

【Atmosphere™空氣清新機「舊機換新機」推廣優惠】
【Atmosphere™ Air Treatment System Trade-In Promotion】

常見問題

FAQ

1. Atmosphere Sky™ 空氣清新機和 Atmosphere Mini™ 空氣清新機的規格有什麼分別？

答: 請參閱此處查看 Atmosphere Sky™ 空氣清新機和 Atmosphere Mini™ 空氣清新機的規格對比。

Answer: Please refer [here](#) for the specification difference of the Atmosphere Sky™ and Atmosphere Mini™ Air Treatment System.

2. 哪一款 Atmosphere™ 空氣清新機型號可以參與這次 Atmosphere™ 空氣清新機「舊機換新機」推廣優惠？

Which Atmosphere™ Air Treatment System model is eligible for the Atmosphere™ Air Treatment System Trade-In Promotion?

答: Atmosphere™ 空氣清新機 (ATM)或 Atmosphere Sky™ 空氣清新機或 Atmosphere Mini™ 空氣清新機都可以參與這次 Atmosphere™ 空氣清新機「舊機換新機」推廣優惠。

Answer: Atmosphere™ or Atmosphere Sky™ or Atmosphere Mini™ Air Treatment System are eligible for the Atmosphere™ Air Treatment System Trade-In Promotion.

3. 哪裡可以找到 Atmosphere™ 空氣清新機、Atmosphere Sky™ 空氣清新機及 Atmosphere Mini™ 空氣清新機的機身編號？

Where can I find the serial number of the Atmosphere™, Atmosphere Sky™ and Atmosphere Mini™ Air Treatment System?

答: 請參閱此處查看 Atmosphere™ 空氣清新機、Atmosphere Sky™ 空氣清新機及 Atmosphere Mini™ 空氣清新機的機身編號。

Answer: Please refer [here](#) for the serial number of the Atmosphere™, Atmosphere Sky™ and Atmosphere Mini™ Air Treatment System.

4. 每一組 Atmosphere™ 空氣清新機或 Atmosphere Sky™ 空氣清新機或 Atmosphere Mini™ 空氣清新機的機身編號，可以參與多少次 Atmosphere™ 空氣清新機「舊機換新機」推廣活動？

How many times can each set of serial number for the Atmosphere™ or Atmosphere Sky™ or Atmosphere Mini™ Air Treatment System participate the Atmosphere™ Air Treatment System Trade-In Promotion?

答: 每一組 Atmosphere™ 空氣清新機或 Atmosphere Sky™ 空氣清新機或 Atmosphere Mini™ 空氣清新機的機身編號只能享用 Atmosphere™ 空氣清新機「舊機換新機」推廣優惠一次。

Answer: Each set of serial number for the Atmosphere™ or Atmosphere Sky™ or Atmosphere Mini™ Air Treatment System can only participate in the Atmosphere™ Air Treatment System Trade-In Promotion once.

5. 這次 Atmosphere™ 空氣清新機「舊機換新機」推廣優惠可享有分期付款嗎？

Is the Atmosphere™ Air Treatment System Trade-In Promotion eligible for installment payments?

答: 這次 Atmosphere™ 空氣清新機「舊機換新機」推廣優惠可以享有 12 個月免息分期付款，此優惠只適用在店內付款訂單，不適用於線上訂單。

Answer: The Atmosphere™ Air Treatment System Trade-In Promotion is eligible for 12 months of interest-free installment payments. This offer is only applicable to in-store payment orders and does not apply to online orders.

6. 成功參加 Atmosphere™ 空氣清新機「舊機換新機」推廣優惠後，我的舊 Atmosphere™ 空氣清新機或 Atmosphere Sky™ 空氣清新機或 Atmosphere Mini™ 空氣清新機仍可享有維修服務嗎？

After successfully participating in the Atmosphere™ Air Treatment System Trade-In Promotion, will my old Atmosphere™ or Atmosphere Sky™ or Atmosphere Mini™ Air Treatment System still be eligible for maintenance services?

答: 已參加 Atmosphere™ 空氣清新機「舊機換新機」推廣優惠的舊 Atmosphere™ 空氣清新機或 Atmosphere Sky™ 空氣清新機或 Atmosphere Mini™ 空氣清新機，將不再獲維修服務。

Answer: The old Atmosphere™ or Atmosphere Sky™ or Atmosphere Mini™ Air Treatment System signed up for Atmosphere™ Air Treatment System Trade-In Promotion will no longer receive maintenance services.

7. 這次 Atmosphere™ 空氣清新機「舊機換新機」推廣優惠，安利公司會收回舊 Atmosphere™ 空氣清新機或 Atmosphere Sky™ 空氣清新機或 Atmosphere Mini™ 空氣清新機嗎？

Will Amway collect the old Atmosphere™ or Atmosphere Sky™ or Atmosphere Mini™ Air Treatment System during the Atmosphere™ Air Treatment System Trade-In Promotion?

答: 不會。參加者只需提供舊 Atmosphere™ 空氣清新機或 Atmosphere Sky™ 空氣清新機或 Atmosphere Mini™ 空氣清新機之 13 位機身編號，安利公司並不會收回舊機。

Answer: No. Customers are only required to provide the 13-digit serial number of the old Atmosphere™ or Atmosphere Sky™ or Atmosphere Mini™ Air Treatment System, the unit will not be collected.

8. 我可以如何處理舊 Atmosphere™ 空氣清新機或 Atmosphere Sky™ 空氣清新機或 Atmosphere Mini™ 空氣清新機？

How can I dispose of my old Atmosphere™ or Atmosphere Sky™ or Atmosphere Mini™ Air Treatment System?

答: 客人可以根據政府指引，把舊 Atmosphere™ 空氣清新機或 Atmosphere Sky™ 空氣清新機或 Atmosphere Mini™ 空氣清新機送到指定的回收地點。

Answer: Customers can take the old Atmosphere™ or Atmosphere Sky™ or Atmosphere Mini™ Air Treatment System to the specified recycling location in accordance with government guidelines.

9. 如果系統顯示我輸入的 Atmosphere™ 空氣清新機或 Atmosphere Sky™ 空氣清新機或 Atmosphere Mini™ 空氣清新機的機身編號不被接納，代表什麼？

If the system indicates that the serial number for Atmosphere™ or Atmosphere Sky™ or Atmosphere Mini™ Air Treatment System I entered is not accepted, what does that mean?

答: 請確定所輸入的 Atmosphere™ 空氣清新機或 Atmosphere Sky™ 空氣清新機或 Atmosphere Mini™ 空氣清新機的機身編號正確，而該機身編號未曾參與以往任何的 Atmosphere™ 空氣清新機「舊機換新機」推廣活動。

Answer: Please ensure that the serial number of Atmosphere™ or Atmosphere Sky™ or Atmosphere Mini™ Air Treatment System you entered is correct, and that serial number has not participated in any Atmosphere™ Air Treatment System Trade-in Promotions in the past.

10. 如果系統顯示我輸入的 Atmosphere™空氣清新機或 Atmosphere Sky™ 空氣清新機或 Atmosphere Mini™ 空氣清新機的機身編號無效，請問可以怎樣處理？

If the system indicates that the serial number of Atmosphere™ or Atmosphere Sky™ or Atmosphere Mini™ Air Treatment System I entered is invalid, how can I proceed?

答: 請再次檢查是否輸入正確的 Atmosphere™空氣清新機或 Atmosphere Sky™ 空氣清新機或 Atmosphere Mini™ 空氣清新機的機身編號。如果確認輸入的機身編號正確，但是系統仍然顯示機身編號無效，請提供 Atmosphere™空氣清新機或 Atmosphere Sky™ 空氣清新機或 Atmosphere Mini™ 空氣清新機及機身編號相片，並電郵至 ahkinfo@amway.com 與我們的客戶服務員聯絡，我們會盡快回覆。

Answer: Please check again if you have entered the serial number for Atmosphere™ or Atmosphere Sky™ or Atmosphere Mini™ Air Treatment System correctly. If you have confirmed the serial number is correct, but the system still indicates the serial number is invalid, please provide photos of the Atmosphere™ or Atmosphere Sky™ or Atmosphere Mini™ Air Treatment System and the serial™ number and email them to ahkinfo@amway.com to contact our customer service representatives. We will get back to you as soon as possible.

11. 如果系統顯示我輸入的 Atmosphere™空氣清新機或 Atmosphere Sky™ 空氣清新機或 Atmosphere Mini™ 空氣清新機的機身編號已被使用，但我從來沒有參與過 Atmosphere™空氣清新機「舊機換新機」推廣活動，可以怎麼辦？

If the system indicates that the serial number for Atmosphere™ or Atmosphere Sky™ or Atmosphere Mini™ Air Treatment System I entered has already been used, but I have never participated in the Trade-in Promotion before, what can I do?

答: 請再次檢查輸入的 Atmosphere™空氣清新機或 Atmosphere Sky™ 空氣清新機或 Atmosphere Mini™ 空氣清新機的機身編號是否正確。如果確認輸入的機身編號正確，但是系統仍然顯示機身編號已被使用，請提供 Atmosphere™空氣清新機或 Atmosphere Sky™ 空氣清新機或 Atmosphere Mini™ 空氣清新機及機身編號相片，並電郵至 ahkinfo@amway.com 與我們的客戶服務員聯絡，我們會盡快回覆。

Answer: Please check again if you have entered the serial number for Atmosphere™ or Atmosphere Sky™ or Atmosphere Mini™ Air Treatment System correctly. If you have confirmed the serial number is correct, but the system still indicates the serial number has been used, please provide photos of Atmosphere™ or Atmosphere

Sky™ or Atmosphere Mini™ Air Treatment System and the serial number and email them to ahkinfo@amway.com to contact our customer service representatives. We will get back to you as soon as possible.

12. 贈送的電子產品券可以購買什麼產品？

What products can be purchased using the e-Product coupons?

答: 購買任何安利產品滿直銷價目港幣\$800/澳門幣 826，即可使用 Atmosphere™空氣清新機「舊機換新機」推廣電子產品券乙張，如此類推。購買單一件直銷價目港幣\$2,000 / 澳門幣 2,064 或以上的安利產品，只可使用電子產品券乙張，如此類推。

電子產品券不可與其他推廣優惠同時使用，但可與其他電子券同時使用。

Answer: You can use one Atmosphere™ Air Treatment System Trade-In Promotion e-Product Coupon when purchasing any Amway products worth DP HK\$800/MOP826 or above, and so on. Only one e-Product Coupon can be used for purchasing one single item worths DP HK\$2,000/MOP2,064 or above, and so on.

The e-Product Coupon cannot be used in conjunction with other promotional offers, but can be used in conjunction with other e-coupons.

13. 我成功購買 Atmosphere Sky™ 空氣清新機或 Atmosphere Mini™ 空氣清新機並成功登記 Atmosphere™ 空氣清新機「舊機換新機」推廣優惠後，什麼時候會收到電子產品券？

After successfully purchasing the Atmosphere Sky™ or Atmosphere Mini™ Air Treatment System and registering for the Atmosphere™ Air Treatment System Trade-In Promotion, when will I receive the e-Product Coupons?

答: 成功購買 Atmosphere Sky™ 空氣清新機或 Atmosphere Mini™ 空氣清新機並成功登記 Atmosphere™ 空氣清新機「舊機換新機」推廣優惠後，電子產品券將於送貨後 3 個工作天內發放至有關 ABO / 優惠顧客戶籍，Atmosphere™ 空氣清新機「舊機換新機」推廣電子產品券有效期為發出後 60 天，逾期無效。

Answer: After successfully purchasing the Atmosphere Sky™ or Atmosphere Mini™ Air Treatment System and registering for the Atmosphere™ Air Treatment System Trade-In Promotion, the e-Product Coupons will be issued

to relevant ABOship/Privileged Customer Membership in three working days after delivery. The Atmosphere™ Air Treatment System Trade-In Promotion e-Product Coupon is valid for 60 days from the date of issue.