

**AXA presents My Love Andy Lau World Tour - Hong Kong 2018 (the "Concert")**

**< Concert Refund Request Form - by Post for AWC Members Only >**

**《Refund by Post - Terms and Conditions》**

1. Period for refund request by post: **1st February 2019 to 15th April 2019**. Requests received after the postmark deadline of 15th April 2019 will not be accepted.
2. **This request form is only applicable for members refund the concert tickets of the cancelled concerts purchased through 'Andy World Club'**, refund request for tickets purchased through other channels will not be processed.
3. Only the face value of the ticket(s) in Hong Kong Dollars will be refunded. Administrative and handling fees paid during purchase will not be refunded.
4. For ticket holding members who purchased tickets by credit card / Alipay, successful refunds will be credited directly to the original payment credit card on or before 31st May 2019 (excluding handling and administrative fees paid during purchase).
5. For ticket holding members who purchased tickets by bank deposit / WeChat Pay, successful refunds will be credited to the bank account designated on this form on or before 31st May 2019. The designated bank account must be a valid Hong Kong dollar savings or current bank account registered with a Hong Kong licensed bank.
6. **The Concert Organizer will subsidize postage for each ticket holder's successful refund request at a standard rate of HK\$35 (on a one off basis, regardless of territory and number of tickets per request form).** Regardless of the purchase platform, the subsidized postage can only be credited to a valid Hong Kong dollars savings or current bank account registered with a Hong Kong licensed bank.
7. The Concert Organizer may request ticket holders to provide further information before processing for any dubious refund requests. All such requests will be processed after 1st June 2019. Any refund requests with incomplete or inaccurate information may require additional processing time.
8. **The Concert Organizer will examine the authenticity of all returned tickets. Once a ticket has been verified to be authentic, the refund will be arranged in accordance with the refund procedure. The Concert Organizer reserves the right to refuse any refund request if the information on the ticket has been erased or altered, or if the ticket is damaged, defaced or incomplete. Counterfeit tickets will be reported to the police immediately. Under the Theft Ordinance, obtaining a refund by deception and under the Crimes Ordinance making or using a counterfeit ticket may constitute a criminal offence liable to imprisonment. Please do not attempt to break the law.**
9. Members who have not collected the cancelled concert tickets, please complete and submit the refund request form within the refund request period, AWC will process refunds for the members.
10. Personal data collected in this form is for the purpose of verification and processing of refunds only, and will be destroyed as soon as possible after completion of all the Concert refund.
11. In case of any dispute, the Concert Organizer reserves the right of final decision.

**《Refund by Post Request Procedure – Steps 1 to 6》**

1. Please complete Part I: Personal Details of the Refund Request.
2. Please follow the instructions and complete the relevant sections in Part II: Refund Account Details:
  - i. Ticket holding members who purchased tickets by credit card / Alipay should fill in **Section A and Section B**.
  - ii. Ticket holding members who purchased tickets by bank deposit / WeChat Pay should fill in Section B.
3. Please complete Part III: Details of Returned Tickets.
4. Sign the Refund Request Form confirming your agreement and acceptance to all the Terms and Conditions of the Refund. Refund Request Forms that are not completed and signed will not be processed.
5. Please mail within the stipulated period (i) the completed and signed Refund Request Form; and (ii) the complete original valid ticket(s) (**Note 1**) to the Concert Organizer's address below:  
**\*Only registered post or courier will be accepted (delivery by hand and postage to be paid by the receiver upon receipt will not be accepted)**  
Focus Entertainment Limited  
9D, Tower B, Billion Centre, 1 Wang Kwong Road, Kowloon Bay, Kowloon, Hong Kong (Tel:852-2751 9118)
6. Please retain a photo of (i) the completed and signed Refund Request Form, (ii) the complete original valid ticket(s) (both front and back); and (iii) the mailing receipt for record and future reference.

**Remarks:**

Note 1: 28th December 2018 tickets - without stubs; 29th December 2018 to 3rd January 2019 tickets - with stubs intact. Photocopies, prints or photographs of the tickets will not be accepted.

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**Part I: [ Personal Details ] (Please fill in all section)**

Member Number of Ticket Holder :			
Name of Ticket Holding Member : (as provided on identity document)	(Please write in English and in block letters)		
Hong Kong Identity Card Number :	_____ ( )	[Outside Hong Kong Territory]	
		Identity Card / Passport Number :	
		Place of issue :	
Contact Number:	(+ )	Email :	

**Part II: [ Refund Account Details ]**

**Section A : To be completed by valid ticket holding members who purchased tickets by Credit Card / Alipay**

Ticket Purchase Payment Method :	<input type="checkbox"/> Credit Card <input type="checkbox"/> Alipay
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**Section B : To be completed by [ valid ticket holding members who purchased tickets by Bank Deposit / WeChat Pay ] AND [ for the purpose of collecting the postage subsidies ]**

Name of Bank in Hong Kong :		Bank Code :	
Designated Bank Account Number (of which you wish to receive the refund at)	(Must be a valid Hong Kong dollar savings or current account under a local licensed bank in Hong Kong)		
Name of Bank Account Holder :	(Please write in English and in block letters)		
Please Note: If the name of the ticket holding member and the name of the bank account holder are not the same, it will be deemed that the ticket holding member authorizes the Concert Organizer to deposit the refund amount to the designated bank account, and confirms that once the Concert Organizer has deposited the refund amount accordingly, the Concert Organizer will have fulfilled its payment obligations. The Concert Organizer will not be responsible if any dispute arises between the ticket holding member and the bank account holder.			

**Part III: [ Details of Returned Tickets ]**

Date of Concert on Ticket	Ticket price	Quantity	Gate / Section / Row / Seat (I.e.: GREEN / 64 / 11 / 93—94)	Total
	HK\$		/ / /	HK\$
	HK\$		/ / /	HK\$
	HK\$		/ / /	HK\$
	HK\$		/ / /	HK\$
	<b>Total:</b>		<b>Total:</b>	<b>HK\$</b>

I acknowledge I am the valid ticket holder of the tickets specified above and confirm that all the information provided is true and accurate. My acceptance of the refund constitutes a full and final settlement of all claims that may arise in relation to the cancellation of the Concert. **By signing below, I agree to and accept all the above refund Terms and Conditions.**

Signature of Ticket Holding Member: \_\_\_\_\_

Date: \_\_\_\_\_