

特快專遞五十周年大抽獎

常見問題及答案

1. 問： 那些客戶有資格參加本次抽獎？
答： 所有特快專遞客戶，包括已開立特快專遞帳戶的客戶（帳戶客戶）和未有開立特快專遞帳戶的客戶（非帳戶客戶），凡於2023年10月30日至2023年12月31日期間投寄特快專遞急件，即可參與此抽獎。但香港郵政職員及其直系家屬均不得參與本次抽獎，以示公允。
2. 問： 是否投寄任何特快專遞郵件均可參加本次抽獎？
答： 是。但任何被香港郵政或其他政府部門拒絕投寄，或已獲退還郵費或正申請索償的急件則被視為無效。
3. 問： 同一客戶最多可獲多少次中獎機會？
答： 同一客戶最多只能獲獎一次。
4. 問： 每件已登記的特快專遞急件可獲多少次抽獎機會？
答： 每件已登記的特快專遞急件最多可獲1次得獎機會。投寄急件越多，中獎機會越大。
5. 問： 非帳戶客戶是否需要網上進行登記？
答： 不需要，但非帳戶客戶必須使用「投寄易」或「立即寄件」平台預備投寄表格及投寄特快專遞急件，即可自動參加抽獎。
6. 問： 帳戶客戶是否亦須在網上進行登記？
答： 特快專遞帳戶顧客毋須在網上登記即可自動享有抽獎機會。每件於推廣期間投寄的急件均可享一次抽獎機會。

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7. 問：如果一間公司開設了兩個或以上特快專遞帳戶，是否每個帳戶亦享有抽獎機會？
答：每個主帳戶於抽獎活動中均可享有抽獎機會。
如果公司設有附屬帳戶(Sub-accounts)，其投遞及抽獎機會，將歸納計算在主帳戶(main accounts)中。
8. 問：如特快專遞帳戶客戶於計劃期間被終止或取消，客戶是所累積投寄量如何處理？
答：該特快專遞帳戶客戶所累積的投寄量將立即作廢。如客戶重新開設新帳戶，投寄量必須重新累積，原有帳戶所累積的投寄量則不可以換取禮品。
9. 問：得獎者將於何時得到通知？
答：換領信或通知領獎安排的函件將於公布抽獎結果日期後的1-2個月內寄至得獎者的登記地址。得獎者須攜同有效的投寄證明書正本及有效身份證明文件 (HKID, Passport, BR, etc)以換取禮品。(恕不接受投寄證明書副本)。
10. 問：獎品有沒有限期？
答：個別獎品是有換領或使用限期的，詳情列於換領信內的附註或禮品之條款細則。
11. 問：本次抽獎有沒有特別的條款及細則？
答：有。客戶可於特快專遞網頁細閱有關條款及細則。

Speedpost 50th Anniversary Lucky Draw
Frequently Asked Questions

1. **Q:** Who can join this lucky draw ?
 A: All Speedpost customers, including those with existing Speedpost accounts (account customers) and those without Speedpost accounts (non-account customers), will be entitled to participate in the lucky draw by posting Speedpost items during the period from 30 October to 31 December 2023. Employees of Hongkong Post and their immediate family members are not eligible for the Lucky Draw.

2. **Q:** Is all the customer spending on Speedpost applicable to this lucky draw ?
 A: Yes. But, any Speedpost item which is under the claim process or which postage has been refunded is not eligible to the program.

3. **Q:** How many times can a customer join the lucky draw, and win prize?
 A: Each customer can only win 1 prize at maximum.

4. **Q:** How many times can a Speedpost item be eligible to the draw?
 A: The maximum chance of winning the prize for a Speedpost item is 1. Hence, more posting items, more chance to win the prize.

5. **Q:** Do non-account customers need to register online?
 A: No, non-account customers do not need to register online. However, non-account customers must use “EC-Ship” or “Post Now” platform to prepare posting forms and send Speedpost items in order to be automatically eligible for the lucky draw.

6. **Q:** Do account customers need to register online?
 A: No. There is no need for Speedpost account customers to register once. All of their applicable posting records will be automatically captured by the system. One posting item is equivalent to one winning chance.

Speedpost 50th Anniversary Lucky Draw
Frequently Asked Questions

7. **Q:** If a Speedpost account customer has more than 2 registered accounts, it is possible for them to add the postings of different registered accounts in order to get the gifts?
- A:** All the posting records eligible to the program are based on main-account. The postings of different main-accounts cannot be added or shifted to one another. All the posting record of the sub-account will be grouped under the main-account.
8. **Q:** If an account of a Speedpost customer is terminated during the promotion period, what is the arrangement of their previous posting record?
- A:** All the posting records will be forfeited and will NOT be counted in the program. If the same customer opens a new Speedpost account, they must register on-line again in order to join the program. However, their previous postings with Speedpost will not be eligible for redemption of the gift of the lucky draw.
9. **Q:** When will the winners be notified of the collection arrangement of the gift?
- A:** Redemption letter or notification letter regarding the logistic arrangement of the gift will be sent to the registered address of eligible customer via registered mail in 1-2 months after the announcement of the lucky draw result. The winner must bring along with the true copy of the posting form and personal identity document (HKID, Passport, BR, etc.) for gift redemption.
10. **Q:** Will there be any validity of the gift ?
- A:** Some gifts may have usage validity. Please refer to the remarks at the notification letter or terms and conditions of the gifts.
11. **Q:** Is there any terms and condition for this lucky draw ?
- A:** Yes, customer can read the terms and conditions on the Speedpost website.