



## White Labs Hong Kong Warehouse Terms and Conditions (ver. 3/2018)

- Orders can be placed through yeastman.com, White Labs app, [info@whitelabs.com](mailto:info@whitelabs.com) or by calling customer service at +1-858-693-3441. Please note – this warehouse **does not** stock homebrew pure pitch products.
  - o If the product is not currently available in inventory at the HK Warehouse, White Labs will arrange shipments on the 2<sup>nd</sup> and 4<sup>th</sup> Friday of each month. These orders will not be available for pickup or delivery for a minimum of 7 business days after the shipment date.
  - o If the product is available in the warehouse, pick up or delivery can only be arranged once order has been processed and payment is received. Any product requested for pick up or delivery within 48 hours after receipt of payment will be subject to a RUSH CHARGE.
- Please confirm delivery method when order is placed. We offer three delivery options: Will Call at HK Warehouse, Local Delivery or Federal Express shipment. We cannot ship directly into mainland China.
  - o All orders being shipped outside Hong Kong are subject to additional shipping and handling charges. Shipment terms are FOB. Customer is responsible for all customs charges including taxes and duties. Shipments are sent via Federal Express Priority International.
- When your order is initially processed, you will receive a sales order confirmation from White Labs with the full amount due. All orders require prepayment through either bank transfer or credit card. Please note we process HK credit cards separately so even if you have paid US invoices with a credit card previously we may require you to resubmit the card information.
  - o Bank Transfer Information
    - Payments are made to:
    - White Labs Hong Kong Limited,
    - Unit A10, 6F Wong's BLDG 33, Hung To Rd,
    - Kwun Tong, Hong Kong, China
    - Bank: HSBC
    - Address: 1 Queen's Road, Central Hong Kong
    - Phone: (852) 2748 8288
    - Account number: 078 461597 838
    - Swift Code: HSBC HKH HKKH
- When payment is received at White Labs, you will receive a local outbound order confirmation via email from the warehouse. This confirmation will include the date your order is available for pick up or delivery. If pick up or delivery is requested prior to this date, customer will be assessed additional RUSH CHARGE.

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- Will Call Order Pick Up Address, Hours & Procedure:

Royale International Ltd,  
3/F, Goodman Kwai Chung Logistics Centre,  
585-609 Castle Peak Road  
Kwai Chung, NT Hong Kong

Warehouse contact: Kenneth Chan

Phone: (852) 2218 5657 / 6385 3409 (M)

Email: [kenneth.chan@royaleinternational.com](mailto:kenneth.chan@royaleinternational.com)

\*\*Please ensure that [hongkong@whitelabs.com](mailto:hongkong@whitelabs.com) is copied on all communications to the warehouse.

HOURS: Monday through Friday, 2pm to 5pm.

Note: All visitors require at least one business day notice and must check-in at the registration office on the 3rd floor. Upon arrival to the facility, all White Labs customers will need to present a form of ID and quote the order number stated on your outbound order confirmation.

#### White Labs Hong Kong FEE SCHEDULE

FEE	AMOUNT
Will Call Pick Up	65 HKD
Local Delivery Charge	175 HKD
Federal Express Shipment Charge	Minimum 500HKD Total Amount due is based on delivery address
RUSH CHARGE	500 HKD

- If you have questions regarding your order, inventory levels and yeast strains please email [hongkong@whitelabs.com](mailto:hongkong@whitelabs.com) or call +1-858-693-3441.

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9495 Candida Street | San Diego, CA 92126 USA | Tel: 858.693.3441 | Fax: 858.693.1026