

登记店铺记分纪录 Demerit Records of Registered Shops

	登记店铺名称 / 营业名称 Name / Trade Name of Registered Shop	登记店铺地址 Address of Registered Shop	总分数 Total No. of Demerits	记分时登记店铺名称或营业名称 Name or Trade Name of Registered Shop When Demerits Were Imposed	记分时店铺地址 Address of Shop When Demerits Were Imposed	接待社名称 Name of Receiving Agent	内地/海外组团社名称 Name of Mainland/Overseas Tour Operator	被记分数 No. of Demerits	记分原因 Reason	记分日期 (年-月-日) Date (YY-MM-DD)
1	名牌集团有限公司 / 名牌钟表集团 Good Brand Holdings Ltd / Brand Watch Group	九龙土瓜湾伟景街7-11号地下 G/F, 7-11 Wai King Street, Tokwawan, Kowloon	3	-	-	康辉国际旅游(香港)有限公司 Comfort International Travel (HK) Co. Limited	-	3	F	2008-05-19
2	香港控股有限公司 / 银座(国际)免税品进出口集团 (批发部) Hong Kong Group Holdings Limited / Ginza (Int'l) Duty Free Imports and Exports Group (Wholesale Department) <i>** 此店铺登记已于2009年7月23日撤销。 The registration of this shop was revoked on 23 July 2009.</i>	九龙土瓜湾旭日街19号雅高工业大厦地铺 G/F Acro Industrial Building, 19 Yuk Yat Street, Tokwawan, Kowloon	2	-	-	信成(国际)旅游有限公司 Sincere International Travel Service Co Ltd	-	2	A	2009-03-23
3	香港(免税品)数码摄影器材直销中心有限公司 / 香港(免税品)国际百货集团 Hong Kong (Tax Free) Digital Photographic Equipment Limited / Hong Kong (Tax Free) International Department Store	九龙土瓜湾九龙城道222号飞达工商业中心地下9号铺 Flat/Rm 9 G/F Freder Centre, 222 Kowloon City Road, Tokwawan, Kowloon	2	-	-	金港环球国际旅行社有限公司 Golden Harbour International Travel Agency Limited	-	2	A	2008-03-17

记分原因 **Reasons of Demerits :**

(A) 议会介入处理投诉前，拒绝退款

Refusing to offer a refund before intervention by the TIC

(B) 没有按议会订立的规定，在收据正面注明「购物退款保障计划」的相关字句

The front of the receipt not printed with the phrase about the Refund Protection Scheme in accordance with the rules stipulated by the TIC

(C) 收据并非清楚可读，亦没有详细列明货品资料

The receipt not legible or not clearly listing details of the sold items

(D) 没有事先取得书面许可而利用议会、政府或香港旅游发展局的名义作宣传或推广用途

Mentioning the TIC, the Government or the Hong Kong Tourism Board for promotional purposes without prior written approval

(E) 拒绝让公众人士在营业时间内自由出入

Refusing to allow the public to freely access its premises throughout business hours

(F) 收据或发票上没有注明公司名称、地址及电话等数据

The receipt or voucher not stating information about the company such as its name, address, telephone number, etc

(G) 没有向旅客解释「购物退款保障计划」的内容

Not giving visitors an explanation of the Refund Protection Scheme

(H) 收到退还的货品后没有于七天内退款

Not making a refund within seven days after receiving the item returned

(I) 拒绝向议会提供接待旅行社数据

Refusing to provide the TIC with information about the receiving agent