

# Terms and Conditions

In these terms and conditions, the "Company" will mean The BlackPod and the "Customer" will mean any person, firm, company or body which places an order with the Company. Please read these terms and conditions carefully before using the site. By using the site or any part of it, you agree that you have read these terms and conditions and that you accept and agree to be bound by them.

## General

- The Company shall make every effort to ensure that prices and details of products on this website are up to date. Prices are subject to change without prior notice and all orders are subject to Company's acceptance at its sole discretion.
- The prices charged are those applicable on the day you order.
- All orders are subject to confirmation of final availability and the Company reserves the right to reject the order in the event that any of the products or services requested are unavailable. In the event that we are unable to fulfill any of the products or services in the Customer's order, we will notify the Customer by phone or email before delivery.

## Registration

- You are required to register before placing any order through this website. During the registration:
  - a. You must provide us with accurate, complete and up to date registration information;
  - b. You must safeguard your username and password;
  - c. You authorize us to assume that any person using the site with your username and password is either you or is authorized to act for you;
- The Company has the absolute discretion to refuse registration of a potential customer and to terminate the registration of any customer for any reason whatsoever.
- You must inform us immediately of any changes to the information that you provided so that we can communicate with you effectively.

## Refund/Replace and Order Cancellation Policy

- It is the receiver's responsibility to check the condition of any goods received, at the time of delivery.
- Refund is only applicable if the Company is unable to provide the goods ordered by the Customer., all other situations are not applicable for refunds or replacement.
- For inquiries, please contact our customer service team.

## Title

- The Company shall not be liable for any delay or failure in its performance caused by or resulting from acts of God, fire, flood, accident, riot, war, government intervention, embargoes, strikes, labour difficulties, equipment failures, or any other causes beyond the control of Company.

## Force Majeure

- The Company shall not be liable for any delay or failure in its performance caused by or resulting from acts of God, fire, flood, accident, riot, war, government intervention, embargoes, strikes, labour difficulties, equipment failures, or any other causes beyond the control of Company.

## Payment Terms:

- We accept payment by AliPay, TenPay, WeChat Pay, PayPal or credit cards.
- The Company reserves the right to change the payment terms for any order without prior notice.

These terms and conditions shall be governed by the laws of the Hong Kong Special Administrative Region and the Customer and the Company agree to submit to the exclusive jurisdiction of the Hong Kong courts. The Company may revise these terms and conditions at any time without prior notice. If any dispute arises, the Company's determination shall be final. Where these terms and conditions are available in Chinese, the English version is the governing version and shall prevail whenever there is a discrepancy between the two versions.