

# 【ACCVAL 艾惟雅 - 佳居網】服務條款

艾惟雅國際企業有限公司（以下簡稱“我們”）於中華民國一百〇一年三月十九日在台灣經台北市市政府核准設立與註冊，主要之營業項目為電子、電器、五金等產品之製造、批發、零售、與租賃服務等。網站「ACCVAL 艾惟雅 - 佳居網」(<http://www.accval.com>)（以下簡稱“我們的網路商店”）為我們所經營與管理。我們的顧客（以下簡稱“您”）於本網站進行購買產品、裝置或服務（以下簡稱“產品”）之過程，依中華民國(台灣)之消費者保護法（以下簡稱“消保法”）之規定，我們藉由我們的網路商店公開告知您我們的服務條款（以下簡稱“服務條款”）以確保您的消費權益，請您謹慎審閱。當您瀏覽與使用我們的網路商店購物時，即表示您已閱讀、瞭解、接受並同意此服務條款及本服務條款所訂之所有內容。如果您不接受這服務條款，請不要使用我們的網路商店。我們保留權力在任何時間修改此服務條款，修訂後之服務條款在公告於我們的網路商店後立即生效。我們建議您應該定期訪問我們的網路商店來查看任何更新的服務條款。

## 第一條：會員機制

我們歡迎您自由的瀏覽與使用我們的網路商店。您可以瀏覽或申請加入我們的會員，只要通過我們的網路商店建立您個人的帳戶便能成為我們的會員（以下簡稱“會員或會員身分”）。當您成為我們的會員，這意味著您授權與同意我們在您的會員身分期間內直接聯絡您向您收集您的個人資料。您的個人資料將依據我們的隱私政策加以保護，我們不會將您的個人資料透露給任何無關的第三方。

同意的年齡：

使用本網站與申請成為我們的會員帳戶，即表示您在台灣已經滿 18 歲，或您在您居住的國家已經滿法定年齡，或是您給予我們您的同意去允許任何您的未成年子女使用此網站。

取消與終止：

您可以在任何時間向我們發送一封電子郵件 [info@accval.com](mailto:info@accval.com) 或郵寄到我們公司的地址如下，來取消您的會員身分。注意！在取消您的會員身分後，本服務條款將會立即終止，且您在會員身分期間所有的累積獎勵點數與其他會員權益將會立即完全失效與無價值。  
10860 臺北市中華路二段 300 巷 13 弄 9 號（艾惟雅國際企業有限公司）[主題：取消我的會員身分]

## 第二條：價格與付款

售價：

所有產品展示於我們的網路商店的售價皆已內含 5% 的台灣加值型營業稅。我們所有產品的售價如有更改，恕不事先通知您。我們盡最大努力維護相關產品資訊的準確度（例如：售價、產品型號、與產品規格等）。儘管如此這些資訊可能無法 100% 準確、全面、與即時。如果相關產品信息一旦發現有誤或錯字，我們保留權利隨時改變我們的售價、修改相關的錯誤、拒絕接受您的訂單、或取消您已經確認的訂單。我們對拒絕或取消您的訂單將不負任何補償或賠償責任。

產品：

本公司保留在任何時間進行產品（或任何零件或內容物）的修改或終止銷售，恕不事先通知您。我們對產品的任何修改、售價更改、暫停或終止銷售，我們對您或任何第三方概不負責。

訂單：

您可以在產品安排寄出前通過我們的網路商店辦理取消訂單、或於我們上班時間聯絡我們取消訂單。我們保留權利拒絕您任何訂單的權利。依據我們單獨的判斷我們可以來限制或取消您購買的數量。

採購資料的準確：

您同意提供最新、完整和準確的購買和帳戶資料(例如：電子郵件地址、郵寄地址、行動電話號碼、信用卡號碼和到期日等)供您在我們的網路商店所有的採購與訂單使用。如果相關的資料不完整或不準確，我們保留權利拒絕您任何訂單的權利。

統一發票：

您通過我們的網路商店所購買產品的統一發票，我們將在您確認與完成訂單後 7 個工作天後，將它寄送到您的收貨地址。如果您需要開立三聯式統一發票時，請在進行結帳時將您所需要的公司統一編號與公司全名填入備註說明欄中。

付款機制：

我們使用與接受以下的付款機制：Visa、Master Card、與 PayPal 來進行付款與退款作業。

付款機制之安全：

如果您選擇直接支付來完成您的交易，他們將會存儲您的信用卡之資料。他是通過支付卡產業資料安全標準（PCI DSS）的加密。您的購買交易資料只被存儲用來完成購買交易，一旦交易完成，您的購買交易信息將會被刪除。所有直接支付堅持通過由 PCI 安全標準委員會所制定的 PCI-DSS 標準，那是一個諸如 VISA、Master Card、和 PayPal 都加入的管理指標。PCI-DSS 的規定有助於確保我們的網路商店及它的服務供應商對信用卡信息的安全處理。

## 第三條：運送與運費

送貨到台灣本島地區內：

- \* 免運費方案：當您在我們的網路商店購物每筆訂單滿(≥)TW\$490 時，我們提供免運費寄送服務。
  - \* 基本運費：當您在我們的網路商店購物每筆訂單未滿(<)TW\$490 時，我們收取運費 TW\$79。
  - \* 預計寄達天數：每筆訂單確認後，預計約 3 到 5 個工作天內寄送到您指定的收件地址。
- ！注意！送貨地址限台灣本島地區內。

送貨到台灣離島地區：

！抱歉！我們目前尚無法提供此地區寄送產品之服務。我們建議您委託您在台灣本島親朋好友的代購或代為收取產品。

送貨到中國大陸、香港、澳門地區：

- \* 免運費方案：當您在我們的網路商店購物每筆訂單滿(≥)TW\$9,900，我們提供免運費寄送服務。
- \* 基本運費：當您在我們的網路商店購物每筆訂單未滿(<)TW\$9,900，我們收取運費 TW\$599，但不包含寄到該地區所有產生之進口關稅與其他相關進口費用。
- \* 進口關稅與其他相關進口費用：您必須負擔產品寄到該地區所有產生之進口關稅與其他進口清關與處理費用。
- \* 預計寄達天數：每筆訂單確認後，預計約 4 到 6 個工作天內寄送到您指定的收件地址。

送貨到某些特定亞洲國家：

- \* 目前我們只能提供送貨服務到下列特定亞洲國家：印尼、日本、馬來西亞、菲律賓、新加坡、韓國、泰國、與越南。
- \* 免運費方案：當您在我們的網路商店購物每筆訂單滿(≥)TW\$14,900，我們提供免運費寄送服務。
- \* 基本運費：當您在我們的網路商店購物每筆訂單未滿(<)TW\$14,900，我們收取運費 TW\$799，但不包含寄到該地區所有產生之進口關稅與其他相關進口費用。
- \* 進口關稅與其他相關進口費用：您必須負擔產品寄到該地區所有產生之進口關稅與其他進口清關與處理費用。

\* 預計寄達天數：每筆訂單確認後，預計約 5 到 7 個工作天內寄送到您指定的收件地址。

收件地址與收件人：

\* 您所指定的收件地址與收件人必須為一個真實與正確的地址與收件人姓名。

！注意！如果因為您所提供的收件地址與收件人姓名有錯誤而造成您所訂購之產品延誤與無法順利寄送時，您必須負擔產品寄回與再次安排寄出的物流運費及到該地區所有產生之關稅與其他相關進口費用。恕我們無法負擔此項錯誤所造成的物流運費及延遲寄送。

！注意！我們不接受郵政信箱號碼。

！注意！我們保留權力來決定是否接受此一訂單。

預計寄達天數：

\* 上述我們所提供的預計寄達天數是以工作天來計算且不含週六、週日及台灣國定假日。

\* 上述我們所提供的預計寄達天數是一個根據物流業者經驗之預估值而不是一個保證值，且可能因各國海關法規和清關作業差異而產生無法預期地延誤。

\* 若在我們的預計寄達天數後仍未收到產品，請您立刻聯絡我們，讓我們來追蹤與解決此寄送問題。

\* 如果遇到颱風、地震、其它天災，與其他不可抗拒之因素，我們將直接暫停或順延寄送，並且試著連絡與通知您該項暫停或順延的安排。

送貨方式：

\* 當您在我們的網路商店所訂購之產品，將透過台灣中華郵政送達您的指定收件地址。

！注意！收件地址限定台灣中華郵政與其 EMS 國際快捷可服務與可寄達的地點。

！注意！我們保留權力來選擇與使用其他的物流業者與物流的方法。

#### 第四條：退貨、換貨及退款

您在我們的網路商店購物，如果您對所購買的產品不滿意，您可以在產品到貨簽收日日後七天內(以下簡稱"猶豫期"，依據中華民國(台灣)之消保法七天猶豫期之規定)申請退貨。請您先在我們的上班時間先聯絡我們並說明辦理該產品退貨的基本資料與主要理由，以便我們做進一步的改善，欲申請退貨的產品經我們的確認符合退貨基本條件後，再請依據後續退貨程序完成退貨及退款。退回的產品必須是全新、包裝未拆封、未受損與改變的原有包裝狀態(註：相關細則請參閱下列注意事項)以確保該退貨產品其價格、價值與外觀無任何損耗，使我們得以將該項被退貨的產品再次順利地銷售給其他客戶。此猶豫期不是一個免費試用與使用期，謝謝您的支持與諒解。

我們的網路商店無法直接受理網路上換貨。我們接受換貨的條件僅限於若您所收到是產品本身的瑕疵或寄錯的產品且僅限相同產品型號的更換，在此情況下，您想要辦理換貨，您必須在七天猶豫期內按照退貨程序辦理及完成該產品的退貨後(註：相關細則請參閱下列注意事項)，再重新在我們的網路商店上重新下單購物相同產品。

有關台灣本島客戶，在七天猶豫期內，每張訂單我們僅提供一次免運費退貨或換貨服務，若您的退貨或換貨產品經我們確認符合我們的退换货基本條件後，每張訂單我們僅補貼一次免運費退貨或換貨服務且物流運費補貼上限為台幣 79 元，此運費補貼僅限台灣本島客戶與原收貨地址在台灣本島內。若同筆訂單中同時有想要退貨與需要換貨的產品，我們建議您請務必將所需退貨與換貨的產品集中辦理一批次寄回給我們，因為我們視此次為您的第一次的退貨或換貨而且僅補貼一次退貨或換貨的物流運費，在此第一次辦理退貨或換貨申請後(含第二次與第二次以上，及第一次換貨後產生的新訂單編號仍視為是原先訂單號碼所延伸之同一筆訂單)，則您必須自行負擔額外退貨或換貨產品由您寄回給我們與由我們寄出給您所產生的所有來回的物流運費。

有關國外客戶(我們目前可服務地區只限定中國大陸、香港、澳門地區與下列亞洲國家：印尼、日本、馬來西亞、菲律賓、新加坡、韓國、泰國、與越南)也適用此七天猶豫期來辦理退貨、換貨及退款，每張訂單我們僅接受一次退貨或換貨服務，您必須自行負擔退貨或換貨時寄回給我們所有產生之運費、進口關稅與其他進口清關與處理費用。

！注意！我們對於短期間內有密集性或連續性辦理退貨或換貨的客戶，保留權利不接受其新訂單或不經事先通知逕行限制其會員帳號或停止其會員權益。請您謹慎選擇後再行辦理退换货流程，感謝您的理解與支持。

！注意！基本上，我們在您所訂購的產品出貨包裝時皆會採取適當包裝方式，同時進行訂單與產品型號查核比對、產品外觀與外包裝檢驗，且會將相關查核與檢驗影像記錄與存證以供必要時參考。

注意事項：

(1) 產品符合退换货產品的基本條件：

\* 退换货回產品的基本條件必須是全新、包裝未拆封、未受損與改變的原有包裝狀態包括包裝樣式、包裝外觀、包裝清潔、發票、主要產品、周邊零配件、保固卡、相關操作手冊、贈品、優惠券、或優惠點數等。

\* 換貨的基本條件僅限於若您所收到是產品本身的瑕疵或寄錯的產品且僅限相同產品型號的更換。

\* 我們將在判定是否接受您的退换货前，我們保留權力要求您提供您想退貨或換貨產品的主要理由以供我們參考、紀錄與改善。請將退貨或換貨產品的主要理由以敘述文字(doc 或 txt 文字檔案格式)與產品影像(jpg 或 bmp 圖像檔案格式；mp3 或 mp4 影音檔案格式)表示，並將該主要理由以電子郵件寄給我們(info@accval.com)。

！注意！我們保留權利不接受您的退貨、換貨及退款，如果將退回的產品不符合前述之基本條件，例如：因您個人不當搬運、開封、拆卸、產品外包裝與外觀貼上任何物流單與貼紙、產品外觀色彩差異性、與使用產品與包裝所造成髒污、刮傷、凹痕、損毀、故障、或是發票與配件不齊全者等，我們將無法受理該產品的退换货與退款，且您將額外負擔該產品重新由我們寄回給您的物流運費。

！注意！下列特別標定產品無法適用於此猶豫期條款：

例如：客製化產品、特殊包裝產品、出清產品、食品、耗材、個人衛生用品、軟體類、影音光碟類、或著作權類等產品之原包裝皆不得拆封，如果一經拆封恕不接受退貨、換貨及退款。

(2) 如何計算七天猶豫期？

\* 七天猶豫期之計算：如果您於 12 月 01 日當日簽收產品，您可以在 12 月 8 日內(含 12 月 8 日當日)之七天猶豫期內(包含星期六、星期日與國定假日)於我們上班時間內聯絡我們辦理該產品的退貨、換貨及退款，但 12 月 9 日當日起視同您已經驗收完成不得再主張退貨、換貨及退款。

！注意！此七天猶豫期不是一個免費試用與使用期。

！注意！產品簽收日是指郵戳日期或您的簽名日期(包含您的家人、您住家或辦公處所之大樓管理員、或其他您事先通知我們之指定收貨人)。

(3) 退貨與換貨程序：

\* 在七天猶豫期內，每張訂單我們僅提供一次退貨或換貨服務。

\* 退貨程序：

- Step No. 1, 聯絡客服：如果您想辦理產品的退貨，請於我們的上班時間先聯絡我們並說明辦理該產品退貨的基本資料(例如，客戶姓名，客戶手機號碼，訂單號碼，訂單日期，產品名稱與產品型號)與主要退貨理由(含敘述文字與產品影像)。

- Step No. 2, 授權退貨：經我們的確認符合退貨基本條件後，取得我們的退貨授權號碼(RMA No.)，即可進行後續退貨程序。若產品不符合退貨基本條件，恕我們無法接受該產品的退貨。

- Step No. 3, 打包退貨：請您務必將確定退貨的產品放入原簽收的外包裝紙箱內或台灣中華郵政便利箱袋或其他物流業者的紙箱或破壞袋並打包牢固。

- Step No. 4, 寄回退貨：在七天猶豫期內親自到您附近的台灣中華郵政使用台灣國內包裹或便利箱袋或經其他物流業者寄回給我們的客服中心(收件地址如下)。國外客戶在當地郵政辦理寄送時，請於當地郵政 POST EMS 寄送表單 (EMS Shipping Form)的"內裝物品(Description of Contents)"的表格內於產

品名稱後加註"退貨產品(Returned Goods)與退貨授權號碼(RMA No.)"。

- **Step No. 5**, 完成退貨: 寄送後請到我們的網路商店上辦理退貨程序之完成, 請記得同時將我們的退貨授權號碼(RMA No.)與台灣中華郵政或其他物流業者之"郵寄收據日期與郵件編號末五碼"填入備註欄以供雙方驗證與存查。

\* 換貨程序: 我們的網路商店無法直接受理網絡上換貨。換貨時必須先依照退貨程序辦理與完成退貨, 再重新在我們的網路商店上重新下單購物相同產品型號。此時所產生的新訂單編號仍視為是原先訂單號碼所延伸之同一筆訂單。

- **Step No. 1**, 聯絡客服: 您想要辦理換貨, 請於我們的上班時間先聯絡我們並說明辦理該產品換貨的基本資料(例如, 客戶姓名, 客戶手機號碼, 訂單號碼, 訂單日期, 產品名稱與產品型號)與主要換貨理由(含敘述文字與產品影像)。

- **Step No. 2**, 授權換貨: 經我們的確認符合換貨基本條件後, 取得我們的換貨授權號碼(RMA No.), 即可進行後續換貨程序。若產品不符合換貨基本條件, 恕我們無法接受該產品的換貨。

- **Step No. 3**, 打包換貨: 請您將務必將確定換貨的產品放入原簽收的外包裝紙箱內或台灣中華郵政便利箱袋或其他物流業者的紙箱或破壞袋並打包牢固。

- **Step No. 4**, 寄回換貨: 在七天猶豫期內親自到您附近的台灣中華郵政使用台灣國內包裹或便利箱袋或經其他物流業者寄回給我們的客服中心(收件地址如下)。國外客戶在當地郵政辦理寄送時, 請於當地郵政 POST EMS 寄送表單 (EMS Shipping Form)的"內裝物品(Description of Contents)"的表格內於產品名稱後加註"退貨產品(Returned Goods)與退貨授權號碼(RMA No.)"。

- **Step No. 5**, 完成換貨: 寄送後請到我們的網路商店上辦理換貨程序之完成, 請記得同時將我們的換貨授權號碼(RMA No.)與台灣中華郵政或其他物流業者之"郵寄收據日期與郵件編號末五碼"填入備註欄以供雙方驗證與存查。再重新在我們的網路商店上重新下單購物相同產品型號。

\* 退貨與換貨收件地址:

10860 臺北市萬華區中華路二段 300 巷 13 弄 9 號

(艾惟雅國際企業有限公司 - 客服中心)

! 注意! 當您將退貨或換貨產品交由任何您自行所選定的物流業者寄回給我們過程中, 若發生產品遺失或損傷, 您必須自行負責與該物流業者聯絡處理該產品遺失或損傷的問題, 同時自行負擔該產品遺失或損傷的費用且此費用將在七天猶豫期後直接由我們原先提供給您的退貨金額中扣取或換貨時另外向您收取該項遺失或損傷的費用。

(4) 猶豫期中退貨的退款方式:

\* 有關台灣本島客戶, 您在猶豫期中辦理退貨產品的金額(我們提供該產品的價格金額外加我們提供該筆訂單一次免運費退貨的物流運費補貼, 運費補貼上限為台幣 79 元, 實際補貼金額將依據您在台灣中華郵政或其他物流業者所選用退寄的方式核實, 且限原收貨地址在台灣本島內), 我們將退款到您原來使用的信用卡帳戶, 該退貨產品的退款金額將會出現在您信用卡帳戶的下一期帳單。

\* 有關國外客戶, 您在猶豫期中辦理退貨產品的金額(我們僅提供該產品的價格金額, 但不會包含任何您已支付之國際物流運費、進口關稅與其他進口相關費用), 我們將退款到您原來使用的信用卡帳戶, 該退貨產品的退款金額將會出現在您信用卡帳戶的下一期帳單。

! 注意! 如果相關退款金額在您下一次信用卡帳單中有錯誤時, 請儘速聯絡我們加以處理與解決。

(5) 猶豫期後之故障處理:

\* 如果您的產品的損壞剛好在過七天猶豫期後發生, 損壞的產品將依據我們的保固和維修條款進行處理。同時, 您必須自行負擔該產品寄出給製造商, 以及與由製造商寄回給您任何來回程序所產生的物流運費、進口關稅與其他進口相關費用。

## 第五條：保固與維修

我們為您提供的有限保固和維修服務是依據由原始製造廠商、或其官方在台灣分公司、或其在台灣授權的經銷商（以下簡稱為“製造商”）針對台灣市場所提供的製造商標準有限保固條款（下簡稱為“保固”）和有限維修條款（以下簡稱為“維修”）。

售後服務維修於保固期限內或保固期限後:

(1) 維修服務將完全由製造商的服務和維修單位依據製造商的保固和維修條款來管理與執行。

(2) 如果您的產品發生故障, 您可以直接聯繫製造商的服務和維修單位, 並將故障的產品寄送最靠近您的服務和維修單位。

(3) 如果您無法收到製造商的回應, 我們將幫助您聯繫製造商的服務和維修單位。然而, 您必須負責該故障產品之後續處理程序。

(4) 您必須自行負擔該產品寄出給製造商, 以及與由製造商寄回給您任何來回程序所產生的物流運費、進口關稅與其他進口相關費用。

## 第六條—智慧財產權

商標和著作權:

所有標誌、照片、圖形、服務口號、和文稿展示在我們的網路商店是我們的商標, 服務標記, 或著作權。然而任何其他不是我們擁有的商標, 服務標記, 或著作權均屬於其各自的所有權人。您理解並同意所有此類商標、服務商標、或著作權皆受到中華民國(台灣)或其他國家智慧產權法的保護。您了解並同意不使用或侵犯我們的相關權益。

專利:

所有產品、設計、技術、網站設計、和經營方式展示在我們的網路商店皆受到中華民國(台灣)或其他國家智慧產權法的保護。您了解並同意不使用或侵犯我們的相關權益。

## 第七條—隱私政策

請直接在我們的網路商店參考我們的隱私政策。

## 第八條—免責聲明

我們清楚表示對於產品與服務本身、或產品與服務之使用中或與使用結果, 不提供任何明示或默示、書面或口頭的擔保或陳述, 包括但不限於任何產品與服務品名的所有權、商業適銷性、質量保證、規格說明、安全性質、特定目的之適用性及未侵害第三方的權利。

## 第九條—責任限制

我們的責任應僅限於對產品的修理或換貨或對產品與服務以購買價格辦理退款, 且我們有權來選擇處理的方法, 並且無論在任何情況下, 我們對於任何附帶性損害或衍生性損害, 不管任何理由我們皆不承擔其責任。

## 第十條—賠償

您同意賠償, 捍衛和維護我們的網路商店和我們的母公司、子公司、關聯公司、合作夥伴、管理人員、董事、代理人、承包商、授權人、服務商、分包商、供應商、實習生和員工, 因任何第三方或因您造成違反本服務條款或包括引用的文件, 或您違反任何法律或第三方的權利。使我們的網路商店和我們等從任何索賠或要求(包括合理的律師費)時無害。

## 第十一條—棄權

我們對本服務條款中任何條款或條件未能堅持其性能或行使其任何權利時, 在本服務條款下於將來不得放棄此類條款、條件或權利, 也不應被視為放棄任何其他條款、條件或權利。

## 第十二條－不可抗力

我們概不負責因下列因素造成相關物流業者無法完成其任務或於送貨時中斷或延誤，例如：罷工、騷亂、火災、洪水、颱風、爆炸、地震、戰爭、或任何類似的原因是超出了我們所能控制的合理範圍。如果任何不可抗力事件發生時，我們會試圖通知您但無法保證能確實聯絡到您。

## 第十三條－修改本服務條款

我們保留隨時修改本服務條款的權利，所以請經常查閱。本服務條款的修改與澄清，在張貼於我們的網路商店上後將會立即生效。

## 第十四條－問題和聯繫信息

如果您有任何問題、建議、希望購買產品、或商業合作方案，請聯繫我們 [info@accval.com](mailto:info@accval.com)。

[主旨：問題、建議、希望購買產品、或商業合作方案]

## 第十五條－準據法

除個別契約另有約定外，任何因使用本網站所提供之資訊及服務所產生之爭議或訴訟，均以中華民國(台灣)法律為準據法，並以台灣台北地方法院為第一審管轄法院，任何爭議或訴訟以華語與華文進行調解，此“服務條款”的英語版本僅作為外國語言用戶之參考。如果華文版本與英文版本存在任何差異，以華文版為準據。

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# 【ACCVAL Online Store 艾惟雅 - 佳居網】 SERVICE TERMS

ACCVAL, INC. (hereinafter referred to as "We or Us or Our") was registered and certificated by Taipei City Government in Taiwan on March 19th of 2012 with major businesses in manufacture, wholesale, retail, and rental services of electronics, electric appliance, hardware, and etc. The website of 「ACCVAL 艾惟雅 - 佳居網」 (<http://www.accval.com>) (hereinafter referred to as "Our Online Store") is operated and managed by us. Our customer (hereinafter referred to as "You or Your") browse and use our online store for buying products, devices, or service (hereinafter referred to as "the Product"). Our service terms and conditions listed as follows (hereinafter referred to as "the Service Terms") should be presented to you via our online store in public for your review to ensure your consumption right, in accordance with Consumer Protection Law of R.O.C. (Taiwan) (hereinafter referred to as "the Consumer Protection Law"). Please review it carefully.

When you browse and use our online store for shopping, it means that you have read, understood, accepted, and agreed to the service terms and all of the contents in the service terms. If you do not accept the service terms, please do not use our online store. We reserve the right to amend the service terms at any time. The publication of the amended service terms would be valid right after it is posted in our online store. We suggest that you should visit our online store periodically to review any updated service terms.

## SECTION 1 – MEMBERSHIP

We welcome you to freely browse and use our online store. You may browse or apply for our membership by creating your own account (hereinafter referred to as "the Member or Membership") via our online store. After you become our member, it means that you authorize and agree us to directly contact and collect your personal information during your membership period. Your personal information would be protected by our privacy policy and will not be disclosed to any irrelevant third party.

### Age of Consent:

By using this website and applying for our membership account, you represent that you are at least 18 years old in Taiwan, or at the statutory age in your country, or you have given us your consent to allow any of your minor dependents to use this website.

### Cancellation and Termination:

You may cancel your membership by sending us an email [info@accval.com](mailto:info@accval.com) or mailing your request to our office address as follows at any time. Attention! The service terms will be immediately terminated and all of your accumulated bonus and other membership privileges will be immediately and completely invalid and null after your cancellation.

No. 9, Alley 13, Lane 300, Chunghua Rd., Sec. 2, Taipei 10860, TAIWAN (ACCVAL, INC.) [Subject: Cancel My Membership]

## SECTION 2 – PRICE AND PAYMENT

### Sales Price:

All sales prices of our products listed on our online store already include 5% of Taiwan VAT (Value-Added Tax). All sales prices for our products are subject to change without a prior notice to you. We do our best to maintain the accuracy of the relevant product information (e.g. sale price, product model number, product specification, and etc.) . Nevertheless, these information might not be 100% of accuracy, full, and real-time. In case, the relevant product information once found is wrong or typo, we reserve the right to change our sales price, amend the relevant mistake any time, refuse to accept your order, or cancel your confirmed order. We shall not pay any compensation and liability to you due to refusing or cancelling your order.

### Product:

We reserve the right at any time to modify or discontinue the product (or any part or content thereof) without a prior notice to you. We shall not be liable to you or to any third-party for any modification, price change, suspension or discontinuance of the product.

### Order:

You may cancel your order via our online store or contacting us during our office hours before the product is being shipped out. We reserve the right to refuse any order you place with us. We may, in our sole discretion, limit or cancel quantities purchased.

### Purchasing Information Accuracy:

You agree to provide updated, complete, and accurate purchase and account information (e.g. email address, shipping address, mobile phone number, and credit card number and expiration date, etc.) for all purchases made on our online store. If the relevant information is not complete and accurate, we reserve the right to refuse any order you place with us.

### Uniform Invoice:

A uniform invoice for product you purchased via our online store would be sent to your shipping address 7 working days after you confirm and complete your order. If a triplicate uniform invoice is needed by you, you should provide and fill out your needed company uniform code and company full title into the remark column during the checking-out process.

### Payment Gateway:

We use and accept the following payment gateways: Visa, Master Card, and PayPal for payment and refund operation.

### Payment Gateway Security:

If you choose a direct payment gateway to complete your purchase, then their online stores your credit card data. It is encrypted through the Payment Card Industry Data Security Standard (PCI-DSS). Your purchase transaction data is online stored only as long as is necessary to complete your purchase transaction. After that is complete, your purchase transaction information is deleted. All direct payment gateways adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, Master Card, and PayPal. PCI-DSS requirements help ensure the secure handling of credit card information by our online store and its service providers.

## SECTION 3 – SHIPPING AND SHIPPING COST

### Delivery within the Main Island of Taiwan:

- \* Free Shipping Program: We would offer you a free-shipping service when each order amount is equal to or more than TW\$490 via our online store.
  - \* Basic Freight Cost: We will charge you a freight cost of TW\$79 when each order amount is less than TW\$490 via our online store.
  - \* Forecast Delivery Day: After your order is verified by us, the product would be delivered to your designated shipping address around 3 to 5 working days.
- ! Attention! The shipping address is limited in the main island of Taiwan.

### Delivery to the Remote Islands of Taiwan:

\* Pardon! We are currently not able to deliver the product to those islands. We suggest you to assign your relatives or friends in the main island of Taiwan to assist you for placing orders or receiving the product.

Delivery within Mainland China, Hong Kong, and Macao regions:

- \* Free Shipping Program: We would offer you a free-shipping service when each order amount is equal to or more than TW\$9,900 via our online store.
- \* Basic Freight Cost: We will charge you a freight cost of TW\$599 when each order amount is less than TW\$9,900 via our online store. It does not include any incurred import duty and other import charges.
- \* Import Duty and Other Relevant Import Charges: You should be responsible for any incurred import duty and other custom clearance and processing charges to your regions.
- \* Forecast Delivery Day: After your order is verified by us, the product would be delivered to your designated shipping address around 4 to 6 working days.

Delivery to Specific Asian Countries:

- \* We currently could provide the delivery service to the following specific Asian countries: Indonesia, Japan, Malaysia, Philippines, Singapore, South Korea, Thailand, and Vietnam.
- \* Free Shipping Program: We would offer you a free-shipping service when each order amount is equal to or more than TW\$14,900 via our online store.
- \* Basic Freight Cost: We will charge you a freight cost of TW\$799 when each order amount is less than TW\$14,900 via our online store. It does not include any incurred import duty and other import charges.
- \* Import Duty and Other Relevant Import Charges: You should be responsible for any incurred import duty and other custom clearance and processing charges to your countries.
- \* Forecast Delivery Day: After your order is verified by us, the product would be delivered to your designated shipping address around 5 to 7 working days.

Shipping Address and Recipient:

- \* Your designated shipping address and recipient must be real and actual address and recipient name.
- ! Attention! If the shipping address and recipient name provided by you is wrong to cause any delay and missed-delivery, you should be responsible for shipping back and re-shipping freight costs, and any incurred import duty and other custom clearance and processing charges. We feel sorry that we will not be responsible for any incurred freight cost, import duty, other relevant import charges, and delay due to such a mistake.
- ! Attention! We do not accept Post Office Box Number.
- ! Attention! We reserve a right to decide to accept your order or not.

Forecast Delivery Day:

- \* The above forecast delivery day is counted by working days and not including Saturday, Sunday, and Taiwan national holidays.
- \* The above forecast delivery day is an estimated lead time and not a guaranteed lead time. It might be delayed due to custom regulation and clearance processing variation.
- \* Please immediately inform us for a further tracking and solving this delivery issue if the product is not received after the above forecast delivery day.
- \* In case of typhoon, earthquake, other natural disasters, and force majeure, we will directly suspend or postpone the delivery, and try to contact and inform us for such a suspend or postpone arrangement.

Shipping Method:

- \* Your ordered product would be delivered to your designated shipping address by Taiwan Chunghwa Post Office.
- ! Attention! The delivery address is limited upon Taiwan Chunghwa Post and its POST EMS service-able and delivery-able place.
- ! Attention! We reserve a right to select other appropriate logistic forwarders and methods.

#### **SECTION 4 – RETURN · EXCHANGE · AND REFUND**

If you are not satisfied with the product purchased via our online store, you may apply for return within 7 calendar days after the reception day (hereinafter referred to as the "Hesitation Period", referred to R.O.C. (<span class="notranslate">Taiwan</span>) Consumer Protection Law, a 7-day hesitation period rule). Please contact us during our office hour to provide the basic information and main reason of the return product for us to make a further improvement. The return product must be new, unused, and undamaged product in the original box without any devaluation for us to resell it to other customers (Notes, details referred to the following notices). Once the return product is verified by us in conformity with the prerequisite for return, you may follow the remaining return process to complete return and refund. This hesitation period is not a free trial and use period. We appreciate your support and understanding.

Our online store does not accept to exchange product online. We only accept the exchange when the product received by you is a defective itself product or wrongly-delivered product, and the exchange must be returned to you the same product and model number after our verification. Please contact us during our office hour for exchange within the 7-day hesitation period. The exchange process is to follow the return process to return the product back to us at first, then you may place a new order for the same product and model number as the exchange (Notes, details referred to the following notices).

For customers and delivery address in the main island of Taiwan, we would only offer you one-time free return shipping per single order by subsidizing you an amount maximum up to Taiwan Dollar \$79, after your request for return or exchange is verified by us in conformity with the prerequisite for return and exchange product within the 7-day hesitation period. If you want to apply for return and exchange under the same order within the 7-day hesitation period, we suggest you to apply, consolidate, and ship back the intended return and exchange products in one batch which is regarded as your first-time return or exchange and eligible for our one-time free shipping subsidiary. After this first-time return or exchange application (including the second time and above, and the new order number generated during the first time exchange which is regarded as the extension of the original order number), you should be responsible for all freight costs of shipping-back from you and shipping-to from us for those extra return or exchange application.

For foreign customers and delivery address outside of Taiwan (our current service-able regions limited to Mainland China, Hong Kong, and Macao regions, and the following Asian countries: Indonesia, Japan, Malaysia, Philippines, Singapore, South Korea, Thailand, and Vietnam.), we would only accept one-time return or exchange per single order, after your request for return or exchange is verified by us in conformity with the prerequisite for return and exchange product within the 7-day hesitation period. However, you should be responsible for shipping-back freight cost, and any incurred import duty and other custom clearance and processing charges.

! <span class="notranslate">Attention</span>! We reserve a right not to accept any new order from any customer who intensively and continuously requests for return or exchange in a short period of time. We also reserve a right to suspend or terminate the related customer's membership without a prior notice. Please carefully assess and decide to return or exchange. We appreciate your understanding and support.

! <span class="notranslate">Attention</span>! Basically, we will adapt an appropriate packing method, check order item and product model number, conduct product cosmetic and package inspection, and keep a record of the relevant quality checking and inspection photos or videos for a further reference.

Notices:

#### (1) Prerequisite for Return and Exchange Product:

- \* The return and exchange product must be new, unused, and undamaged product in the original box including package, uniform invoice, main product, accessories, labels, warranty cards, relevant manuals, gifts, coupons, bonus points etc.
- \* The exchange product is limited when the product received by you is a defective itself product or wrongly-delivered product, and the exchange must be returned to you the same product and model number after our verification.
- \* We reserve a right to request you to send us (info@accval.com) an email with the main reason for return or exchange with relevant text description (doc or txt text file format) and image (jpg or bmp image file format; mp3 or mp4 video file format) as our reference, record, and improvement before we verify and accept your request for return or exchange.
- ! <span class="notranslate">Attention</span>! We reserve a right not to accept your return, exchange, or refund, if the product to be returned is not in conformity with the prerequisite of return and exchange, e.g. product or package got dirt, scratched, dented, wrecked, or damaged by your improper handle, open, disassembly, and use, or uniform invoice, accessories and spare parts not complete, outlook of product pasted any label, sticker, and shipping slip sticker, color deviation of product outlook etc. We will not accept such a return, exchange, and refund. Then, you should pay this extra freight cost for us to send the return and exchange product back to you.
- ! <span class="notranslate">Attention</span>! Specific Marked Product Not Eligible for the Hesitation Period as Follows:  
For example, customer-made product, special packaging product, clearing-sale product, food, consumptive materials, person hygiene material, software, CD/DVD/Blue Ray disc, other copyright product, or etc. These specific marked products are not accepted for return, exchange, or refund, once their original package is opened.

#### (2) How to Count the 7-Day Hesitation Period?

- \* Calculation of the 7-Day Hesitation Period: If you receive our product on December 1st, you may contact us for return or exchange before and within December 8th during our office hours (including Saturday, Sunday, and Taiwan national holidays). Your request for return or exchange or refund will not be accepted by us since December 9th.
- ! <span class="notranslate">Attention</span>! This 7-day hesitation period is not a free trial and use period.
- ! <span class="notranslate">Attention</span>! The reception date of the product is the date by either your signature or stamp seal (including your family members, janitors of your residential or office locations, or the other consignee authorized by you with a prior notice to us).

#### (3) Refund and Exchange Procedure:

- \* We only accept one-time return or exchange per order within the 7-day hesitation period.
- \* Refund Procedure:
  - Step No. 1, Contact Us: If you want to apply for return within the 7-day hesitation period, please contact us during our office hour to provide the basic information (e.g. customer name, customer mobile phone number, order number, order date, product name and model number) and main reason for such a return (including text and image).
  - Step No. 2, Return Authorization: After the return product is verified by us in conformity with the prerequisite of return product, an authorized RMA No. for this return would be issued to you for you to continue the remaining return process. If the return is not in conformity with the prerequisite of return product, we feel sorry not able to accept such a return request.
  - Step No. 3, Re-pack Return: You need carefully put the return product into the original carton box or Taiwan Chunghwa Post Easy carton box/Easy HDPE packing bag or other logistic forwarder's carton box/HDPE packing bag, and pack it well.
  - Step No. 4, Ship-back Return: You need carry the re-packing of the return product to Taiwan Chunghwa Post store by using Taiwan domestic parcel or Easy box/bag or other logistic forwarder's package to ship the return product back to us. (Notes, the shipping address for the return product is listed as follows). Foreign customer should fill and add "Returned Goods and RMA No." after the product name in the cell of "Description of Contents" inside the POST EMS Shipping Form while visiting your local POST Office and shipping back the return product to us.
  - Step No. 5, Complete Return: After the return shipping is completed at Taiwan Chunghwa Post store, you need log in your account via our online store to complete the return process by filling the authorized RMA No., the date and last 5-digit numbers of Taiwan Chunghwa Post shipping slip for the return product into the column of remarks for a record and verification within the 7-day hesitation period.
- \* Exchange Procedure: Our online store does not accept to exchange product online. The exchange process is to follow the return process to return the product back to us at first, then you may place a new order for the same product and model number as the exchange. The new order number for the new exchange product is still regarded as an extension part of the original order number.
  - Step No. 1, Contact Us: If you want to apply for exchange within the 7-day hesitation period, please contact us during our office hour to provide the basic information (e.g. customer name, customer mobile phone number, order number, order date, product name and model number) and main reason for such an exchange (including text and image).
  - Step No. 2, Exchange Authorization: After the exchange product is verified by us in conformity with the prerequisite of exchange product, an authorized RMA No. for this exchange would be issued to you for you to continue the remaining return process. If the return is not in conformity with the prerequisite of exchange product, we feel sorry not able to accept such an exchange request.
  - Step No. 3, Re-pack Exchange: You need carefully put the exchange product into the original carton box or Taiwan Chunghwa Post Easy carton box/Easy HDPE packing bag or other logistic forwarder's carton box/HDPE packing bag, and pack it well.
  - Step No. 4, Ship-back Exchange: You need carry the packing of the exchange product to Taiwan Chunghwa Post store by using Taiwan domestic parcel or Easy box/bag or other logistic forwarder's package to ship the exchange product back to us. (Notes, the shipping address for the exchange product is listed as follows). Foreign customer should fill and add "Returned Goods and RMA No." after the product name in the cell of "Description of Contents" inside the POST EMS Shipping Form while visiting your local POST Office and shipping back the exchange product to us.
  - Step No. 5, Complete Exchange: After the exchange shipping is completed at Taiwan Chunghwa Post store, you need log in your account via our online store to complete the exchange process by filling the authorized RMA No., the date and last 5-digit numbers of Taiwan Chunghwa Post shipping slip for the exchange product into the column of remarks for a record and verification within the 7-day hesitation period. Then, you may place a new order for the same product and model number as the exchange via our online store.

#### \* Address for Returning the Return and Exchange Product:

<span class="notranslate">No. 9, Alley 13, Lane 300, Chunghua Rd., Sec. 2, Taipei 10860, TAIWAN</span>  
(ACCVL, INC. - Customer Service Center)

- ! <span class="notranslate">Attention</span>! If the return or exchange product is lost or damaged handled by your selected logistic forwarder during the shipping back process, you should be responsible for dealing with the logistic forwarder and the incurred cost for such a loss or damage which would be charged and deducted from the refund amount or charged in the extension order during the exchange process.

#### (4) Refund for Return within the Hesitation Period:

- \* For customers and delivery address in the main island of Taiwan: The amount of the return product (including the purchasing price of the return product, plus a one-time freight cost subsidiary up to Taiwan Dollar \$79 per single order upon the actual freight cost charged by Taiwan Post Office or other logistic forwarder for the delivery within Taiwan main island) within the 7-day hesitation period will be refunded to your credit card account previously charged. The refund amount for the returned product will be listed in your next credit card bill.

\* For foreign customers and delivery address outside of Taiwan: The amount of the return product (including the purchasing price of the return product only, excluding any previously paid international freight cost, import duty, and other import charges.) within the 7-day hesitation period will be refunded to your credit card account previously charged. The refund amount for the returned product will be listed in your next credit card bill. Please contact us right away, if there is any question or mistake.

! Attention! If an error of the relevant refund amount is founded in the next bill of your credit card, please immediately contact us to handle and solve this issue.

(5) Damage Handling after the Hesitation Period:

\* If a damage of your product is happened right after the 7-day hesitation period, the damaged product will be handled and subjected to our warranty and repair terms. In the meantime, you should be responsible for any freight costs of shipping back and shipping to between you and the original manufacturer, import duty, and other import charges.

## **SECTION 5 – WARRANTY AND REPAIR**

We provide you a limited warranty and repair service in accordance with the official standard limited warranty terms (hereinafter referred to as "the Warranty") and limited repair terms (hereinafter referred to as "the Repair") for Taiwan market provided by the original manufacturer or its official branch company in Taiwan or its authorized distributor in Taiwan (hereinafter referred to as "the Manufacturer").

Repair Service Within or After Warranty Period:

(1) The repair service would be completed managed and conducted by the manufacturer's service and repair unit in accordance with the Manufacturer's warranty and repair terms.

(2) If a damage and failure of your product is happened, you may directly contact the manufacturer's service and repair unit, and send the damaged product to the service and repair unit near you.

(3) We will assist you to contact the manufacturer's service and repair unit, if you could not receive a response from the manufacturer. However, you shall be responsible for the following-up process of your damaged product.

(4) You should be responsible for any freight costs of shipping back and shipping to between you and the original manufacturer, import duty, and other import charges.

## **SECTION 6 – INTELLECTUAL PROPERTY**

Trademark and Copyright:

All logos, photos, graphics, service slogans, articles on our online store are our trademarks, service marks, or copyrights. However, any other trademarks, service marks, or copyrights not owned by us are belonged to their respective owners. You understand and agree that all such trademarks, service marks, or copyrights are protected by the Intellectual Property Law of R.O.C. (Taiwan) or other countries. You understand and agree not to use or infringe upon our relevant rights.

Patent:

All products, designs, technologies, website designs, and business methods on our online store are subjected to the Intellectual Property Law of R.O.C. (Taiwan) or other countries. You understand and agree not to use or infringe upon our relevant rights.

## **SECTION 7 – PRIVACY POLICY**

Please directly refer to our privacy policy posted on our online store.

## **SECTION 8 - DISCLAIMERS**

WE EXPRESSLY DISCLAIM ALL WARRANTIES OR REPRESENTATIONS OF ANY KIND, WHETHER EXPRESS OR IMPLIED, WRITTEN OR ORAL, INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE, MERCHANTABILITY AND QUALITY, SPECIFICATION AND SAFETY, AND HARMFUL MATERIAL FITNESS FOR A PARTICULAR PURPOSE AND NO INFRINGEMENT OF ANY RIGHTS OF THIRD PARTY, WITH RESPECT TO THE PRODUCTS AND THE SERVICES, OR THE USE OR RESULTS OF THE PRODUCTS OR SERVICES.

## **SECTION 9 - LIMITATION OF LIABILITY**

Our liability shall be limited to either repair or replacement of the products or refund of the purchase price of the products and services, all at our option, and in no case shall we be liable for incidental or consequential damage of any kind for any reason.

## **SECTION 10 – INDEMNIFICATION**

You agree to indemnify, defend and hold harmless our online store and our parent, subsidiaries, affiliates, partners, officers, directors, agents, contractors, licensors, service providers, subcontractors, suppliers, interns and employees, harmless from any claim or demand, including reasonable attorneys' fees, made by any third-party due to or arising out of your breach of these Terms of Service or the documents they incorporate by reference, or your violation of any law or the rights of a third-party.

## **SECTION 11- WAIVER**

The failure of us to insist on the performance of any of the terms or conditions of this service terms or to exercise any right hereunder shall not be a waiver of such terms, conditions or rights in the future, nor shall it be deemed to be a waiver of any other term, condition, or right under this service.

## **SECTION 12 - FORCE MAJEURE**

We shall not be liable by reason of any failure or delay in the performance of its obligations hereunder on account of forwarder or shipping service interruptions or delays, e.g. strikes, riots, fires, floods, typhoons, explosions, earthquakes, war, or any similar cause that is beyond the reasonable control of us. If any force majeure event occurs, we will try to inform you but we could not guarantee to contact you precisely.

## **SECTION 13 - CHANGE TO THE SERVICE TERMS**

We reserve the right to modify this service terms at any time, so please review it frequently. Change and clarification of the service terms will take effect immediately upon their posting on our online store.

## **SECTION 14 - QUESTIONS AND CONTACT INFORMATION**

If you have any question, suggestion, wish list, or business cooperation proposal, please contact us at [info@accval.com](mailto:info@accval.com).  
[Subject: Question, Suggestion, Wish List, or Business Cooperation Proposal]

## **SECTION 15 - GOVERNING LAW OF JURISDICTION**

Your use of the website is governed by the laws of R.O.C. (Taiwan) for any dispute or litigation. The first court of jurisdiction is Taiwan Taipei Court. Mandarin Chinese is the exclusive language for any dispute or litigation mediation. An English version of the "Service Terms" is made to facilitate reference by foreign language users. In case of any discrepancy between the Chinese and English version of this terms, the Chinese version shall prevail.

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