

Please fax this order form to
(852) 2881-1928

The Wicker Express Order Form

(For Deliveries in Hong Kong)

GPO Box 195 General Post Office Hong Kong

Telephone orders: 2881-1128 Fax orders: (852) 2881-1928

Website: <http://www.wickerexpress.com.hk> E-mail Address: flowers@wickerexpress.com.hk

Order No. ---

CSR: _____

Please keep a record of your Order No. and the name of your Customer Service Representative to facilitate follow-up enquiries and delivery tracking. Thank you.



All fax orders will normally be confirmed by phone within 30 minutes of receipt. For peak periods, this may be up to 1 hour. If you do not hear from us, your fax order may not have been properly received so please call 2881-1128 to follow up your order.

Date of Order : _____ Time of Order : _____ am / pm

Ordered by : _____ Contact Telephone No : _____

(Please fill in above only if differs from Sender's Info below)

SENDER'S INFORMATION 送花/禮人資料

Name : _____ (Mr/Mrs/Ms)

Title : _____

Company : _____

Address : _____

Office Tel : _____ Home Tel: _____

Mobile Tel: _____ E-mail Address : _____

Referred By: New Customer Existing Customer

PAYMENT METHOD 付款方法

By Credit Card : Visa Master Card American Express

Credit Cardholder's name : _____

Credit Card number : _____

Card expiry date: Month _____ Year _____

The name of the Credit Cardholder and the name of the Asia Miles Member must be identical to receive Asia Miles award.

By Bank Deposit: **Hong Kong Bank** A/C # 047 - 296207 - 001

Hang Seng Bank A/C # 364 - 061242 - 001

Bank of China A/C # 012 - 875 - 00289667

A copy of the bank Deposit Slip showing your name must be faxed to 2881-1928 at least 2 business days before the Delivery Date.

Customised Arrangements

Minimum \$480 for seasonal bouquets, \$580 for flower in basket, \$650 for flower in vase, \$480 for fruit basket, \$600 for combo fruits & flowers basket, \$600 for grand opening basket on stand, \$600 sympathy basket on stand.

I wish to spend \$ _____ (inclusive of delivery charge)

I would like a bouquet flower basket flower in vase

Fruit Basket Gourmet Hamper Silk Flowers

Flower & Colour Preferences: _____

We will telephone you to advise you of the available choices.

Catalogue Item # _____

Name of Item: _____

ORDER AMOUNT	Amount (HK\$)
Customised/Catalogue Item Price	
Balloon/Teddy Bears/Forever Friends	
Chocolate/Champagne/Wine	
Total Gross Amount	
Corporate Discount	
Delivery Charges *	
Express/Special Delivery Svc Surcharge	
Total Net Amount	

* Very VIPs must place their orders at least 1 business day in advance to receive the 50% VIP discount on Delivery Charge

RECIPIENT'S INFORMATION 收花/禮人資料

Name : _____ (Ms/Mrs/Mr)

Title : _____

Company : _____

Address Type : Office Home Hotel Other _____

Address : _____

Recipient Contact Telephone : _____

Recipient Mobile Telephone: _____

The recipient contact telephone number is very important especially for residential deliveries. We reserve the right to impose additional delivery charge if contact details are not complete requiring the need for further delivery attempts.

Delivery Date : (dd/mm/yy) _____/_____/_____

Mon Tue Wed Thurs Fri Sat Sun

Delivery Time Period

9 am-1 pm 1pm - 5:30 pm 5:30 pm - 8:30 pm

Other (minimum 4-hour window): _____

Deliveries to Residential & Hospital addresses are usually only made in the afternoon after deliveries to offices.

Self pick-up at **5/F, Leader Centre, 37 Wong Chuk Hang Road, Aberdeen, Hong Kong.**

Pick-up time: _____ am _____ pm

Deliveries will be made no later than the specified time period. Deliveries may be made in an earlier period. Please check the box below if you do not wish us to deliver the flowers/gifts earlier. Please do not deliver earlier.

If there is no one at home or if office is closed

Please leave flowers at door.

Please leave flowers in the management office.

Please re-deliver next day. I agree to pay additional delivery charge, if any.

Please contact me on my mobile phone/ at home as follows : _____ for further instructions.

Salutation :

To _____ Dear _____ Dearest _____

Other Salutation _____

Message : _____

Sign-off : Incognito - Do not disclose name of sender

From _____

With love From _____

Other Sign-off _____

I prefer a type-written message card. I prefer a hand-written message card.

I will provide my own card which will be sent by courier or mail to 5/F, Leader Centre, 37 Wong Chuk Hang Road, Aberdeen, Hong Kong at least 48 hours before the Delivery Date.



GPO Box 195 Central, Hong Kong
Telephone orders: 2881-1128 Fax orders: (852) 2881-1928
Website: <http://www.wickerexpress.com.hk> E-mail Address: flowers@wickerexpress.com.hk

THE WICKER EXPRESS® LIMITED

Terms & Conditions

At Your Service 365 Days A Year

We can make deliveries 365 days a year including Sundays and public holidays. We can usually make deliveries on the same day to addresses on Hong Kong Island, subject to availability of your choice of flowers/gifts.

Customer Service Hotline Hours:

8:30 am - 7:00 pm Mondays to Fridays

8:30 am - 6:00 pm Saturdays

10:00 am - 6:00 pm Sundays and public holidays

How To Order

You can place your order with us:

By telephone: (852) 2881-1128

By fax: (852) 2881-1928

By Internet: <http://www.wickerexpress.com.hk>

E-mail address: flowers@wickerexpress.com.hk

Asia Miles Travel Reward Program

Only purchases made by credit cards are eligible for Asia Miles awards. To receive Asia Miles, you must provide us with your Asia Miles membership number when you place your first order with us. For your first order, you must also fax us a photo-copy of your Asia Miles membership card which shows your name and Asia Miles membership number. The name of the credit cardholder must be identical to the Asia Miles member to be eligible for Asia Miles award. We cannot credit Asia Miles to any other party. **Note : We reserve the right not to accept retro-active claims for Asia Miles credits if you do not properly identify yourself as an Asia Miles member at the time you place your order.** For your subsequent orders with us, you should quote your Asia Miles membership number when you place your order. If you are not an Asia Miles member, you can enroll on-line at www.asiamiles.com. The Terms and Conditions governing Asia Miles are determined by Cathay Pacific Loyalty Programmes Limited in their sole discretion. The Wicker Express may terminate/amend the terms and conditions for the issuance of Asia Miles in our sole discretion but such amendments/termination will not affect purchases that have been made prior to such termination which are eligible for Asia Miles awards. Asia Miles are usually credited to your account within 8-12 weeks. For enquiries, please contact us on 2881-1128 or by fax at 2881-1928 or by e-mail to flowers@wickerexpress.com.hk

Payment Methods:

Personal Orders

You can pay for your telephone/fax/internet order with Visa, Mastercard, American Express or cash deposit. To prevent unauthorised/fraudulent use of credit cards, you must provide us with your office or home contact address and your valid office or home telephone number as proof of identity. Please note that a mobile telephone number is not a valid proof of identity. You can also make payment by ATM Transfer or cash deposit to our bank accounts. All personal orders must be pre-paid. We cannot extend payment terms to individual customers due to high administrative costs of following up on past-due payments as well as our experience with credit losses. We apologise for any inconvenience this may cause.

Corporate Accounts

For orders sent out under a company name, we can only accept payment by cheque upon the completion of a Corporate Account opening form available upon request. All invoices are due 7 days after presentation of invoice.

Corporate Accounts which attain a minimum annual purchase commitment of at least \$10,000 per annum can receive a corporate discount. Corporate Accounts enjoying a corporate discount are not eligible for Asia Miles awards unless otherwise agreed in writing.

Delivery Charges :

There is no charge for deliveries to Central & Admiralty. The Delivery Charge Schedule to other areas for VIPs and non-VIPs are available on our website www.wickerexpress.com.hk or by fax upon request. We reserve the right to amend the delivery charges from time to time. Very VIPs can enjoy a 50% discount on the Delivery Charge provided that the order is placed at least 1 business day in advance.

Residential Deliveries:

Deliveries to residential addresses are usually made from 4 pm to 8 pm unless otherwise agreed. It is very important that you provide us with the home telephone number as well as the mobile telephone number of the recipient so we can contact the recipient in case of incomplete or incorrect delivery details. We reserve the right to impose an additional delivery charge if we have to make additional delivery attempts due to incorrect or incomplete delivery particulars.

Delivery Cut-off Time:

Orders placed at least 24 hours before for deliveries to **business address on Hong Kong Island** and Kowloon Peninsula are normally delivered before 1:00 pm. Deliveries to business addresses in **New Territories** will normally be made before 5:00 pm. Deliveries to home addresses will normally be made before 7:00 pm.

Same Day Order:

Hong Kong Island & Kowloon Peninsula Office Addresses

Orders placed before noon for same day deliveries to office addresses on Hong Kong Island and Kowloon Peninsula will normally be delivered before 5:00 pm.

New Territories Addresses

Orders for Deliveries to New Territories addresses must be placed at least 24 hours in advance.

Outlying Islands

Deliveries to outlying islands will only be accepted on a case by case basis.

Deliveries to Hospitals

We appreciate that orders for deliveries to hospitals are more difficult to anticipate so we will make every effort to fulfill same day orders. Deliveries to hospitals are usually made in the early evening.

Express Delivery Service /Fixed Delivery Time Surcharge:

For urgent deliveries to **Central & Admiralty**, we can arrange a 2-hour

Express delivery service for a \$50 surcharge.

For urgent deliveries to **Hong Kong Island**, we can arrange a 2 1/2-hour Express delivery service for a \$100 surcharge;

For urgent deliveries to **Kowloon Peninsula**, we can arrange a 3 hour Express delivery service for a \$150 surcharge;

For urgent deliveries to the **New Territories**, we can arrange a 3-1/2-hour Express delivery service for a \$200 surcharge.

The surcharge is in addition to the normal delivery charge to the specified destination, if any.

We can also arrange for deliveries to be made at a specific time(eg.at 10:00 am sharp or within a 15 minute time window)during our normal business hours by sending a special dedicated courier. The charges for this Fixed Delivery Time service is the same as for Express Delivery. Requests for Fixed Delivery Time should be made at least 2 days in advance to ensure availability of delivery staff.

Express Delivery service and Fixed Delivery Time service are subject to manpower availability and these services is not available during peak seasons such as Valentine's Day, Secretaries Day etc. Only 1 delivery charge &/or Express Delivery or Fixed Delivery Time surcharge is payable for multiple items to the same identical address.

Overseas Orders:

Deliveries to Shanghai: Deliveries to Metropolitan Shanghai can usually be made on a same-day basis if the requested flowers are in stock. The Wicker Express-Shanghai is open 7 days a week so we can provide the same level of service as we do in Hong Kong. Photographs of the actual arrangements are available by e-mail upon request. Asia Miles award levels are the same as for deliveries in Hong Kong. You will receive 5 Asia Miles for every HK\$8 of spending; Very VIPs receive 8 Asia Miles for every HK\$8 of spending.

Deliveries to Other overseas locations: These are normally routed through a network of quality florists world-wide. Overseas orders should be placed at least 2 business days in advance. We can request same day or next day deliveries but this cannot be guaranteed. Note : Many countries do not offer Sunday deliveries. Please appreciate that overseas florists may not have the same range of flowers and arrangements as we do, so it is important to specify a first choice and second choice of flowers when placing your order. Overseas orders must be pre-paid by credit card. The minimum for overseas orders is HK\$750 inclusive of all handling charges. Photographs of the actual arrangements delivered are not available for overseas orders(except for orders delivered by our Shanghai branch where we can provide pictures of the arrangements by e-mail or by mail.) Please also note that current International Delivery procedures world-wide do not provide for positive confirmation of delivery which can only be made on a request basis. This may take up to 1 week to obtain. **Please note that orders for delivery to an overseas address receive only 3 Asia Miles for every HK\$8 of spending for all customers(Very VIPs as well as non-VIPs).**

Very VIP Programs:

Please note cash discounts are not available as part of our Very VIP Program for individual customers. Cash Discounts are only available for **Corporate Accounts** which attain a certain volume of business on a company consolidated basis.

Very VIP Program for individuals

Individual Customers who place at least **\$3,000** worth of orders with us during the prior calendar year are eligible for membership in our Very VIP Program. **Very VIP** benefits include increased Asia Miles award level (8 Asia Miles for every HK\$8 of spending i.e. 1 for 1) for all items in our website, newsletters or customised orders (unless specifically excluded) for deliveries in Hong Kong and Shanghai ; 50% discount on delivery charges on orders placed at least 24 hours in advance ; and free

flower-arrangement seminars and other Very VIP benefits as arranged from time to time. Please note that there is no increased level of Asia Miles award for orders for overseas deliveries placed by Very VIPs. The award level for Overseas Orders placed by Very VIPs is 3 Asia Miles for every HK\$8 of spending.

Note : Payment must be made by credit card in the name of the Very VIP/Asia Miles member in order to be eligible for Asia Miles award.

Corporate Accounts for Companies

10% discount will be offered to companies and their staff which use The Wicker Express for their corporate needs provided that they make purchases of at least \$10,000 per annum on a company consolidated basis. Corporate Accounts enjoying cash discounts are not eligible for Asia Miles awards unless agreed otherwise in writing. Please contact our Customer Service Manager on 2881-1128 to obtain a Corporate Account Opening Form.

Flower Substitutions

Due to weather condition and other factors beyond our control, it may be necessary for us to substitute different flowers in our arrangements. You will be advised at the time of ordering about substitutions of the main flowers. Substitutions of accompanying flowers may be necessary without notification but will be of comparable value and colour.

Flower Care:

Flowers are very fragile. Proper care of flowers will ensure longer shelf life. All flower arrangements and bouquets are accompanied by a packet of flower food when they are delivered. A "Symphony of Roses" Rose Care brochure will accompany all rose arrangements giving advice on how to care for roses. You are also welcome to call our Customer Service Manager on 2881-1128 for assistance if you have any questions on proper flower care.

Unconditional Money-Back Guarantee:

All our flower arrangements are backed up by an unconditional money-back guarantee or free replacement. We should be notified of any problems immediately upon receipt of the flowers. We reserve the right to refuse request for refund/replacement if such request is not received by us on a timely basis.

Cancellation Policy:

Orders placed for same day delivery and/or next day delivery cannot be cancelled after the order has been confirmed. Orders placed for delivery day after next or longer can only be cancelled subject to the payment of a 50% Cancellation Charge provided that such cancellation request is made in writing and faxed to us at 2881-1928 at least 2 business days before the original requested delivery date. Customised orders, functions, venue decorations cannot be cancelled under any circumstances unless otherwise agreed in writing at the time the order is placed.

Feedback & Suggestions:

We welcome feedback and input from our customers. All flower and gift baskets are accompanied by a feedback form at the time of delivery. A feedback form will also be sent to you together with a photograph of the arrangement. All feedback forms are received and reviewed by our management on a daily basis. Any complaints about our service should be made by telephone(or e-mail) to the Customer Service Manager at 2881-1128(flowers@wickerexpress.com.hk).

The above Terms & Conditions of service are subject to change without notice.

The Wicker Express Limited August 1, 2007

送貨收費表 SCHEDULE OF DELIVERY CHARGES for Hong Kong, Kowloon & New Territories

Delivery Destination 送貨區域	Delivery Charges	
HONG KONG 香港	Non-VIP Charge (HK\$)	VIP Charge (HK\$)*
Central, Admiralty 中環, 金鐘	Free	Free
Sheung Wan, Wanchai, Causeway Bay 上環, 灣仔, 銅鑼灣	40	20
Mid-Levels, Jardine's Lookout, North Point, Quarry Bay, Tai Koo Shing, Happy Valley, Sai Ying Pun, Kennedy Town, Pok Fu Lam, Wah Fu, Aberdeen, Wong Chuk Hang, Ap Lei Chau, Sai Wan Ho, Shau Kei Wan, Chai Wan, Siu Sai Wan 半山, 渣甸山, 北角, 鰂魚涌, 太古城, 跑馬地, 西營盤, 堅尼地城, 薄扶林, 華富, 香港仔, 黃竹坑, 鴨脷洲, 西灣河, 筲箕灣, 柴灣, 小西灣	60	30
The Peak, Deep Water Bay, Repulse Bay, South Bay, Tai Tam, Stanley, Red Hill Peninsula, Shek O 山頂, 深水灣, 淺水灣, 南灣, 大潭, 赤柱, 紅山半島, 石澳	80	40
KOWLOON 九龍		
Tsim Sha Tsui, Tsim Sha Tsui East 尖沙咀, 尖沙咀東	40	20
Hung Hom, To Kwa Wan, Kowloon City, Choi Hung, San Po Kong, Kowloon Tong, Jordan, Yau Ma Tei, Kowloon Station, Mongkok, Olympic Station, Prince Edward, Tai Kok Tsui, Shek Kip Mei, Sham Shui Po, Lai Chi Kok, Ho Man Tin, Lok Fu, Wong Tai Sin, Diamond Hill, Tsz Wan Shan 紅磡, 土瓜灣, 九龍城, 彩虹, 新蒲崗, 九龍塘, 佐敦, 油麻地, 九龍站, 奧運站, 旺角, 太子, 大角咀, 石硤尾, 深水埗, 荔枝角, 何文田, 樂富, 黃大仙, 鑽石山, 慈雲山	60	30
Mei Foo, Lai King, Kwai Fong, Kwai Chung, Kwai Hing, Kowloon Bay, Ngau Tau Kok, Kwun Tong, Sau Mau Ping, Lam Tin, Yau Tong, Lei Yue Mun 美孚, 荔景, 葵芳, 葵涌, 葵興, 九龍灣, 牛頭角, 觀塘, 秀茂坪, 藍田, 油塘, 鯉魚門	80	40
NEW TERRITORIES 新界		
Tseung Kwan O, Tai Wo Hau, Tsuen Wan, Tsing Yi, Tai Wai, Shatin 將軍澳, 大窩口, 荃灣, 青衣, 大圍, 沙田	100	50
Clear Water Bay, Sai Kung, Ma On Shan, Fo Tan, University, Tai Po, Sheung Shui, Yuen Long, Sham Tseng, Tuen Mun, Fanling 清水灣, 西貢, 馬鞍山, 火炭, 大學, 大埔, 上水, 元朗, 深井, 屯門, 粉嶺	200	100
OUTLYING ISLANDS 離島		
Lamma Island, Cheung Chau, Peng Chau, Tai O, Discovery Bay, Mui Wo, Tung Chung, Chek Lap Kok Airport 南丫島, 長洲, 坪洲, 大澳, 愉景灣, 梅窩, 東涌, 機場大樓	300(Minimum)	150(Minimum) To be determined on a case-by-case basis. 個別情形而定

Location Map For The Wicker Express 花之言位置圖

5/F, Leader Centre, 37 Wong Chuk Hang Road, Aberdeen, Hong Kong
香港仔黃竹坑道 37 號利達中心 5 樓
Tel: 2881-1128

The map shows the following locations and streets:

- Streets:** YIP HING STREET, YIP KAN STREET, WONG CHUK HANG ROAD, HEUNG YIP ROAD, Nullah (水渠).
- Landmarks/Buildings:** 嘉雲中心 (Cavendish Centre), 南匯廣場 (South Mark), 金來工業大廈 (Kingley Industrial Bldg), 好來化工大廈 (Hawley & Hazel Bldg), 利達中心 (Leader Centre), 好景工業大廈 (Good Prospect Factory Bldg), 維他大廈 (Vita Tower), 利基中心 (Lee Fund Centre), 中國銀行 (Bank of China), 仁孚香港仔車廠 (Zung Fu Aberdeen), 貴賓 (Kwai Bo), 載思 (Joyce Bldg), 御膳飯堂 (Noble Canteen), 盛德工業 (Sing Teck Factory Bldg), 利美中心 (Remex Centre), 金寶大廈 (Scomber Bldg), 香港仔消防局 (Aberdeen Fire Station), 聯興 (Sun Hing), 新興 (Sun Hing), 電腦洗車屋 (Car Beautician).
- Directions:** 往香港仔中心 (To Aberdeen), 往香港仔隧道 (To Aberdeen Tunnel), 由海洋公園 (From Ocean Park), 往珍寶海鮮坊/深灣遊艇會 (To Jumbo / Aberdeen Marina Club).