

SIN T3 01B

Terms & Conditions

Submission of completed forms Please fax, mail or submit your completed forms to:

SilkAir SkyShop (Mail Order)
Singapore Airlines Limited
Changi Airport Post Office
P O Box 1063
Singapore 918157
Fax: (65) 65429623

For additional Mail Order forms, please ask your Cabin Crew or fax us at (65) 65429623.

Prices Mailing, shipping and handling are stated in the delivery charge table provided. **Customs, import duties and postal clearance are separate and additional to the price. The prevailing Goods and Services Tax (GST), which is separate and additional to the price, will be charged on all Mail Order items delivered in Singapore only.** Qualified PPS members are entitled to a 10% discount on all items, except bargain items, purchased through Mail Order.

Payment You can pay by credit card. Please do not send cash or personal cheques.

Delivery Upon receipt of your Mail Order Form, the product(s) will be delivered to a Singapore address in 10 working days and all other addresses in 14–21 working days, unless otherwise specified or prevented by events beyond our control. Delivery is by courier.

Guarantee We guarantee that every item in the catalogue is in good condition at the time of purchase. If it is not, please return the item to us by registered post in its original packaging within 30 days of receipt, detailing the reason for its return. Upon safe receipt of returned goods, we will either exchange or refund the item.

Returns/Refunds To return unsuitable gifts, goods must be returned unworn/unused and in the same condition as sold, and accompanied by proof of purchase within 30 days. In cases where a refund is due, we will process the refund through the credit card company through which you paid. We will not refund or reimburse any postal, shipping or handling costs.

Returns should be sent to

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Singapore 918157

Further enquiries can be directed to

E-mail: customercare@dfassgroup.com.sg
Tel: (65) 65423208

条件与规则

呈递填写完整的表格您可以通过传真、邮寄或到以下地址呈递表格：

SilkAir SkyShop (Mail Order)
Singapore Airlines Limited
Changi Airport Post Office
P O Box 1063
Singapore 918157
传真：(65) 65429623

如果您需要额外的邮购表格，请向机舱服务人员索取或传真至：(65) 65429623

价格送货费用表中列出了有关邮寄、运输和处理的详情。**至于关税、如口税和邮政通行费将另外计算，并加进价格里。所有寄往新加坡国内的邮购商品，将附加现行消费税 (CST)**。除特价品之外，合格的PPS会员购买任何货品都能享有10%的邮购优惠。

付款方式您可用信用卡付款。请不要将现款或个人支票寄来。

送货在收到您的邮购订单之后，我们将安排送货服务。除非另行通知或被无法预知的情况所耽搁，否则我们将在10个工作日内将货品送达新加坡地址，其他地址则需要14至21个工作日。货品是通过速递运送。

保证我们保证商品目录中的每一项货品在采购时都是完好无损的，如果货品有损坏，请在收到货品的30天内，将原包装的货品以挂号方式寄来，并列下退货的原因。我们在收到退货后，将会安排换货或退款。

退货/退款要将不适合的礼物退回，它必须是未曾穿戴/使用过的货品，条件必须与送货时一致，并在30天之内将购货单一起寄来。如果需要退款，我们将通过您付款的信用卡公司退款。我们将不会退回或偿还任何邮费、运送或处理费用。

退货请寄至以下地址

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若有任何疑问，请通过以下电邮或电话联系：

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电话: (65) 65423208

BUSINESS REPLY SERVICE
PERMIT NO: 08043



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POSTAGE WILL BE
PAID BY ADDRESSEE
FOR POSTING IN
SINGAPORE ONLY