



# Ordering Information

## 1) HOW TO ORDER

### A. Order by Phone (Credit Card\* only)

Please call the Ordering Hotline 2918-1407 between 10am and 10pm, Sunday to Saturday. Ordering cut-off time is 6pm. Any orders placed after 6pm will be processed on the following day. Please provide us with the following information:

- Your credit card number and expiry date
- Your address and contact telephone number
- Reference number of each hamper or item and the required quantity
- Recipient's name(s), address(es) and contact telephone number(s)
- Required date of delivery

### B. Order Online

Please visit [www.greatfoodhall.com/christmas](http://www.greatfoodhall.com/christmas). Complete the order form and email to [greatcs@asw.com.hk](mailto:greatcs@asw.com.hk).

### C. Order by Fax (Credit Card\* only)

Please fax the completed order form and credit card payment details to us at 2918-0091.

### D. Order In-Store (Cash, Credit Card\* or EPS)

You may place your order in person at the Guest Relations Counter in **great**.

\*Credit Card: Please note that your signature is required on the Order Form for credit card orders. For American Express cardholders, please also supply us with the 4-digit security code which is printed on the top right hand corner above the last 5 digits of your credit card number.

## 2) DELIVERY INFORMATION

- All orders must be placed by December 19, 2014 to ensure delivery before December 23, 2014.
- Please allow 4 working days for delivery. For details of our express delivery service, please call 2918-1407.
- Your hamper(s) will be delivered between 9am and 6pm on the day selected.
- Delivery is free to Hong Kong Island, Kowloon and New Territories (except Outlying Islands) with a \$400 minimum order.
- An additional re-delivery charge will apply to any unsuccessful delivery due to incorrect or insufficient information provided by the customer/recipient. For Hong Kong Island, Kowloon and New Territories, the charge will be \$30; for Tung Chung and Discovery Bay, the charge will be \$180 and \$210 respectively.
- **great** will do its best to honour specific delivery dates and times but will not be liable for any late delivery.
- All hampers containing perishable items will be marked as such and the responsibility for the refrigeration of perishable components lies with the recipient.

## 3) COLLECTION

If you prefer to collect your hamper(s) personally, please call 2918-1407 for details.

## 4) GENERAL INFORMATION

- The term "hamper" is defined as a collection of food and non-food items packaged in a container such as a printed cardboard box, wicker basket or cooler bag. Please note that for photographic purposes, props such as dishes, glasses and ornaments which have been used, may not be included.
- All hampers are fully itemised and described in the catalogue.
- All offers in this catalogue are valid until December 31, 2014 unless otherwise stated.
- All hampers are subject to availability. If due to unforeseen circumstances it is necessary to substitute an item, the item will be of equal or greater value than that which it replaces.
- All hamper orders are charged immediately upon receipt of the order.
- MoneyBack points will be rewarded for all Christmas hamper purchases.
- A gift card containing your personal message may be included upon request.
- An additional \$85 re-wrapping fee will be charged for extra products added to each hamper.
- Cancellations or alterations must be made within 48 hours of ordering. Please contact us by phone at 2918-1407 or email at [greatcs@asw.com.hk](mailto:greatcs@asw.com.hk).
- We are unable to accept the return of hampers containing goods, which by nature are liable to spoilage, i.e. hampers containing food and wines.
- Customers' statutory rights to a refund of the purchase price for goods that are not of a satisfactory quality, not fit for the purpose originally intended or not as described, are unaffected. Exchange of items, in these circumstances, will be via gift coupons (no monetary reimbursement).

While all care has been taken to ensure prices and other information relating to the products offered in this catalogue (including vintages of wine) are correct, **great** does not warrant that all products offered in-store, or the price of such products will be identical to that featured in this catalogue. All offers featured in this catalogue are subject to availability. **great** reserves the right to change or withdraw the offers in this catalogue at any time without notice. **great** has the sole discretion to make any final decisions should any dispute arise in relation to the contents of this catalogue. **great** disclaims any responsibility or representations for any error, omission or misstatement in this catalogue and will not be liable for any loss arising from the contents of this catalogue.

