

50週年感謝日活動 - 客戶服務問答 (Q&A)

1. 活動細則及參加資格 / Eligibility and Participation

Q: 誰可以參加此次活動？ / Who can participate in this promotion?

A: 所有安利企業家（ABO）及優惠顧客皆可參加此次活動。

A: All Amway Business Owners (ABOs) and Privileged Customers are welcome to participate in this promotion.

Q: 我可以在哪間店舖參加此活動？ / Where can I participate in this promotion?

A: 您可參加此活動的店舖包括：

1. 安利體驗館：2024年11月22日及23日
2. 安利新界購貨中心：2024年11月22日及23日
3. 安利澳門購貨中心（安澳藥行）：2024年11月28日及29日

A: You can participate this promotion at the following centres:

1. **Amway Experience Centre:** November 22-23, 2024
2. **Amway NT Merchandising Centre:** November 22-23, 2024
3. **Amway Macau Merchandising Centre (Drogaria Am):**
November 28-29, 2024

Q: 是否需要預先登記參加活動？ / Do I need to register in advance to join this promotion?

A: 不需要，您只需在活動期間於指定購貨中心購物並憑有效單據即可換領禮品。

A: No registration is required. Simply shop during the event period and redeem your gifts on-site with your valid receipt.

Q: 此次活動是否包含線上訂單及電話訂貨之訂單？ / Is this promotion available for online purchases or telephone orders?

A: 不包含。此次活動僅限於指定購貨中心交易之訂單。I-pick up 訂單、線上訂單及電話訂單恕不參與。

A: No, this promotion is exclusively limited to orders transacted at designated centers. I-pick up orders, online orders and telephone orders are not eligible to participate.

Q: 我可以多次參加活動嗎？ / Can I participate in the promotion multiple times?

A: 可以。單筆消費滿直銷價目港幣/澳門幣 1,200，即有資格獲得 1 份禮品，無參與次數限制。

A: Yes, you can. Each single transaction of DP HK\$/MOP 1,200 qualifies for one gift, with no limit on participation.

Q: 是否有購買特定商品的限制？ / Are there any restrictions on the products I can purchase to qualify?

A: 無特定限制，您可購買任意產品，但高價值商品按特定規則計算。

A: There are no specific restrictions; you can purchase any products, but high-value items are calculated according to specific rules.

2. 禮品規則與兌換 / Gift Rules and Redemption

Q: 我需要買滿多少金額才可獲得禮品？ / How much do I need to spend to get a gift?

A: 單筆消費滿直銷價目港幣/澳門幣 1,200，可獲贈 3 小包紐崔萊™樂纖™營養飲品(黑胡椒蘑菇口味) 或 1 盒紐崔萊™菊花枸杞白茶菁萃飲。

A: Spend DP HK\$/MOP 1,200 in a single transaction to receive 3 small individual packs of BodyKey by Nutrilite™ Nutritional Drink Mix (Black Pepper Mushroom) or 1 box of Plant to Table by Nutrilite™ White Tea Mix with Chrysanthemum & Goji Berry.

Q: 如果我的單據包含單件直銷價目港幣/澳門幣 2,800 或以上的商品，可以獲得多份贈品嗎？ / If my receipt includes a high-value item worth DP HK\$/MOP 2,800 or more, can I receive additional gifts?

A: 單據內單件直銷價目港幣/澳門幣 2,800 或以上的高價值商品將視作港幣/澳門幣 1,200 消費計算贈品資格。

- 若單據內包含 1 件高價值商品及額外直銷價目價值滿港幣/澳門幣 1,200 的消費，您可獲贈 2 份精美禮品。

A: A high-value item (DP HK\$/MOP 2,800 or above) is treated as a HK\$/MOP 1,200 worth for gift eligibility.

- If the receipt contains one high-value item and additional purchases totaling HK\$/MOP 1,200, you qualify for 2 sets of gifts.

Q: 我有多張單據，是否可以合併金額來參加活動？ / Can I combine multiple receipts to reach the required amount?

A: 不可以。每張單據僅限參與一次，金額不可累計。

A: No, each receipt is eligible for one redemption only, and transaction amounts cannot be combined.

Q: 如果同時參加此活動和「安利香港 50 週年家居科技大獎賞」，禮品會如何計算？ / What if I participate in both this promotion and the “Amway Hong Kong 50th Anniversary Home Tech Promotion”?

A: 若購買「安利香港 50 週年家居科技大獎賞」的產品組合，該消費金額將視作港幣/澳門幣 1,200 的消費計算禮品資格。

A: For purchases involving combo items from the “Amway Hong Kong 50th Anniversary Home Tech Promotion”, the amount will be treated as a HK\$/MOP1,200 worth for gift eligibility.

Q: 如果我符合多次換領資格，可以選擇不同禮品嗎？ / Can I choose different gifts for multiple redemptions?

A: 可以，每次換領均可重新選擇不同禮品。

A: Yes, you can choose different gifts for each gift redemption.

Q: 如果我想要的禮品已經派發完畢怎麼辦？ / What if the gift I want is out of stock?

A: 所有禮品均按先到先得原則派發。若某款禮品已派發完畢，您可選擇另一款仍有庫存的禮品。

A: All gifts are available on a first-come, first-served basis. Once a particular gift is out of stock, you may choose the alternative gift option while stocks last.

Q: 如果我同一天多次購物，如何換領禮品？ / How do I redeem my gift if I make multiple purchases in one day?

A: 每張單據將獨立處理。建議您每次購物後立即換領禮品。

A: Each receipt will be processed separately. It is recommended that you redeem your gifts immediately after each purchase.

3. 銷售實例 / Sales Examples

實例 1：消費直銷價目港幣/澳門幣 1,200 / Example 1: Spend DP

HK\$/MOP1,200

- 購物內容：
 - 商品 A：直銷價目港幣/澳門幣 500
 - 商品 B：直銷價目港幣/澳門幣 700
- 總金額：直銷價目港幣/澳門幣 1,200
- 禮品：選擇 3 小包紐崔萊™樂纖™營養飲品(黑胡椒蘑菇口味) 或 1 盒紐崔萊™菊花枸杞白茶菁萃飲

Purchase details:

- Item A: DP HK\$/MOP 500
- Item B: DP HK\$/MOP 700
- Total amount: DP HK\$/MOP 1,200
- Gift received: Choose either 3 small individual packs of BodyKey by Nutrilite™ Nutritional Drink Mix (Black Pepper Mushroom) or 1 box of Plant to Table by Nutrilite™ White Tea Mix with Chrysanthemum & Goji Berry.

實例 2：高價值產品 + 額外消費 / Example 2: High-value item + additional purchase

- 購物內容：
 - 高價值產品：直銷價目港幣/澳門幣 2,800
 - 額外消費：直銷價目港幣/澳門幣 1,200
- 總金額：直銷價目港幣/澳門幣 4,000
- 禮品：2 份禮品（例如：6 小包紐崔萊™樂纖™營養飲品 或 2 盒紐崔萊™菊花枸杞白茶菁萃飲）

Purchase details:

- High-value item: DP HK\$/MOP 2,800
- Additional purchases: DP HK\$/MOP 1,200
- Total amount: DP HK\$/MOP 4,000
- Gift received: 2 sets of gifts (e.g., 6 small individual packs of BodyKey by Nutrilite™ Nutritional Drink Mix (Black Pepper Mushroom) or 2 boxes of Plant to Table by Nutrilite™ White Tea Mix with Chrysanthemum & Goji Berry.

4. 退換安排 / Returns and Exchanges

Q: 領取禮品後可以退貨嗎？ / Can I return products after receiving the gift?

A: 如需退貨，必須同時退回未開封的禮品。

A: If you wish to return products, you must also return the unopened gift.

5. 活動相關問題 / Promotion-Related Questions

Q: 若遇上颱風，活動會如何安排？ / What happens if the promotion is affected by a typhoon?

A: 活動可能會改期或調整，請留意我們的官方公告。

A: The promotion may be rescheduled or modified. Please follow our official announcements for updates.

Q: 禮品是否可退換或兌換現金？ / Can the gifts be returned or exchanged for cash?

A: 所有禮品不可退換、兌換現金或更換為其他物品。

A: All gifts cannot be returned, exchanged for cash, or substituted for other items.

Q: 我可以查詢禮品的庫存情況嗎？ / Can I inquire about the stock availability of the gifts?

A: 禮品數量有限，實際庫存情況以現場為準，建議您盡早參與活動。

A: Gift quantities are limited, and actual stock availability is subject to on-site conditions. We recommend participating early.

Q: 這次推廣可以與其他優惠同時使用嗎？ / Can this promotion be used in conjunction with other promotional offers?

A: 這次推廣可以與其他優惠同時享用。

A: This promotion can be used in conjunction with other promotional offers.

Q: 如果我有其他問題，可以聯繫誰？ / Who can I contact if I have further questions?

A: 您可以聯繫我們的客戶服務熱線或向店舖工作人員查詢。

A: You can contact our customer service hotline or inquire with our store staff.