

## Pacific Place Gift Card Terms & Conditions

(for Private Label Cards with card numbers starting with #232032)

By accepting, purchasing or using the Pacific Place Gift Card (“Pacific Place Gift Card”), issued by 33 Financial Services Limited (“33 Finance”), you agree to be bound by these Terms and Conditions below. “You”, “your” and “cardholder” refer to the person who has purchased and / or is using the Pacific Place Gift Card. In case of dispute, Swire Properties Limited reserves the right of final decision on all matters, at any time without prior notice.

### The Pacific Place Gift Card

1. Pacific Place Gift Card is an anonymous and non-reloadable gift card. Pacific Place Gift Card is available in pre-determined values of HKD500, HKD1,500, HKD3,000, HKD5,000 and HKD7,500 and custom denomination between HKD500 and HKD7,500, subject to availability.
2. The Pacific Place Gift Card is available for purchase at the Level L2 Concierge Desk: 10:00 am-10:00 pm daily.
3. Each person may only purchase Pacific Place Gift Card with a maximum total value of HK\$25,000 per day. For bulk order / corporate purchases (exceeding total value of HK\$25,001 or above), please email to [giftcard@pacificplace.com.hk](mailto:giftcard@pacificplace.com.hk) for further information.
4. Only electronic payment (including Visa, Mastercard, UnionPay, JCB, Diners Club, AliPayHK & WeChat Pay HK, excluding Octopus & AMEX) will be accepted for the payment of purchase Pacific Place Gift Card (**above** points, consumption vouchers under the Hong Kong Government’s Consumption Voucher Scheme, gift vouchers and other means of redemption will not be accepted). All purchased Pacific Place Gift Card is non-refundable and non-returnable.
5. Any spending or payment on or for purchasing of a Pacific Place Gift Card is not eligible for the **above** points registration under the Pacific Place Loyalty Programme – **above**. Eligible Transactions (as defined under the Pacific Place Loyalty Programme – **above** Terms and Conditions) made by Pacific Place Gift Card is eligible for **above** points registration subject to the Pacific Place Loyalty Programme – **above** Terms and Conditions.
6. The Pacific Place Gift Card can only be used for payment for goods and services at the participating merchants of Pacific Place as listed on the Pacific Place website accepting Mastercard, subject to the participating merchants’ final decision and judgement. The Pacific Place Gift Card does not support making a guarantee of

payment at participating merchants. Pacific Place Gift Card is Pacific Place's Private Label Card, its transaction is not the same as other general credit/debit card transactions since the card can be only use in designated area. The Pacific Place Gift Card cannot be used to settle online transactions. For any enquiries on Pacific Place Gift Card, please call the 33 Finance Gift Card Customer Service Hotline (3900 9833/ 3900 9888, Monday-Friday 9:00am-6:00pm).

7. Each time you use the Pacific Place Gift Card for any payment, the amount of each purchase with applicable fees and charges will be immediately deducted from the Pacific Place Gift Card.
8. The fees and charges listed in the Pacific Place Gift Card Fees and Charges Table published on 33 Finance's website are applicable to the Pacific Place Gift Card. By purchasing the Pacific Place Gift Card the cardholder agrees that any applicable fees and charges can be debited directly from the Pacific Place Gift Card. The most updated applicable fees and charges as stated in the Pacific Place Gift Card Fees and Charges Table on website [www.33finance.com](http://www.33finance.com) should be binding on the Pacific Place Gift Card cardholder if the cardholder continues to use or retain the Pacific Place Gift Card. Any such fees and charges may be varied subject to 33 Finance's notice for a period of not less than 30 days.

### **Making a payment with the Pacific Place Gift Card**

9. At the time of payment, the cardholder must present the original Pacific Place Gift Card.
10. Once the available balance in the Pacific Place Gift Card has been fully utilized and the balance has dropped to zero, the relevant Pacific Place Gift Card is no longer valid. It is suggested the cardholder cut the card into halves before disposal.

### **Available Balance Enquiry**

11. A Personal Identification Number ("PIN") is imprinted and covered by a silver scratch panel at the back of the Pacific Place Gift Card. Cardholders must use this PIN to enter the 33 Finance Prepaid Card by calling the 33 Finance Gift Card Customer Service Hotline (3900 9833/ 3900 9888, from Mondays – Fridays, 9:00am – 6:00pm), logging into 33 Finance's mobile app (33 eWallet) or visiting 33 Finance's website at [www.33finance.com](http://www.33finance.com). It is highly recommended that the PIN is changed by cardholder upon card activation and updated from time to time for security purposes.
12. No card statement will be issued, but cardholders may apply for a detailed transaction record by calling the 33 Finance Gift Card Customer Service Hotline.

A detailed Transaction Record Fee applies which will be automatically deducted from the relevant Pacific Place Gift Card at the end of the month.

13. Cardholders may check their card balance and transaction history free of charge by calling Pacific Place Gift Card Customer Service Hotline, login 33 Finance's mobile app (33 eWallet) or website 33 Finance's website at [www.33finance.com](http://www.33finance.com). It is the cardholder's responsibility to notify 33 Finance of any error, omission and / or unauthorized transaction within 45 days of the transaction date. The transaction shown will be considered as correct after the specified period. It is recommended that cardholders check their own transaction records frequently.

### **Loss and Theft of Pacific Place Gift Card**

14. The Pacific Place Gift Card will not be replaced or have the remaining balance refunded if it is lost or stolen.

### **PIN and Card Replacement**

15. The PIN will not be re-issued and cannot be reset by 33 Finance after the relevant Pacific Place Gift Card has been activated. In the event that the PIN is forgotten or irretrievable, the cardholder must apply for a replacement card. A Card Replacement Handling Fee applies as an outline on the Pacific Place Gift Card Fees and Charges Table published on 33 Finance's website [www.33finance.com](http://www.33finance.com).
16. Replacement of Pacific Place Gift Card will be issued free-of-charge in case of card malfunction which is not caused by the cardholder and the defective card is returned to us on or before the card expiry date for cancellation.
17. If the Pacific Place Gift Card is damaged due to misuse, a replacement card may be issued upon request provided that the Pacific Place Gift Card is returned to us on or before the card expiry date for cancellation. Card Replacement Handling Fee will be deducted from the balance of the Pacific Place Gift Card. Please refer to the Pacific Place Gift Card Fees and Charges Table published on 33 Finance's website [www.33finance.com](http://www.33finance.com).
18. Cardholders may be asked to present their valid proof of identification for the issuance of a replacement card.
19. The replacement card, if issued, will be in the amount of the available balance of the replaced Pacific Place Gift Card in accordance with our records, including deductions of all fees and charges.

20. 33 Finance reserves the right to decline the issuance of a replacement card at any time at our discretion without prior notice.

## **Card Expiration**

21. The Pacific Place Gift Card is valid for 12 months from the date the card is purchased. The expiry date is stated on the card back of each Pacific Place Gift Card as VALID THRU "MONTH / YEAR". Once the Pacific Place Gift Card has expired, an Expired Card Management Fee will be charged and deducted from the remaining balance of the Pacific Place Gift Card on a monthly basis until the card balance becomes has been fully depleted. Cardholders may request to retrieve any remaining balance available in Hong Kong Dollars after the card expiration date, as stated in Clause 25. A Card Redemption Fee applies as outlined on the Pacific Place Gift Card Fees and Charges Table published on 33 Finance's website at [www.33finance.com](http://www.33finance.com).

22. Merchant refunds are subject to the respective terms and conditions and processing lead times of participating merchants. All merchant refunds must be completed within the relevant Pacific Place Gift Card validity period. Merchant refunds will not be accepted or reimbursed into expired Pacific Place Gift Cards. Please refer to participating merchants for details.

## **Exclusion of Liability**

23. 33 Finance will not be responsible or liable for any refusal by any merchants in accepting the Pacific Place Gift Card for the payment of any goods or services purchased. Any dispute relating to any transactions shall be settled directly between the cardholder and the merchant. 33 Finance will not be liable for any losses or damages that the cardholder or any third party may suffer in connection with or arising from the Pacific Place Gift Card.

## **Termination / Redemption**

24. 33 Finance reserves the rights at any time to terminate the use of the Pacific Place Gift Card and / or any services offered or to reject any transaction without giving any prior notice or reason. 33 Finance shall not be liable for any losses or damages of whatever nature which you may suffer whether directly or indirectly as a result of such termination or disapproval. Upon termination, the Pacific Place Gift Card is to be surrendered to us on demand.

25. Cardholders are encouraged to spend the remaining balance in the Pacific Place Gift Card before the card expiration date. However, you may terminate the Card services and apply balance redemption at any time before and after the expiration date of the Pacific Place Gift Card. The cardholder must visit 33 Finance's office in

person, complete a Card Cancellation Form with valid identification proof and return the Pacific Place Gift Card. Please note that a Card Redemption Fee will be deducted from the remaining balance prior to cheque issuance. For Pacific Place Gift Card with the balance equal to or below the applicable redemption fee, no redemption will be processed. A cheque for the remaining balance will be sent to the cardholder within one month after the claim.

## **Personal Data**

26. Cardholders agree that Swire Properties Limited and 33 Finance can use any personal information in accordance with policies and practices use and disclosure of personal data as set out in the current Privacy Policy Statement (the "Statement") and you have read the Statements on websites <https://www.swireproperties.com/en/privacy-policy.aspx> and [www.33finance.com](http://www.33finance.com).

## **Amendments**

27. Pacific Place and 33 Finance reserves the right to amend these Terms and Conditions at any time with no less than 30 days' notice. Please refer to 33 Finance's website for the most up-to-date Terms and Conditions.

28. Retention or use of the Pacific Place Gift Card after such amendments become effective shall constitute the acceptance of such amendments. All matters and disputes will be subject to 33 Finance's final decision.

## **Law and Jurisdiction**

29. These Terms and Conditions shall be governed by and construed in accordance with the laws of Hong Kong Special Administrative Region ("Hong Kong") and the parties agree to submit to the exclusive jurisdiction of the courts of Hong Kong.

## General

30.If any of these Terms and Conditions is or becomes illegal, invalid, or unenforceable in any respect, the remaining Terms and Conditions shall not be affected thereby.

31. These Terms and Conditions are written in both English and Chinese. If there is any inconsistency or conflict between the English and Chinese versions of these Terms and Conditions, the English version shall prevail.

Contact 33 Finance:

Website <https://www.33finance.com/>  
Office Address Suite 807, Tower 1, Silvercord, 30 Canton Road,  
Tsim Sha Tsui, Kowloon, Hong Kong  
Customer Service Hotline 3900 9833 / 3900 9888  
Office Hours Monday to Friday 9:00am to 6:00pm  
(except public holidays)

### 33 Finance Prepaid Card Fees and Charges Table

#### Pacific Place Gift Card

New Card Fee (per card)	Waived
Card Replacement Fee (per card)	HK\$80
Card Redemption Fee (per card)	10% of the card face value or HK\$200 minimum
Detailed Transaction Record Fee (per card)	HK\$50
Transaction Verification and Transaction Proof Retrieval Fee	HK\$120
Balance Enquiry – IVRS, Website, Mobile App	Free
Expired Card Management Monthly Fee (deducts from the remaining balance of the expired card monthly)	10% of the card face value or HK\$200 minimum

## 太古廣場禮品卡條款及細則

(適用於卡號以#232032 開頭的太古廣場自有品牌禮品卡)

當接受、購買或使用由三三金融服務有限公司（「三三金融」）發行太古廣場禮品卡（「太古廣場禮品卡」），閣下即同意及遵守以下條款及細則。「你」、「閣下」、「閣下的」或「持卡人」指購買及 / 或正使用太古廣場禮品卡之人士。「我們」及「我們的」指三三金融。如有爭議，太古地產有限公司保留在任何時候而沒有預先通知的情況下，作出最後決定的權利。

### 太古廣場禮品卡

1. 太古廣場禮品卡是一張不記名及不可增值的禮品卡，設有預設面值 HKD500, HKD1,500, HKD3,000, HKD5,000 和 HKD7,500，以及介乎 HKD500 至 HKD7,500 的自訂面額，需視乎供應情況而定。
2. 太古廣場禮品卡於太古廣場 L2 層禮賓櫃台有售：每日上午 10 時至下午 10 時。
3. 每人每日只限購買總值不超過 HKD25,000 的太古廣場禮品卡。批量或企業購卡（購買總值超過 HKD25,001 或以上）請電郵至 [giftcard@pacificplace.com.hk](mailto:giftcard@pacificplace.com.hk) 查詢更多詳情。
4. 只接受以電子支付方式（包括 Visa、Mastercard、銀聯、JCB、Diners Club、支付寶香港及微信支付香港，不包括八達通及美國運通）購買太古廣場禮品卡（不接受 **above** 積分、香港政府消費券計劃發出之消費券、禮券及其他換購方式）。所有已購買的太古廣場禮品卡不能退款及退貨。
5. 任何購買太古廣場禮品卡的消費或付款均不符合太古廣場 **above** 會員計劃的 **above** 積分登記資格。使用太古廣場禮品卡付款的合資格交易 (定義見太古廣場 **above** 會員計劃的條款及細則) 則可登記 **above** 積分並須受 **above** 會員計劃的條款與細則約束。
6. 太古廣場禮品卡只可在太古廣場網站所列接受萬事達卡的太古廣場參與商戶支付商品及服務，並以商戶的最終決定為準。太古廣場禮品卡並不保證參與商戶作出付款保證。太古廣場禮品卡是太古廣場的自有品牌禮品卡，由於此卡只可用於指定地點，其交易有別於標準信用卡 / 扣賬卡交易。太古廣場禮品卡不能用於支付線上交易。如有任何有關太古廣場禮品卡交易的查詢，請致電三三金融禮品卡客戶服務熱線（3900 9833/ 3900 9888，星期一至五早上九時至下午六時）。

7. 持卡人每次使用太古廣場禮品卡消費，消費金額及需繳付之費用將會即時從卡內扣除。
8. 各項收費及費用已列於太古廣場禮品卡收費表內及載於三三金融的網站，並適用於太古廣場禮品卡。閣下購買太古廣場禮品卡時即同意太古廣場禮品卡任何適用的收費及費用可直接從閣下的太古廣場禮品卡收取扣賬。三三金融有權不時修訂適用於太古廣場禮品卡的收費，並於新收費生效前不少於 30 天於網站發佈通知及更新收費表。若持卡人繼續使用或持有太古廣場禮品卡，須受我們載於網站太古廣場禮品卡收費表內列明的最新收費所約束。

## 以太古廣場禮品卡付款

9. 簽賬時，太古廣場禮品卡持卡人必須出示太古廣場禮品卡。
10. 當太古廣場禮品卡的可用餘額已悉數用罄，此卡將即時失效。我們建議持卡人先把卡片剪碎才棄置。

## 查詢卡可用結餘

11. 太古廣場禮品卡的密碼（PIN）印於卡背並以銀色顏料遮蓋。持卡人須透過致電三三金融客戶服務熱線（3900 9833/ 3900 9888，星期一至五早上九時至下午六時）、登入三三金融的手機應用程式「33 eWallet」或三三金融網站 [www.33finance.com](http://www.33finance.com) 登入三三金融預付卡平台更改密碼。為保障閣下利益，我們建議閣下啟動太古廣場禮品卡時更改密碼並不時作出更新。
12. 太古廣場月結單將不會發出，但持卡人可致電三三金融禮品卡客戶服務熱線申請詳細交易記錄。詳細交易記錄收費將於每個月結束時於相關太古廣場禮品卡剩餘金額中自動扣除。
13. 如欲查詢閣下的可用結餘或交易記錄，持卡人可致電太古廣場禮品卡客戶服務熱線、登入三三金融的手機應用程式「33 eWallet」或到三三金融的網站 [www.33finance.com](http://www.33finance.com) 查詢，費用全免。如該交易記錄顯示任何錯漏及 / 或未經授權的交易，持卡人有責任於有關交易日期的 45 日內通知三三金融。如在指定期間未有收到該等通知，交易記錄將被視為正確。建議持卡人應按時查閱交易記錄。

## 禮品卡遺失、被盜用

14. 如遺失太古廣場禮品卡或遭盜竊，均不會獲補發新卡或退回該卡的剩餘金額。

## 忘記卡密碼及補發新卡



15. 太古廣場禮品卡激活後，三三金融將不補發或重設密碼。持卡人若忘記或無法取回密碼，需申請補發新卡。補發新卡手續費適用並載於三三金融網站 [www.33finance.com](http://www.33finance.com) 的太古廣場收費表並按其收取。
16. 若非因閣下之過失導致太古廣場禮品卡操作失靈，持卡人可在該卡有效期限內退回並辦理補發新卡，補發費用可獲豁免。
17. 若因誤用而導致太古廣場禮品卡損毀，閣下可按要求在該卡有效限期內退回該卡予我們作註銷及補發新卡。補發新卡須繳付手續費，此收費將於太古廣場禮品卡內剩餘金額中扣除。詳情可參考載於三三金融網站 [www.33finance.com](http://www.33finance.com) 的太古廣場收費表。
18. 持卡人辦理補發新卡時，需要出示有效的身份證明文件。
19. 若獲補發新卡，三三金融將按其紀錄，於被取代的太古廣場禮品卡結餘扣除任何適用收費後，將餘額存入獲補發的新卡內。
20. 三三金融保留隨時拒絕補發新卡之權利而不作事先通知。

## 逾期

21. 太古廣場禮品卡有效期為購買日起計 12 個月。該卡到期日在每張太古廣場禮品卡背面標誌為 VALID THRU “MONTH / YEAR”。在太古廣場禮品卡有效期屆滿後，每月將被收取過期卡管理月費及於太古廣場禮品卡的剩餘金額扣除過期卡管理月費，直至該卡餘額被完全扣盡。持卡人亦可於該卡逾期後申請贖回，根據第 25 條款要求贖回該卡內的餘額，餘額貨幣為港幣。禮品卡贖回手續費列於三三金融網站 [www.33finance.com](http://www.33finance.com) 的太古廣場禮品卡並按其收取。
22. 商戶退款受指定商戶各自之有關條款及細則及處理時間所約束。所有商戶退款必須在相關太古廣場禮品卡有效期內完成。商戶不接受或退款至有效期屆滿的太古廣場禮品卡。詳情請向有關指定商戶查詢。

## 責任免除

23. 三三金融不會因商戶拒絕接受此太古廣場禮品卡或提供之貨品或服務，而承擔或負上責任。持卡人需與商戶直接解決因任何交易而引起之糾紛。三三金融不會對由此或與此太古廣場禮品卡所導致持卡人或任何第三者之損失或損害負上任何責任。

## 終止

24. 三三金融保留隨時終止及取消閣下之太古廣場禮品卡交易及服務的權利，而不預先通知或提供原因。因太古廣場禮品卡終止使用或交易不獲接受，令持卡人遭受任何直接或間接的損失或損害，三三金融概不負責。當太古廣場禮品卡已被終止時，持卡人需應我們的要求交還該卡至辦事處。
25. 鼓勵持卡人於太古廣場禮品卡有效期屆滿前把餘額用完。持卡人亦可於該卡有效期內或有效期屆滿後，隨時申請終止太古廣場禮品卡服務及申請贖回餘額。持卡人須親臨三三的辦事處填寫禮品卡贖回申請表，並提供有效身份證明文件以辦理及退回太古廣場禮品卡。每項申請均需繳付卡贖回手續費，並於卡內餘額直接扣除。若太古廣場禮品卡餘額等如或少於適用的贖回手續費，贖回申請將不獲處理。贖回餘額將於一個月內以支票形式寄出。

## 個人資料

26. 持卡人同意太古地產有限公司及三三金融可根據目前列出的私隱政策聲明(「聲明」)，在使用及披露個人資料的政策與實施上，予以使用及披露閣下的任何個人資料，而閣下確認已閱覽及同意載於 <https://www.swireproperties.com/en/privacy-policy.aspx> 和 [www.33finance.com](http://www.33finance.com) 的聲明。

## 修訂

27. 太古廣場及三三金融保留隨時修訂本條款及細則的權利並不少於 30 天通知。請參考三三金融網站 [www.33finance.com](http://www.33finance.com) 上列明之最新條款及細則。
28. 若持卡人在有關更改條款及細則生效之後繼續保留或使用太古廣場禮品卡，表示閣下接受有關更改。所有有關事宜及爭議將以三三金融之最終決定為準。

## 法律及司法

29. 本條款及細則受香港特別行政區(「香港」)法律管轄，並按照香港法律解釋。各方同意依從香港法庭的專屬性司法管轄。

## 一般細則

30. 本條款及細則若有任何其一變成非法，無效或者在任何方面不能執行，其餘的條款及細則將不因此受影響。
31. 本條款及細則同時以英文及中文撰寫。如本條款及細則之英文文本與中文文本出現差異時，概以英文文本為準。

三三金融有限公司的聯絡方式：

公司網站	<a href="https://www.33finance.com/?lang=zh-hant">https://www.33finance.com/?lang=zh-hant</a>
辦公室地址	香港九龍尖沙咀廣東道 30 號新港中心 1 座 807 室
客戶服務熱線	39009833 / 39009888
辦公時間	星期一至五早上九時至下午六時 (公眾假期除外)

### 三三金融預付卡收費及費用表

#### 太古廣場禮品卡

開卡費 (每張)	豁免
補發新卡手續費 (每張)	HK\$80
卡贖回費 (每張)	禮品卡片面值的 10% 或最低 HK\$ 200
詳細交易記錄 (每個月的交易記錄)	HK\$50
查核賬項及索取交易證明手續費 (每項交易)	HK\$120
餘額查詢 - 自動電話系統、網上、手機應用程式	免費
終結卡管理月費 (每月從過期的禮品卡餘額中扣除)	餘額的 10% 或最低 HK\$200