

Refund Protection Scheme (Registered Shops) for Inbound Tour Group Shoppers

Complaint Form for Refunds

File No: _____ (to be completed by the TIC)

1. Information of complainant

Name: _____ (*Mr / Ms / Miss)

Place of residence: _____

Date of arrival: _____ Date of departure: _____

Correspondence address in place of residence: _____

Contact no. in place of residence: _____ (*Home / office / mobile)

Fax no. / email address: _____

2. Information of travel agents

Name of *overseas/mainland travel agent: _____ Tel: _____

Name of Hong Kong receiving agent: _____ Tel: _____

Address: _____

Name of Hong Kong tourist guide: _____ Tel: _____

** Delete as appropriate*

3. Details of refund request (please enclose copies of receipts)

Name of good	Name of shop	Quantity	Date of purchase
Details of how the shop has refused to refund:			

Name of good	Name of shop	Quantity	Date of purchase
Details of how the shop has refused to refund:			

(If space is inadequate, please attach supplementary sheets)

4. **Demand for settlement:** Refund Replacement Others: _____

I, the complainant, declare that:

1. I have directly or indirectly contacted the shop to make a refund request within the period for requesting a refund, but we are unable to reach a settlement.
2. I have never taken legal action to recover the refund.
3. The good for which I request a refund or replacement is undamaged and there is no wear and tear because of use.
4. I understand that if the shop concerned closes down / is deregistered before I make a refund request or if it closes down / is deregistered while the Travel Industry Council of Hong Kong (TIC) is handling my refund request, the TIC will be unable (to continue) to handle my refund request.
5. The information provided by me is accurate, and I understand that the TIC has the right to refuse to handle my complaint if any such information is found to be inaccurate.

I, the complainant, agree that:

1. If I send the purchased good to the TIC for a refund, and/or the refund needs to be sent back to me through the TIC, I will be required to pay such relevant charges as postage, remittance fees, administration fees and import/export declaration charges.
2. If I and the shop cannot reach an agreement on the damage, wear and tear, etc sustained by the good returned, I will accept the decision made by the expert panel appointed by the TIC concerning assessment of the damage, wear and tear, etc sustained by the good.
3. For refunds for gold (990 or above) ornaments, the shop will set the repurchase price by making reference to the daily repurchase price for such gold ornaments after deducting charges for melt loss/solder, *dim yung* (shop handling charge), etc.

Name of complainant: _____

Signature: _____ Date: _____

Please deposit any fees required into the following bank account:

Bank of China (Hong Kong)

Account no.: 031-349-1-038340-4

Name of account holder: Travel Industry Council of Hong Kong

After depositing the required fees, please keep the paying-in slip and send it to the TIC by fax, post or email for verification.