間而有所不同，一般情況下，商品大概於「OneDegree 寵物百貨訂單確認電郵」發出後起計7個工作天內派送到客戶所提供之送貨商地址，惟派送時間會因交通、惡劣天氣、節日及其他特殊情況而有所影響。<br>•如客戶提供錯誤的送貨資料，或物流公司多次未能聯絡客戶，客戶拒收等原因而被退回到商戶，商戶可安排重新送貨並由客戶支付額外運費，OneDegree 恕不負責。<br>•商戶提供24個月非人為損壞自應保養服務，產品之保養期由OneDegree 發出之「OneDegree 寵物百貨訂單確認電郵」，日期起計24個月，在保養期內維修或更換的零件或商品，保養期不會延長或更新，客戶必須出示「OneDegree 寵物百貨訂單確認電郵」作購物單據證明方可享有維修保養服務，如客戶未能提供或資料不齊全，商戶將會拒絕提供維修保養服務，如有任何關於商品保養的查詢，請致電 / WhatsApp 駿盈世紀有限公司客戶服務熱線 6888 9228 (辦公時間星期一至星期五9:30am – 6:00pm)。<br>•客戶須同意OneDegree 將客戶之聯絡資料交由商戶安排派送商品，商戶將於派送前聯絡客戶確定送貨之安排，如客戶須更改派送詳情，請於稍後時間自行與駿盈世紀有限公司客戶服務聯絡 (WhatsApp 6888 9228) 辦公時間星期一至星期五9:30am – 6:00pm。<br>•如有任何爭議，駿盈世紀有限公司保留最終決定權。                                                                                                                                                                                                 | Customer please read carefully the below shipping arrangement before purchase:<br>• Customers must allow OneDegree to provide their contact information to the merchants for arranging the delivery service via the third-party logistics company. Please visit <a href="https://www.onedegree.hk/en-us/privacy-policy">https://www.onedegree.hk/en-us/privacy-policy</a> for more details about the policy of OneDegree Personal Information Collection Statement.<br>•Products shall be delivered to the customer's provided shipping address by Winco Century Limited ("Merchant").<br>•Delivery service is only available in Hong Kong (including Hong Kong Island, Kowloon, and the New Territories). Delivery service is not applicable to outlying islands (certain areas of Tung Chung are excluded) and remote areas.<br>•Delivery time may vary depending on individual merchants' shipping schedule, generally, products shall be shipped to the customer's provided delivery address within approximately 7 working days from the issuance of the "OneDegree Pet Mart Order Confirmation Notice email" However, delivery times may be affected by traffic, adverse weather, public holidays, and other special circumstances.<br>•If the customer provides incorrect delivery information, or if the logistics company is unable to contact the customer multiple times, or if the customer refuses delivery, resulting in the product being returned to the Merchant, Merchant may arrange re-delivery, the customer will be responsible for additional shipping costs. OneDegree shall not be held responsible.<br>•Merchant offers a 24-month self-carry warranty service for non-human damage, starting from the issue date of "OneDegree Pet Mart Order Confirmation Notice". The warranty period will not be extended or renewed for any repaired or replaced parts or products. Customers must present the "OneDegree Pet Mart Order Confirmation Notice" issued by OneDegree via email as the proof of purchase to enjoy warranty service. If the customer fails to provide this or if the information is incomplete, Merchant will refuse to provide maintenance services. For any inquiries regarding product maintenance, please call or WhatsApp Winco Century Limited customer service hotline 6888 9228 (Office hours: Monday to Friday, 9:30am – 6pm).<br>•Customers must agree to allow OneDegree to share their contact information for Merchant to arrange delivery of products. Merchant will contact the customer before delivery to confirm arrangements. If the customer needs to change delivery details, please contact Winco Century Limited customer service via WhatsApp 6888 9228 (Office hours: Monday to Friday, 9:30am – 6pm).<br>•In case of any disputes, Winco Century Limited reserves the right to make the final decision.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 捷成消費品有限公司  | Jebesen Consumer Products Company Limited | Dyson                                            | 產品之保養期由OneDegree 發出之「OneDegree 寵物百貨訂單確認電郵」，日期起計24個月 | The warranty period for the product starts from the issue date of "OneDegree Pet Mart Order Confirmation Notice Email" by and lasts for 24 months | 客戶購買前須清楚閱讀下列之發貨安排:<br>•客戶須同意OneDegree 將客戶之聯絡資料交由商戶安排第三方物流公司的派送服務，客戶欲查閱有關OneDegree 個人資料收集聲明政策，請按此: <a href="https://www.onedegree.hk/zh-hk/privacy-policy">https://www.onedegree.hk/zh-hk/privacy-policy</a><br>•商品由捷成消費品有限公司(「商戶」) 經第三方物流公司送達到客戶所提供的送貨地址。<br>•送貨服務只適用於香港(包括香港島、九龍、新界範圍內)，如需上樓梯，費用為每樓層港幣\$20。<br>•商品因應個別商戶之出貨時間而有所不同，一般情況下，商品大概於「OneDegree 寵物百貨訂單確認電郵」發出後起計14個工作天內派送到客戶所提供之送貨商地址，惟派送時間會因交通、惡劣天氣、節日及其他特殊情況而有所影響。<br>•如客戶提供錯誤的送貨資料，或物流公司多次未能聯絡客戶，客戶拒收等原因而被退回到商戶，商戶可安排重新送貨並由客戶支付額外運費，OneDegree 恕不負責。<br>•商戶提供24個月非人為損壞自應保養服務，產品之保養期由OneDegree 發出之「OneDegree 寵物百貨訂單確認電郵」，日期起計24個月，在保養期內維修或更換的零件或商品，保養期不會延長或更新，客戶必須出示「OneDegree 寵物百貨訂單確認電郵」作購物單據證明方可享有維修保養服務，如客戶未能提供或資料不齊全，商戶將會拒絕提供維修保養服務，如有任何關於商品保養的查詢，請致電捷成消費品有限公司客戶服務熱線2926 2979 (辦公時間: 星期一至星期五9:30am – 5:30pm)。<br>•客戶須同意OneDegree 將客戶之聯絡資料交由商戶安排派送商品，商戶將於派送前聯絡客戶確定送貨之安排，如客戶須更改派送詳情，請於稍後時間自行與捷成消費品有限公司聯絡 (客戶服務熱線: 2926 2979, 辦公時間: 星期一至五 9:30am-5:30pm)。<br>•如有任何爭議，捷成消費品有限公司保留最終決定權。                                                                                                                                                                                                             | Customer please read carefully the below shipping arrangement before purchase:<br>• Customers must allow OneDegree to provide their contact information to the merchants for arranging the delivery service via the third-party logistics company. Please visit <a href="https://www.onedegree.hk/en-us/privacy-policy">https://www.onedegree.hk/en-us/privacy-policy</a> for more details about the policy of OneDegree Personal Information Collection Statement.<br>•Products shall be delivered to the customer's provided shipping address by Jebesen Consumer Products Company Limited ("Merchant") via using a third-party logistics company.<br>•Delivery service is only available in Hong Kong (including Hong Kong Island, Kowloon, and the New Territories). An additional fee of HK\$20 will apply for every floor if delivery requires going upstairs.<br>•Delivery time may vary depending on individual merchants' shipping schedule, generally, products shall be shipped to the customer's provided delivery address within approximately 14 working days from the issuance of the "OneDegree Pet Mart Order Confirmation Notice email" However, delivery times may be affected by traffic, adverse weather, public holidays, and other special circumstances.<br>•If the customer provides incorrect delivery information, or if the logistics company is unable to contact the customer multiple times, or if the customer refuses delivery, resulting in the product being returned to the Merchant, Merchant may arrange re-delivery, the customer will be responsible for additional shipping costs. OneDegree shall not be held responsible.<br>•Merchant offers a 24-month self-carry warranty service for non-human damage, starting from the issue date of "OneDegree Pet Mart Order Confirmation Notice". The warranty period will not be extended or renewed for any repaired or replaced parts or products. Customers must present the "OneDegree Pet Mart Order Confirmation Notice" issued by OneDegree via email as the proof of purchase to enjoy warranty service. If the customer fails to provide this or if the information is incomplete, Merchant will refuse to provide maintenance services. For any inquiries regarding product maintenance, please call Jebesen Consumer Products Company Limited customer service hotline 2926 2979 (Office hours: Monday to Friday, 9:30am – 5:30pm).<br>•Customers must agree to allow OneDegree to share their contact information for Merchant to arrange delivery of products. Merchant will contact the customer before delivery to confirm arrangements. If the customer needs to change delivery details, please contact Jebesen Consumer Products Company Limited customer service hotline 2926 2979 (Office hours: Monday to Friday, 9:30am – 5:30pm).<br>•In case of any disputes, Jebesen Consumer Products Company Limited reserves the right to make the final decision.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 一達國際有限公司   | ETTA International Limited                | Homerun, ENKI, Cirius Pet, Neakasa, One For Pets | 產品之保養期由OneDegree 發出之「OneDegree 寵物百貨訂單確認電郵」，日期起計12個月 | The warranty period for the product starts from the issue date of "OneDegree Pet Mart Order Confirmation Notice Email" by and lasts for 12 months | 客戶購買前須清楚閱讀下列之發貨安排:<br>•客戶須同意OneDegree 將客戶之聯絡資料交由商戶安排第三方物流公司的派送服務，客戶欲查閱有關OneDegree 個人資料收集聲明政策，請按此: <a href="https://www.onedegree.hk/zh-hk/privacy-policy">https://www.onedegree.hk/zh-hk/privacy-policy</a><br>•商品由一達國際有限公司(「商戶」) 經第三方物流公司送達到客戶所提供的送貨地址。<br>•送貨服務只適用於香港(包括香港島、九龍、新界範圍內)，如需上樓梯，費用為每樓層港幣\$20。<br>•商品因應個別商戶之出貨時間而有所不同，一般情況下，商品大概於「OneDegree 寵物百貨訂單確認電郵」發出後起計14個工作天內派送到客戶所提供之送貨商地址，惟派送時間會因交通、惡劣天氣、節日及其他特殊情況而有所影響。<br>•如客戶提供錯誤的送貨資料，或物流公司多次未能聯絡客戶，客戶拒收等原因而被退回到商戶，商戶可安排重新送貨並由客戶支付額外運費，OneDegree 恕不負責。<br>•商戶提供12個月非人為損壞自應保養服務，產品之保養期由OneDegree 發出之「OneDegree 寵物百貨訂單確認電郵」，日期起計12個月，在保養期內維修或更換的零件或商品，保養期不會延長或更新，客戶必須出示「OneDegree 寵物百貨訂單確認電郵」作購物單據證明方可享有維修保養服務，如客戶未能提供或資料不齊全，商戶將會拒絕提供維修保養服務，如有任何關於商品保養的查詢，請致電一達國際有限公司客戶服務熱線6840 5905 (辦公時間: 星期一至五 10am – 6pm)。<br>•客戶須同意OneDegree 將客戶之聯絡資料交由商戶安排派送商品，商戶將於派送前聯絡客戶確定送貨之安排，如客戶須更改派送詳情，請於稍後時間自行與一達國際有限公司聯絡 (客戶服務熱線: 6840 5905, 辦公時間: 星期一至五 10am – 6pm)。<br>•如有任何爭議，一達國際有限公司保留最終決定權。                                                                                                                                                                                                                          | Customer please read carefully the below shipping arrangement before purchase:<br>• Customers must allow OneDegree to provide their contact information to the merchants for arranging the delivery service via the third-party logistics company. Please visit <a href="https://www.onedegree.hk/en-us/privacy-policy">https://www.onedegree.hk/en-us/privacy-policy</a> for more details about the policy of OneDegree Personal Information Collection Statement.<br>•Products shall be delivered to the customer's provided shipping address by ETTA International Limited ("Merchant") via using a third-party logistics company.<br>•Delivery service is only available in Hong Kong (including Hong Kong Island, Kowloon, and the New Territories). An additional fee of HK\$20 will apply for every floor if delivery requires going upstairs.<br>•Delivery time may vary depending on individual merchants' shipping schedule, generally, products shall be shipped to the customer's provided delivery address within approximately 14 working days from the issuance of the "OneDegree Pet Mart Order Confirmation Notice email" However, delivery times may be affected by traffic, adverse weather, public holidays, and other special circumstances.<br>•If the customer provides incorrect delivery information, or if the logistics company is unable to contact the customer multiple times, or if the customer refuses delivery, resulting in the product being returned to the Merchant, Merchant may arrange re-delivery, the customer will be responsible for additional shipping costs. OneDegree shall not be held responsible.<br>•Merchant offers a 12-month self-carry warranty service for non-human damage, starting from the issue date of "OneDegree Pet Mart Order Confirmation Notice". The warranty period will not be extended or renewed for any repaired or replaced parts or products. Customers must present the "OneDegree Pet Mart Order Confirmation Notice" issued by OneDegree via email as the proof of purchase to enjoy warranty service. If the customer fails to provide this or if the information is incomplete, Merchant will refuse to provide maintenance services. For any inquiries regarding product maintenance, please call ETTA International Limited customer service hotline 6840 5905 (Office hours: Monday to Friday, 10am – 6pm).<br>•Customers must agree to allow OneDegree to share their contact information for Merchant to arrange delivery of products. Merchant will contact the customer before delivery to confirm arrangements. If the customer needs to change delivery details, please contact ETTA International Limited customer service hotline 6840 5905 (Office hours: Monday to Friday, 10am – 6pm).<br>•In case of any disputes, ETTA International Limited reserves the right to make the final decision.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 寵物星球貿易有限公司 | Pet Planet Trading Limited                | Petkit                                           | 產品之保養期由OneDegree 發出之「OneDegree 寵物百貨訂單確認電郵」，日期起計12個月 | The warranty period for the product starts from the issue date of "OneDegree Pet Mart Order Confirmation Notice Email" by and lasts for 12 months | 客戶購買前須清楚閱讀下列之發貨安排:<br>•客戶須同意OneDegree 將客戶之聯絡資料交由商戶安排第三方物流公司的派送服務，客戶欲查閱有關OneDegree 個人資料收集聲明政策，請按此: <a href="https://www.onedegree.hk/zh-hk/privacy-policy">https://www.onedegree.hk/zh-hk/privacy-policy</a><br>•商品由寵物星球貿易有限公司(「商戶」) 經第三方物流公司送達到客戶所提供的送貨地址。<br>•送貨服務只適用於香港(包括香港島、九龍、新界範圍內) 離島地區及禁區不設送貨服務; 村屋地址或偏遠地區而司機車輛不能直達，則只能在泊車處、村口、村公所等車輛能到達的位置交收商品; 沒有升降機服務之地址需在樓下交收; 如客人要求將商品放於門口、管理處等，商品若有遺失或損壞，商戶恕不負責 (村屋地址不設此服務)。<br>•商品因應個別商戶之出貨時間而有所不同，一般情況下，商品大概於「OneDegree 寵物百貨訂單確認電郵」發出後起計14個工作天內派送到客戶所提供之送貨商地址，惟派送時間會因交通、惡劣天氣、節日及其他特殊情況而有所影響。<br>•如客戶提供錯誤的送貨資料，或物流公司多次未能聯絡客戶，客戶拒收等原因而被退回到商戶，商戶可安排重新送貨並由客戶支付額外HK\$100運費，OneDegree 恕不負責。<br>•商戶提供12個月非人為損壞自應保養服務，產品之保養期由OneDegree 發出之「OneDegree 寵物百貨訂單確認電郵」，日期起計12個月，在保養期內維修或更換的零件或商品，保養期不會延長或更新，客戶必須出示「OneDegree 寵物百貨訂單確認電郵」作購物單據證明方可享有維修保養服務，如客戶未能提供或資料不齊全，商戶將會拒絕提供維修保養服務，如有任何關於商品保養的查詢，請致電/ WhatsApp 寵物星球貿易有限公司客戶服務熱線6633 1218 (辦公時間: 星期一至星期五10am – 6:30pm, PETKIT維修保養中心地址: 新界葵芳葵翠街2-16號鐘意恆中心11樓05-06室)，維修保養服務為預約制，客戶須與客戶服務約定時間才親臨維修保養中心。<br>•客戶須同意OneDegree 將客戶之聯絡資料交由商戶安排派送商品，商戶將於派送前聯絡客戶確定送貨之安排，如客戶須更改派送詳情，請於稍後時間自行與寵物星球貿易有限公司聯絡 (客戶服務熱線: 6633 1218, 辦公時間: 星期一至五 10am – 6:30pm)。<br>•如有任何爭議，一達國際有限公司保留最終決定權。 | Customer please read carefully the below shipping arrangement before purchase:<br>• Customers must allow OneDegree to provide their contact information to the merchants for arranging the delivery service via the third-party logistics company. Please visit <a href="https://www.onedegree.hk/en-us/privacy-policy">https://www.onedegree.hk/en-us/privacy-policy</a> for more details about the policy of OneDegree Personal Information Collection Statement.<br>•Products shall be delivered to the customer's provided shipping address by Pet Planet Trading Limited ("Merchant") via using a third-party logistics company.<br>•Delivery service is only available in Hong Kong (including Hong Kong Island, Kowloon, and the New Territories). Delivery service is not available to outlying islands and restricted areas. For village house addresses or remote areas where the driver's vehicle cannot directly reach, products can only be handed over at locations accessible to vehicles, such as parking areas, village entrances, or village offices; for addresses without elevator service, products will be handed over downstairs. If the customer requests that products be placed at the doorstep, management office, or similar locations, the merchant will not be responsible for any loss or damage to the products. (This service is not available for village house addresses.)<br>•Delivery time may vary depending on individual merchants' shipping schedule, generally, products shall be shipped to the customer's provided delivery address within approximately 14 working days from the issuance of the "OneDegree Pet Mart Order Confirmation Notice email" However, delivery times may be affected by traffic, adverse weather, public holidays, and other special circumstances.<br>•If the customer provides incorrect delivery information, or if the logistics company is unable to contact the customer multiple times, or if the customer refuses delivery, resulting in the product being returned to the Merchant, Merchant may arrange re-delivery, the customer will be responsible for additional HK\$100 shipping costs. OneDegree shall not be held responsible.<br>•Merchant offers a 12-month self-carry warranty service for non-human damage, starting from the issue date of "OneDegree Pet Mart Order Confirmation Notice". The warranty period will not be extended or renewed for any repaired or replaced parts or products. Customers must present the "OneDegree Pet Mart Order Confirmation Notice" issued by OneDegree via email as the proof of purchase to enjoy warranty service. If the customer fails to provide this or if the information is incomplete, Merchant will refuse to provide maintenance services. For any inquiries regarding product maintenance, please call or WhatsApp Pet Planet Trading Limited customer service hotline 6633 1218 (Office hours: Monday to Friday, 10am – 6:30pm). The maintenance and repair service operates on an appointment basis, customer must schedule a time with customer service before visiting the PetKit maintenance center at Room 1105-1106, Join In Hang Sing Centre, 2 Kwai Fung Crescent, Kwai Chung.<br>•Customers must agree to allow OneDegree to share their contact information for Merchant to arrange delivery of products. Merchant will contact the customer before delivery to confirm arrangements. If the customer needs to change delivery details, please contact Pet Planet Trading Limited customer service hotline 6633 1218 (Office hours: Monday to Friday, 10am – 6:30pm).<br>•In case of any disputes, Pet Planet Trading Limited reserves the right to make the final decision. |

|              |              |                           |                                                      |                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| Ruff & Fetch | Ruff & Fetch | CASADOSA, Puppings, VOOCO | 產品之保養期由OneDegree 發出之「OneDegree 寵物百貨訂單確認電郵」, 日期起計12個月 | The warranty period for the product starts from the issue date of "OneDegree Pet Mart Order Confirmation Notice Email" by and lasts for 12 months | 客戶購買前須清楚閱讀下列之發貨安排:<br>●客戶須同意OneDegree 將客戶之聯絡資料交由商戶安排第三方物流公司的派送服務, 客戶欲查閱有關OneDegree 個人資料收集聲明政策, 請按此: <a href="https://www.onedegree.hk/zh-hk/privacy-policy">https://www.onedegree.hk/zh-hk/privacy-policy</a><br>●新品由Ruff & Fetch (「商戶」) 經第三方物流公司京東物流送達到客戶所提供的送貨地址。<br>●送貨服務只適用於香港(包括香港島、九龍、新界範圍內), 如遇上樓梯, 費用為每樓層港幣\$20。<br>●商品因應個別商戶之出貨時間而有所不同, 一般情況下, 商品大概於「OneDegree 寵物百貨訂單確認電郵」發出後起計14個工作天內派送到客戶所提供之送貨商地址。惟派送時間會因交通、惡劣天氣、節日及其他特殊情況而有所影響。<br>●如客戶提供錯誤的送貨資料, 或物流公司多次未能聯絡客戶, 客戶拒收等原因而被退回到商戶, 商戶可安排重新送貨並由客戶支付額外運費, OneDegree 恕不負責。<br>●商戶提供12個月非人為損壞自攜保養服務, 產品之保養期由OneDegree 發出之「OneDegree 寵物百貨訂單確認電郵」, 日期起計12個月, 在保養期內維修或更換的零件或商品, 保養期不會延長或更新, 客戶必須出示「OneDegree 寵物百貨訂單確認電郵」作購物單據證明方可享有維修保養服務, 如客戶未能提供或資料不齊全, 商戶將會拒絕提供維修保養服務, 如有任何關於商品保養的查詢, 請致電Ruff & Fetch客戶服務熱線2348 0262 (辦公時間: 星期一至星期五10am – 6pm)。<br>●客戶須同意OneDegree 將客戶之聯絡資料交由商戶安排派送商品, 商戶安排第三方物流公司京東物流於派送前聯絡客戶確定送貨之安排, 如客戶須更改派送詳情, 請於稍後時間自行與Ruff & Fetch 聯絡 (客戶服務熱線: 2348 0262, 辦公時間: 星期一至五 10am – 6pm)。<br>●如有任何爭議, Ruff & Fetch 保留最終決定權。                                                                                 | Customer please read carefully the below shipping arrangement before purchase:<br>● Customers must allow OneDegree to provide their contact information to the merchants for arranging the delivery service via the third-party logistics company. Please visit <a href="https://www.onedegree.hk/en-us/privacy-policy">https://www.onedegree.hk/en-us/privacy-policy</a> for more details about the policy of OneDegree Personal Information Collection Statement.<br>●Products shall be delivered to the customer's provided shipping address by Ruff & Fetch ("Merchant") via using a third-party logistics company.<br>●Delivery service is only available in Hong Kong (including Hong Kong Island, Kowloon, and the New Territories). An additional fee of HK\$20 will apply for every floor if delivery requires going upstairs.<br>●Delivery time may vary depending on individual merchants' shipping schedule, generally, products shall be shipped to the customer's provided delivery address within approximately 14 working days from the issuance of the "OneDegree Pet Mart Order Confirmation Notice email" However, delivery times may be affected by traffic, adverse weather, public holidays, and other special circumstances.<br>●If the customer provides incorrect delivery information, or if the logistics company is unable to contact the customer multiple times, or if the customer refuses delivery, resulting in the product being returned to the Merchant, Merchant may arrange re-delivery, the customer will be responsible for additional shipping costs. OneDegree shall not be held responsible.<br>●Merchant offers a 12-month self-carry warranty service for non-human damage, starting from the issue date of "OneDegree Pet Mart Order Confirmation Notice". The warranty period will not be extended or renewed for any repaired or replaced parts or products. Customers must present the "OneDegree Pet Mart Order Confirmation Notice" issued by OneDegree via email as the proof of purchase to enjoy warranty service. If the customer fails to provide this or if the information is incomplete, Merchant will refuse to provide maintenance services. For any inquiries regarding product maintenance, please call Ruff & Fetch customer service hotline 2348 0262 (Office hours: Monday to Friday, 10am – 6pm).<br>●Customers must agree to allow OneDegree to share their contact information for Merchant to arrange delivery of products. The third party logistics company appointed by the Merchant will contact the customer before delivery to confirm arrangements. If the customer needs to change delivery details, please contact Ruff & Fetch customer service hotline 2348 0262 (Office hours: Monday to Friday, 10am – 6pm).<br>●In case of any disputes, Ruff & Fetch reserves the right to make the final decision.                                                                                                                                                                                                                                                                                                                                                                                                       |
| THE MOON.K   | THE MOON.K   | THE MOON.K                | 產品之保養期由OneDegree 發出之「OneDegree 寵物百貨訂單確認電郵」, 日期起計30日  | The warranty period for the product starts from the issue date of "OneDegree Pet Mart Order Confirmation Notice Email" by and lasts for 30-day    | 客戶購買前須清楚閱讀下列之發貨安排:<br>●客戶須同意OneDegree 將客戶之聯絡資料交由商戶安排第三方物流公司的派送服務, 客戶欲查閱有關OneDegree 個人資料收集聲明政策, 請按此: <a href="https://www.onedegree.hk/zh-hk/privacy-policy">https://www.onedegree.hk/zh-hk/privacy-policy</a><br>●商品由THE MOON.K (「商戶」) 經第三方物流公司送達到客戶所提供的送貨地址。<br>●送貨服務只適用於香港(包括香港島、九龍、新界範圍內) 離島地區及禁區不設送貨服務; 村屋地址或偏遠地區而司機車輛不能直達, 則只能在泊車處、村口、村公所等車輛能到達的位置交收商品; 沒有升降機服務之地址需在樓下交收; 如客人要求將商品放於門口、管理處等, 商品若有遺失或損壞, 商戶恕不負責 (村屋地址不設此服務)。<br>●商品因應個別商戶之出貨時間而有所不同, 一般情況下, 商品大概於「OneDegree 寵物百貨訂單確認電郵」發出後起計14個工作天內派送到客戶所提供之送貨地址。惟派送時間會因交通、惡劣天氣、節日及其他特殊情況而有所影響。<br>●如客戶提供錯誤的送貨資料, 或物流公司多次未能聯絡客戶, 客戶拒收等原因而被退回到商戶, 商戶可安排重新送貨並由客戶支付額外HK\$10 運費, OneDegree 恕不負責。<br>●商戶提供30日非人為損壞自攜保養服務, 產品之保養期由OneDegree 發出之「OneDegree 寵物百貨訂單確認電郵」, 日期起計30日, 在保養期內維修或更換的零件或商品, 保養期不會延長或更新, 客戶必須出示「OneDegree 寵物百貨訂單確認電郵」作購物單據證明方可享有維修保養服務, 如客戶未能提供或資料不齊全, 商戶將會拒絕提供維修保養服務, 如有任何關於商品保養的查詢, 請WhatsApp THE MOON.K: +14376610926 (辦公時間: 星期一至星期五 7am – 1pm)。<br>●客戶須同意OneDegree 將客戶之聯絡資料交由商戶安排派送商品, 如客戶須更改派送資料, 請於稍後時間自行與THE MOON.K 聯絡: WhatsApp +14376610926 (辦公時間: 星期一至星期五 7am – 1pm)<br>●如有任何爭議, THE MOON.K 保留最終決定權。 | Customer please read carefully the below shipping arrangement before purchase:<br>● Customers must allow OneDegree to provide their contact information to the merchants for arranging the delivery service via the third-party logistics company. Please visit <a href="https://www.onedegree.hk/en-us/privacy-policy">https://www.onedegree.hk/en-us/privacy-policy</a> for more details about the policy of OneDegree Personal Information Collection Statement.<br>● Products shall be delivered to the customer's provided shipping address by THE MOON.K ("Merchant") via using a third-party logistics company.<br>● Delivery service is only available in Hong Kong (including Hong Kong Island, Kowloon, and the New Territories). Delivery service is not available to outlying islands and restricted areas. For village house addresses or remote areas where the driver's vehicle cannot directly reach, products can only be handed over at locations accessible to vehicles, such as parking areas, village entrances, or village offices; for addresses without elevator service, products will be handed over downstairs. If the customer requests that products be placed at the doorstep, management office, or similar locations, the merchant will not be responsible for any loss or damage to the products. (This service is not available for village house addresses.)<br>● Delivery time may vary depending on individual merchants' shipping schedule, generally, products shall be shipped to the customer's provided delivery address within approximately 14 working days from the issuance of the "OneDegree Pet Mart Order Confirmation Notice email" However, delivery times may be affected by traffic, adverse weather, public holidays, and other special circumstances.<br>● If the customer provides incorrect delivery information, or if the logistics company is unable to contact the customer multiple times, or if the customer refuses delivery, resulting in the product being returned to the Merchant, Merchant may arrange re-delivery, the customer will be responsible for additional HK\$100 shipping costs. OneDegree shall not be held responsible.<br>● Merchant offers a 30-day self-carry warranty service for non-human damage, starting from the issue date of "OneDegree Pet Mart Order Confirmation Notice". The warranty period will not be extended or renewed for any repaired or replaced parts or products. Customers must present the "OneDegree Pet Mart Order Confirmation Notice" issued by OneDegree via email as the proof of purchase to enjoy warranty service. If the customer fails to provide this or if the information is incomplete, the Merchant will refuse to provide maintenance services. For any inquiries regarding product maintenance, please WhatsApp THE MOON.K: +14376610926 (Office hours: Monday to Friday, 7am – 1pm).<br>● Customers must agree to allow OneDegree to share their contact information for Merchant to arrange delivery of products. If the customer needs to change delivery details, please contact THE MOON.K via WhatsApp +14376610926 (Office hours: Monday to Friday, 7am – 1pm).<br>● In case of any disputes, THE MOON.K reserves the right to make the final decision. |