

歡迎使用 商務通訊組合

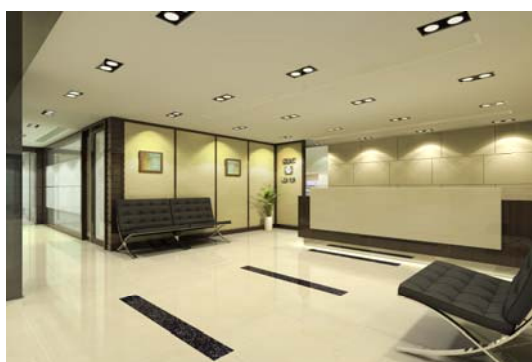
為你服務 是我們的榮幸！

在你使用期間，每一位駿業國際員工將誠意為你提供最完善的服務。如閣下有任何需要或意見，歡迎你隨時與我們聯絡。

Welcome to use the Business Communication Package

It is our great pleasure to serve you!

Every staff of SBC International is dedicated in providing you the excellent business services with best quality. Please feel free to contact us for any enquiries.





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辦公時間

OFFICE HOURS

1

星期一至星期五： 上午 9:00 am - 1:00 pm
下午 2:00 pm - 6:00 pm

星期六、星期日及香港法定公眾假期休息

- * 所有政府沒有規定的特殊事故，例如暴雨警告，將盡可能照常服務，但可能因交通而延誤了辦公時間。敬希見諒。
- * 所有中西傳統假期的前夕或當日，將會提早 3 小時下班。

**MON – FRI: 9:00am – 1:00pm
2:00pm – 6:00pm**

Closed on Saturday, Sunday and Hong Kong Public Holiday.

- * Our office hour will possibly be late or services may be suspended during severe weather conditions such as thunderstorm warning. Service will be resumed as soon as possible.
- * Our office will be closed 3 hours earlier than normal office hour on special holiday's eve and advanced notice will be given.



服務條款

SERVICE TERMS & RULES

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- (1) 一切乙方所繳交之服務費，電話開線費或其他雜費，無論在任何情況下均不得退回。繳費時另發收據為憑，收妥後方生效作實。
All service charge(s), telephone line installation fee and miscellaneous charges paid by Party B are not refundable under all circumstances. An official receipt will be issued and the service will take effect upon receiving all payments.
- (2) 如乙方想終止服務必須提前 30 天以書面通知甲方，否則按金將不被退回。甲方將在 10 個工作天內無息交還按金。
The deposit can only be refunded with a 30-day written notice prior to the termination date by Party B to Party A. The deposit will then be refunded by Party A within 10 working days with no interest.
- (3) 服務到期後，甲方有權不再提供服務予乙方，如因甲方的原因，未能提供服務予乙方，甲方將提前 30 天以書面通知乙方，甲方將不需負任何責任或作任何賠償。
At the expiration of the service, Party A has the right not to continue the service to Party B. Party A shall bear no responsibility nor shall be liable for any compensation in the event of failing in providing any service. A 30-day written notice will be given to Party B prior to the termination date of the service.
- (4) 因為第三方的失誤或無法預防的情形下導致甲方在提供服務上有任何的錯失，乙方不能向甲方追討任何形式賠償或提出任何形式訴訟。乙方對此絕對同意並接受。
In the event of negligence or unanticipated contingencies causing by the third party which lead to the suspension of the service from Party A, Party B agreed not to take any actions, proceedings, claims or demands in any nature against Party A.
- (5) 甲方不會協助乙方提供業務範圍內的产品查詢、介紹或訂購商品等服務。
Party A will not assist in providing any product enquiry, presentation, ordering and/or alike services to Party B.
- (6) 乙方如需更改服務指令或內容，需以書面形式通知甲方，及繳付相關費用。
If Party B requires to make amendments to service details or contents, a written notice should be given to Party A prior to the amendment take place, related service fees shall apply.
- (7) 甲方在下述情況下有權取消一切服務而事先不會做任何通知及不作賠償任何損失：
Party A shall terminate or suspend the Services without prior notice and shall not be liable for any loss, if Party B commit any of the following:
 - 7.1 乙方未按時於服務費到期日後的 15 天之內繳交服務費。
重開服務須交付\$300.-手續費。
If Party B fails in payment of service charges over 15 days after due date.
\$300.- service reconnection fee will be levied.
 - 7.2 乙方不交付轉寄郵件費、包裹費、手續費或未辦理有效商業登記證。
Late or default in payment of postages and handling charges, annual return or renewal of business registration fees.
 - 7.3 懷疑乙方利用所提供之服務進行詐騙及各種違反法律法規的活動，或其他與商業無關的活動。
In suspicion of running activities that are illegal, improper, or un-relating to normal commercial practices.
 - 7.4 懷疑乙方利用所提供之服務刊登各類廣告、招聘等活動。
In suspicion of using the provided services for recruitment and advertising purposes.
 - 7.5 乙方不得利用甲方所提供之服務進行任何不利於甲方之行爲。
Use of the provided services to perform any act or behavior that will adversely affect Party A.



服務條款

SERVICE TERMS & RULES

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- (8) 使用網上傳真(E-fax)組合服務的規條：
Rules of using the “E-fax” service:
- 8.1 甲方對於傳送、接收或儲存的失誤均不會負上任何責任。
Party A will not be responsible for any loss occurred during the process of fax transmission, receiving or storage.
- 8.2 乙方每月發送的傳真數量，不得超過 1,000 張，如超額，系統將自動即時停止服務。
The Service will be automatically suspended by the system if the outgoing faxes of Party B exceeded 1,000 pages.
- 8.3 如利用此服務傳輸任何非法的信息資料及發放“垃圾傳真”，違者將自動即時停止服務，甲方並保留追究法律責任及賠償。
Inappropriate use of the Service to send “junk mail” & illegal information will be resulted in termination of the Service. Party A reserves the right to pursue for legal liabilities and compensation from Party B.
- 8.4 甲方對本服務的穩定性、安全性、準確性均不作任何擔保。
Party A will not guarantee the safety, accuracy and stability of the Service.
- 8.5 甲方將提供網上傳真密碼及賬戶予乙方，乙方需妥善保管並對密碼及賬戶中所有活動及事件負全部責任。
Party A shall provide an E-fax password and account to Party B, Party B shall properly protect the account and password and consent to bear the liability for all activities and the consequences caused relating to the account and its activities.
- (9) 未經甲方書面同意，乙方不得轉賣、分配或轉讓，或同意轉讓所有或部份服務予他人。
Without a formal written letter of consent from Party A, Party B is not allowed to transfer or assign any or part of the services to any other party.
- (11) 如遇颱風、豪雨或天氣原因，甲方所提供的服務將會有可能停止而不作通知。
In case of typhoon or heavy rain signal is hoisted, the business centre service may be suspended without prior notice.
- (12) 本協議接受香港特別行政區管轄，乙方也同意服從香港有管轄權的法院的非專屬管轄。
This agreement shall be governed by the laws of HKSAR. Party B has also agreed to obey and comply with the law of Hong Kong.
- (13) 甲方保留權利隨時更改、修正或刪除部份或全部在此的條款及條件。
Party A reserves the right to make any modification or cancellation on all or part of the terms above at any time.



服務細則

SERVICE CONDITIONS & DETAILS

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(1) 口訊及信件通知處理

Handlings for call messages/mails

1.1 口訊：

為保障客戶利益及保密原因（除預先通知離港保留口訊外），所有口訊一經通知客戶便會於 48 小時內取消，不作保留。

Call Message:

For privacy purpose, all the recorded messages will be deleted 48 hours after the notification sent unless a special instruction has been given.

1.2 信件：

甲方會清楚說明由那間公司發出信件給客戶（如信封有顯示），乙方如想清楚內容，需提供授權書面確認，便可要求甲方把信拆開再掃描電郵或傳真到指定號碼。為保障閣下私隱，無論任何情況甲方均不會在電話上告知或閱讀內容。

Mail:

Our business centre will clearly state the sender of the mail to the client if it is identifiable on the cover of the mail. Client may also provide us a written authorization to open the mail and send it to a specified email address/fax number if they want to have a better understanding of the content. However, mails will not be read over the phone under any circumstances to ensure that privacy is protected.

(2) 代收或代寄服務

Mail Receiving or Redirecting Service

如需甲方代收取或轉寄郵件，需根據下列收費表收費：

Party A will be charged according to the following price list:

服務類別 Service Type	服務項目 Service Item	每季度結算 Count by Quarter	服務費 Service Charge
收件服務 Receiving Service	代收取包裹/郵包/小紙箱 Receiving parcel, item or box on behalf of Party B	0 - 18 件 0 - 18 items	免費 FREE
		19 件或以上 19 or above items	HK\$100-/件 HK\$100-/item
轉寄服務 Redirecting Service	代轉寄包裹/郵包/小紙箱 Redirecting parcel, item or box on behalf of Party B	0 - 6 件 0 - 6 items	免費 FREE
		7 件或以上 7 or above items	HK\$100-/件 HK\$100-/item
	授權人自行取取包裹/郵包/小紙箱 Authorized person to collect parcel, item or box by oneself	數量不限 Unlimited quantity	免費 FREE

2.1 第一季：1-3 月 / 第二季：4-6 月 / 第三季：7-9 月 / 第四季：10-12 月。

First quarter: January to March / Second quarter: April to June / Third quarter: July to September / Forth quarter: October to December

2.2 如不足一季者，則按比例每月結算。

Serving period less than a quarter will be calculated on monthly basis.

2.3 有關代收服務(包裹/郵包/小紙箱)

About Mail Receiving Service (parcel, mail or box)

i. 無論件數多小，總體積不得超過 64 立方呎 (4 呎 x 4 呎 x 4 呎)。

The total size of all items should not exceed 64 cubic feet (4ft x 4ft x 4ft) regardless of the quantity.

ii. 任何食品、飲料、危險品或違禁品甲方有權拒絕代收。

Party A reserves the right to refuse to accept any food, beverage, any dangerous or prohibited goods.



服務細則

SERVICE CONDITIONS & DETAILS

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- iii. 無論件數或體積大小，所有代寄存物品將收費如下：
 - 首 1-3 天內領取，不用收費
 - 第 4 天開始，每天/每件\$100.-Item received for Party B is charged as below regardless of the size and quantity:
 - First 1-3 days (free)
 - Counting from the 4th day (\$100.- /day /item)
- iv. 超逾 15 天不取，及不能聯絡者，甲方將自行處理寄存物，而不另行通知，不負任何責任，後果寄存者自負。

Parcels uncollected, or if Party B is un-contactable over 15 days, will be disposed without any notice. Party A shall not be responsible for any loss or obligation.
- v. 寄存期間，如有遺失、被竊、被破壞、或任何災害，甲方一概不負責任。

Party A shall not be liable if the stored items are lost, being stolen or damaged due to any reason during the storage period.

2.4 有關代寄服務

Service of redirecting mail

- i. 除服務費外，需另加實際郵費金額。

Apart from the service charge, actual cost of postage is incurred at your own expense.
 - ii. 每件體積超過 1 立方呎 (1 呎 x 1 呎 x 1 呎)之郵品，均視作為包裹/郵包/小紙箱處理。

The total size of the item exceeded 1 cubic feet (1ft x 1ft x 1ft) will be handled as parcel, item or box.
 - iii. 不論數量多少或目的地為同一地點，轉寄服務費亦按每件收取。

Regardless of the quantity or service incurred in the same location, redirecting service will be charged per item.
 - iv. 乙方需提供授權書、發票及送貨單等文件，甲方方可代為安排轉寄服務。

Documents such as authorized letter, invoice and delivery note etc. should be provided by Party B for redirecting service provides by Party A.
 - v. 如需到郵政局寄出，則收取服務費\$100.- 及另加實際郵費。

If mailing service takes place at the post office, a courier handling charge of \$100 shall incur, plus the actual cost of postage.
 - vi. 乙方需自行提供信封、公文袋及其他郵件包裝袋等，如需甲方提供此類物品則按其他收費處理。

Envelop or other packaging of the mails must be provided by Party B, or Party A will be charged based on the "other charges" price list.
 - vii. 甲方只代乙方將小包裹原件轉寄至指定地址，一律不會代拆除小包裹的包裝或分拆包裝處理。

Party A is only responsible for delivering parcels to the address assigned by Party B. Any unpacking or any forms of re-packing is not included in the service scope.
- 2.5 有關代收及代轉寄服務之服務費，可先記錄於甲方的雜費紀錄內，如雜費金額已超過按金餘款，甲方有權不提供代收或代轉寄服務。

Mail receiving and redirecting service charges of Party A can be recorded as its miscellaneous charge. Should such charges exceeded the deposit balance paid, Party A reserves rights to reject the provision of mail receiving and redirecting service.



服務細則

SERVICE CONDITIONS & DETAILS

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(5) 轉駁電話服務規定

Conditions & Details for Phone-Call Forwarding Services

- 5.1 在辦公時間內，甲方為乙方轉駁來電至聯絡人之指定電話號碼，但不能選擇性轉駁來電。
Party A will transfer all incoming calls to Party B's designated number within office hours, but will not assist in sieving out any un-welcomed calls.
- 5.2 午膳時間（下午 1 時至 2 時），甲方將不會為乙方接聽來電。
Party A will not answer any calls for Party B during lunch hours (1~2p.m.).
- 5.3 非辦公時間及午膳時間（下午 1 時至 2 時），甲方可為乙方把所有來電轉至指定電話號碼，此電話號碼可與日間號碼不同（如要求）。
Party A will transfer all incoming calls to Party B's designated number in non-office hours and during lunch hours (1~2p.m.). This number can be different from the one chosen in office-hours (when required).
- 5.4 如所轉駁至的指定電話需要更改，每次更改之時間相隔不可少於兩天。並須以書面通知甲方，方可生效。
If the designated number were to be changed, there should be at least a 2-working-day leap between each change request, and a formal written notification should be submitted to Party A to make the change effective.

(6) 代客付款

Paying on Party's B behalf

如需甲方先代付速遞費、郵包費或任何費用，代付金額不可超過按金餘款。如按金不足支付，甲方有權不代收代付。

The amount (e.g. postage/courier) to be paid on behalf of Party B should not exceed the deposit balance paid, which is kept by Party A, or Party A could reject such requests.



其他收費

OTHER CHARGES

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圖文傳真 Fax Transmission (A4)page		
海外傳真 (收 / 發)	Overseas (IDD) in/out	
-亞洲地區	Asia zone	\$15.00.- /張 Page
-其他地區	Other zone	\$20.00.- /張 Page
列印文件 Printing (A4)page		
雷射列印 (黑白)	Laser print out (B&W)	\$5.00.- /張 Page
雷射列印 (彩色)	Laser print out (Colour)	\$10.00.- /張 Page
雜項 Others		
環保袋	Recycle Bag	\$10.00.- /個 Piece
公文袋	Brown Envelope	\$3.00.- /個 Piece
信封	Envelope	\$1.00.- /個 Piece
打字 Word Processing		
中文輸入及雷射列印	Chinese input with laser print out	\$150.00.- /張 page
英文輸入及雷射列印	English input with laser print out	\$100.00.- /張 page
速遞 Courier		
商業區 / 市區	Commercial district	\$100.00.- /每次 per order
海外 / 國內	Overseas / Mainland China	報價 to be advised
租用會議室 Use of Conference room		
視乎會議室地點及大小 Subject to Conference room sizes and locations		\$100.--\$500.-/小時 hrs
公司名牌 Company Signage		
首次製作印刷費	Production Fee (One off)	\$600.00.-
附加標誌製作印刷費	Production Fee (Logo)	\$100.00.-
服務費(按季收費)	Quarterly Fee	\$375.00.-
更改資料收費 Service charge on the change of detail		
改組合聯絡人(資料) Data Change of Contact Person		免費 Free
改聯絡人(姓名) Change of Contact Person		\$200.00.- /位 person
改公司名稱 Change of Company Name		\$200.00.- /次 time
加公司名稱 (只可加 1 間, 負責人必須與主公司相同) Additional Company Name (The contact person of the added company must be the same person as the Company stated in the contract)		\$150.00.- /月 month



投訴及意見

SUGGESTIONS & COMPLAINT

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如對任何服務不滿意或有意見，歡迎聯絡我們，我們將立刻處理及回應，所有投訴及意見將絕對保密。

※ 投 訴 熱 線 ※

香港專線 : (852) 8206 0133

中國專線 : (86) 135 0280 8193

電郵地址 : complaint@sbc.com.hk

Please feel free to contact us should you have any suggestions or complaints against our services. All suggestions or complaints will be responded promptly and information provided will be kept confidentially.

※ COMPLAINT HOTLINE ※

Hong Kong : (852) 8206 0133

China : (86) 135 0280 8193

e-mail address : complaint@sbc.com.hk