

Terms of Use

Introduction

These are the terms and conditions of use for www.tff-asia.com (the “Site”). The Site is operated by or on behalf of TFF (ASIA) Ltd., (or TFF) (hereinafter referred to as either “we”, “us” or “our”). We are a limited company, registered in Hong Kong. Our company number is 1670362 and our registered office is at 805-806 8/F, Tai Yau Building, 181 Johnston Road, Wan Chai, Hong Kong.

Your use of the Site will be subject to these terms and conditions and by using the Site you agree to be bound by them. Any products or services you order through the Site are supplied subject to our Online Terms of Supply.

We reserve the right to change these terms and conditions from time to time without notice by changing them on the Site. These terms and conditions were last updated on 1st January 2019.

Access to the Site

The Site is intended for use only by persons who are at least 18 years of age. By using the Site, you confirm to us that you meet this requirement and that, if you are under the age of 18, you have received permission from your parent or guardian before using the Site.

We may, from time to time, restrict access to certain features, parts or content of the Site, or the entire Site, to users who have registered with us. You must ensure that any registration details you provide are accurate. If you choose, or you are provided with, a log-on ID (such as a username and password or other identifier) as part of our security procedures, you must treat such information as confidential and must not reveal it to anyone else. You are responsible for all activities that occur under your log-on ID and must notify us immediately of any unauthorised use or other security breach of which you become aware. We reserve the right to disable any log-on ID, at any time, if in our opinion you may have failed to comply with any of the provisions of these terms and conditions or if any details you provide on the Site are false.

It is your responsibility to ensure your equipment (computer, laptop, netbook, tablet or other mobile device) meets all the necessary technical specifications to enable you to access and use the Site and is compatible with the Site.

We cannot guarantee the continuous, uninterrupted or error-free operability of the Site. There may be times when certain features, parts or content of the Site, or the entire Site, become temporarily or permanently unavailable (whether on a scheduled or unscheduled basis) or are modified, suspended or withdrawn by us, in our sole discretion, without notice. You agree that we will not be liable to you or to any third party for any loss arising from any unavailability, modification, suspension or withdrawal of the Site, or any features, parts or content thereof.

What you are allowed to do

You may only use the Site for non-commercial use and only in accordance with these terms and conditions. Subject to these terms and conditions, you may retrieve and display content from the Site on a computer screen, print and copy individual pages and store such pages in electronic form. Additional terms may also apply to certain features, parts or content of the Site and will be displayed on-screen or accessible via a link.

What you are not allowed to do

Except to the extent expressly set out in these terms and conditions, you are not allowed to:

- 'scrape' content or store content of the Site on a server or other storage device or create an electronic database by systematically downloading and storing all of the content of the Site;
- remove or change any content of the Site or attempt to circumvent security or interfere with the proper operation of the Site or the servers on which it is hosted; or
- create links to the Site from any other website, without our prior written consent save from a website operated by you provided the link and/or its description or label is not misleading or deceptive and fairly indicates its destination, you do not express or imply that we endorse you, your website, or any products or services you offer, you link to (and do not frame or replicate) the home page of the Site, and the linked website does not contain any content that is unlawful, threatening, abusive, defamatory, pornographic, obscene, vulgar, indecent, offensive or which infringes on the intellectual property rights or other rights of any third party.

You must only use the Site and anything available from the Site for lawful purposes (complying with all applicable laws and regulations), in a responsible manner, and not in a way that might damage our name or reputation or that of any of our affiliates.

All rights granted to you under these terms and conditions will terminate immediately in the event that you are in breach hereof.

Intellectual property rights

All intellectual property rights in any content on the Site (including text, graphics, software, photographs and other images, videos, sound, trademarks and logos) are owned by us or our licensors. Except as expressly set out here, nothing in these terms and conditions gives you any rights in respect of any intellectual property owned by us or our licensors and you acknowledge that you do not acquire any ownership rights by downloading content from the Site. In the event you print off, copy or store pages from the Site (only as permitted by these terms and conditions), you must ensure that any copyright, trade mark or other intellectual property right notices contained in the original content are reproduced.

Content

We may change the format and content of the Site from time to time. You agree that your use of the Site is on an 'as is' and 'as available' basis and at your sole risk.

Whilst we try to make sure that all information contained on the Site (other than any user-generated content) is correct you should check with us or the relevant information source before relying on or acting on any such information.

Except to the extent that our Online Terms of Supply apply or provides, we make or give no representation or warranty as to the accuracy, completeness, currency, correctness, reliability, integrity, quality, fitness for purpose or originality of any content of the Site and, to the fullest extent permitted by law, all implied warranties, conditions or other terms of any kind are hereby excluded and we accept no liability for any loss or damage of any kind arising as a result of you or anyone else using the Site or relying on any of its content.

We cannot and do not guarantee that any content of the Site will be free from viruses and/or other code that may have contaminating or destructive elements. It is your responsibility to implement appropriate IT security safeguards (including anti-virus and other security checks) as you deem necessary to satisfy your particular requirements as to the safety and reliability of content.

Your personal information

Use of your personal information submitted to or via the Site is governed by our Privacy and Cookies Policy.

User content

If you participate in any User Content Areas, you must keep all User Submissions relevant to the purpose of the User Content Area and the nature of any topic.

User Submissions must not:

- contain, transmit, distribute, link to or otherwise make available, or advertise or promote any content that infringes any intellectual property rights or data protection, privacy or other rights of any other person, is defamatory or in breach of any contractual duty or any obligation of confidence, is obscene, sexually explicit, threatening, abusive, harassing, insightful of violence or hatred, blasphemous, discriminatory (on any ground), liable to cause anxiety, alarm or embarrassment, knowingly false or misleading, or that does not comply with all applicable laws and regulations or is otherwise objectionable ("**Prohibited Content**");
- impersonate any person or entity or otherwise misrepresent your relationship with any person or entity;
- contain, transmit or distribute any unsolicited or unauthorised advertising, marketing or promotional material or other form of solicitation (spam); or
- transmit or distribute any virus and/or other code that has contaminating or destructive elements.

You agree that, by submitting any User Submissions, you grant us and our affiliates a perpetual, irrevocable, worldwide, non-exclusive, royalty-free and fully sub-licensable right and licence to use, reproduce, modify, adapt, publish, translate, create derivative works from,

distribute, perform and display such User Submissions (in whole or part) and/or to incorporate it in other works in any form, media or technology, and you waive any rights you may have in such User Submissions including to be identified as the author.

We may pre-screen any User Submissions and we reserve the right, in our sole discretion, to delete, edit or modify any User Submissions submitted by you and/or to close any topic, at any time without any notice.

Complaints about the content of any User Submissions must be sent to support@tff-asia.com and must contain details of the specific User Submissions and reason(s) giving rise to the complaint.

External links

The Site may, from time to time, include links to external sites, which may include links to third party offers and promotions. We include these to provide you with access to information, products or services that you may find useful or interesting. We are not responsible for the content of these sites or for anything provided by them and do not guarantee that they will be continuously available. The fact that we include links to such external sites does not imply our endorsement of our association with their operators or promoters.

General

These terms and conditions shall be governed by Hong Kong law.

You agree that any dispute between you and us regarding these terms and conditions or the Site will only be dealt with by the Hong Kong courts.

Liability

You agree that we will not be liable to you in contract, tort, negligence, breach of statutory duty or otherwise for any loss, damage, costs, or expenses of any nature whatsoever incurred or suffered by you of an indirect or consequential nature including without limitation any economic loss or other loss of turnover, profits, business or goodwill.

To the extent permitted by law, and in circumstances where we have not effectively excluded liability to you under or in connection with these terms, you agree that the maximum limit of our liability to you whether in contract, tort, negligence, breach of statutory duty or otherwise shall not exceed the purchase price of the Product(s) in your order with us.

Indemnity

You shall indemnify and hold harmless us, our respective officers, employees, consultants, agents and representatives against all third party Claims (defined herein below) howsoever arising which may be asserted against or suffered by us and which relate to your use of the Site/the Application.

For the purpose of the above paragraph, Claims shall mean all demands, claims and liability (whether criminal or civil, in contract, tort or otherwise) for losses, damages, legal costs and other expenses of any nature whatsoever and all costs and expenses (including without limitation legal costs) incurred in connection therewith.

Rights of Third Parties

No third party has any right under the Contracts (Rights of Third Parties) Ordinance (Cap. 623 of the Laws of Hong Kong) to enforce or to enjoy the benefit of any term herein.

The consent of any person who is not a party herein is not required to vary this document at any time.

Contact us

Please submit any questions you have about these terms and conditions or any problems concerning the Site by email to support@tff-asia.com

Online Terms of Supply

Introduction

These are the terms and conditions of supply for products ordered on www.tff-asia.com (the “**Site**”) and/or through any mobile application we provide which allows you to place orders for products (the “**Application**”). The Site/Application is operated by or on behalf of TFF (ASIA) Ltd., (or TFF) (hereinafter referred to as either “**we**”, “**us**” or “**our**”). We are a limited company, registered in Hong Kong. Our company number is. 1670362 and our registered office is at 2310 Dominion Centre, 43-59 Queens Road East, Wanchai, Hong Kong.

Your purchase of any of the products offered on the Site/Application (“**Products**”) is subject to these terms and conditions and by placing an order for any Products you agree to be bound by them. You should print a copy of these terms and conditions for future reference. Use of the Site itself is subject to our Website Terms of Use. Use of your personal information submitted to or via the Site/Application is governed by our Privacy and Cookies Policy.

We reserve the right to change these terms and conditions from time to time by displaying them on the Site/Application, although no such change will affect any order you have already placed with us. These terms and conditions were last updated on 1st January 2018

Ordering and availability

To order any Product, you must be at least 18 years of age (or any older age legally required under the local laws of your jurisdiction to bind yourself legally to these terms and conditions). By placing an order for any Products, you confirm to us that you meet this requirement.

Products may be ordered by clicking on the items you wish to purchase and then following the prompts that will appear on-screen. You may check and correct any input errors in your order up until the point at which you submit your order to us by clicking the “Confirm Order” button on the checkout page

After placing an order, you will receive an acknowledgement from us that we have received your order and we will provide you with an order reference number. Please note that this does not mean that your order has been accepted. Your order constitutes an offer to us to buy the Product(s) ordered. All orders are subject to acceptance by us. We are not obliged to accept your order and may, at our discretion, decline to accept any order at any time. You do, however, acknowledge that by clicking on the “Confirm Order” button, there will be an obligation to pay for the Product(s). In the event we accept your order, we will send you a confirmation that your order has been processed and, depending on its stock and availability, the Product has been or will be dispatched (the “**Order Confirmation**”).

We will only supply Products for which we have issued an Order Confirmation and we are not obliged to supply Product(s) until we issue an Order Confirmation.

Delivery

Your order will be fulfilled by the delivery date set out in the Order Confirmation or, if no delivery date is specified, then within 30 days after the date of the Order Confirmation, unless there are exceptional circumstances.

Your order will be delivered to the delivery address within China that you specify when placing your order.

If your delivery address is geographically remote, for example certain outlying islands or other isolated locations, it is possible that we may not be able to deliver there. If that is the case, we may decline to accept your order. We reserve the right not to deliver to any country that is prohibited by applicable export laws. Orders cannot be delivered to PO Box or similar addresses, in which case we will decline to accept your order. Products comprised within the same order cannot be delivered to different addresses.

Deliveries are made by reputable courier with tracking services in China. It is not possible to specify a precise time at which a delivery will take place. Please note that the recipient may be required to sign and acknowledge receipt of deliveries.

Our courier will not be responsible for any additional carriage, unpacking or positioning of Product(s). If you order a large, heavy or bulky Product, you should check carefully, before ordering, that its dimensions (including packaging) will pass freely through the doorways, corridors and/or stairways (if any) of the delivery address.

Your Product(s) may be opened and inspected by customs authorities and may be subject to import duties and taxes (and/or additional import duties and taxes) which are levied when the delivery reaches the specified destination. You are liable and agree to pay such import duties and taxes. Please also note that you must comply with all applicable laws and regulations in China where the delivery address is located. We will not be liable for any breach by you of any such laws.

Risk and ownership

The Product(s) ordered will be at your risk from the time of delivery. Ownership of the Product(s) ordered will also pass to you on delivery, provided full payment of all sums due in respect of the Product(s), including any delivery charges, has been received.

Price and payment

The price of Products is as quoted on the Site/Application from time to time.

Prices may include or exclude applicable taxes and/or delivery charges, which will be added to the total amount due when you view the items in your shopping basket, once you have selected your chosen different delivery method. Prices and delivery costs are liable to change at any time without notice, but changes will not affect orders for which an Order Confirmation has already been sent.

Payment for all orders must be made by China UnionPay debit or credit card and/or Wechat Pay wallet on the checkout page. We only accept payment by China UnionPay debit or credit cards and/or Wechat Pay wallet.

You should be aware that online payment transactions are subject to validation checks by your card issuer and we are not responsible if your card issuer declines to authorise payment for any reason and we may exercise our discretion to reject your order. Please note, it is possible that your card issuer may charge you an online handling fee or processing fee and you agree to bear and be responsible for these amounts. We are not responsible for this.

From time to time we may run promotions where we issue discount codes. These can be used in part-payment of the price of Product(s) ordered online, subject to the terms and conditions of the promotion. Discount codes cannot be redeemed for cash under any circumstances.

Cancellations and Refund Policy

You may cancel an order with us at any time before your order is dispatched.

If you cancel an order or return a Product to us, you will receive a full refund of the price paid for the Product(s) but strictly in accordance with our refunds policy on the Site/Application.

We are unable to offer any refunds or cancellations on the following categories of Products:

- perishable items,
- audio and/or visual recordings or computer software or hygiene-sealed items, in each case, where the sealed packaging has been opened; or
- products that have been personalised or made to your own bespoke specifications (if we offer such options);

We reserve the right to make any final decision in the event of disputes for cancellations and returns.

Product information

Whilst we have taken reasonable steps to depict Products as accurately as possible through the photographs and other images featured on the Site/Application, the detailing (such as colour, pattern and texture, etc.) you see on-screen will depend on your monitor and, as such, may not exactly reflect the actual detailing of a Product when you receive it.

Any information on the Site/Application regarding sizing of Products is included as a guide only. If you are in any doubt as to the size of any Product you require, we recommend that you contact us prior to placing an order (see Contact us).

Our liability

You agree that we will not be liable to you in contract, tort, negligence, breach of statutory duty or otherwise for any loss, damage, costs, or expenses of any nature whatsoever incurred or suffered by you of an indirect or consequential nature including without limitation any economic loss or other loss of turnover, profits, business or goodwill.

To the extent permitted by law, and in circumstances where we have not effectively excluded liability to you under or in connection with these terms, you agree that the maximum limit of our liability to you whether in contract, tort, negligence, breach of statutory duty or otherwise shall not exceed the purchase price of the Product(s) in your order with us.

Indemnity

You shall indemnify and hold harmless us, our respective officers, employees, consultants, agents and representatives against all third party Claims (defined herein below) howsoever arising which may be asserted against or suffered by us and which relate to the use, sale, supply or distribution of any Product(s).

For the purpose of the above paragraph, Claims shall mean all demands, claims and liability (whether criminal or civil, in contract, tort or otherwise) for losses, damages, legal costs and other expenses of any nature whatsoever and all costs and expenses (including without limitation legal costs) incurred in connection therewith.

General

You may not transfer or assign any or all of your rights or obligations under any agreement with us.

All notices given by you to us must be given in writing to the address set out at the end of these terms and conditions. We may give notice to you at either the email or postal address you provide to us when placing an order.

If we fail to enforce any of our rights, that does not result in a waiver of that right.

If any provision of these terms and conditions is found to be unenforceable, all other provisions shall remain unaffected.

These terms and conditions may not be varied except with our express written consent.

These terms and conditions and any document expressly referred to herein represent the entire agreement between you and us in relation to the subject matter of any agreement between you and us.

These terms and conditions shall be governed by Hong Kong law.

You agree that any dispute between you and us regarding these terms and conditions or any order with us will only be dealt with by the Hong Kong courts.

Rights of Third Parties

No third party has any right under the Contracts (Rights of Third Parties) Ordinance (Cap. 623 of the Laws of Hong Kong) to enforce or to enjoy the benefit of any term herein.

The consent of any person who is not a party herein is not required to vary this document at any time.

Contact us

Please submit any questions you have about these terms and conditions or an order by email to: support@tff-asia.com

Privacy & Cookies Policy

Introduction

This is the privacy and cookies policy for www.tff-asia.com (the “**Site**”). The Site is operated by or on behalf of TFF (ASIA) Ltd (or TFF) (hereinafter referred to as either “**we**”, “**us**” or “**our**”).

We are committed to protecting your privacy on-line. We appreciate that you do not want your personal information distributed indiscriminately and here we explain how we collect information, what we do with it and what controls you have.

By using the Site, you consent to the collection and use of information in accordance with this privacy policy.

We reserve the right to change this privacy policy from time to time by changing it on the Site without notice. This privacy policy was last updated on 1st January 2018.

Information we may collect from you

We may collect and process the following information about you:

- information (such as your name, email address, postal address and telephone number, Personal ID number) that you provide by completing forms on the Site, including if you register as a user of the Site, subscribe to any service, upload or submit any material via the Site, request any information, or enter into any competition or promotion we may sponsor;

- in connection with an account sign-in facility, your log-in and password details;
- details of any transactions made by you through the Site;
- communications you send to us, for example to report a problem or to submit queries, concerns or comments regarding the Site or its content;
- information from surveys that we may, from time to time, run on the Site for research purposes, if you choose to respond to, or participate in, them;
- employment details if you send us a CV, resumé or other details of your employment history in connection with an advertised job vacancy or a general enquiry regarding employment opportunities with us.

You are under no obligation to provide any such information. However, if you should choose to withhold requested information, we may not be able to provide you with certain services.

When you visit the Site, we may, by means of cookies and/or other similar technologies, automatically collect additional information about you – such as the type of internet browser or mobile device you use, any website from which you have come to the Site, your IP address (the unique address which identifies your computer or mobile device on the internet) and/or the operating system of your computer or mobile device. See section on ‘Cookies and other technologies’ for more information.

We may, from time to time, run referral programmes or similar initiatives, such as a "Tell a Friend" programme, that invite you to provide us with the contact details of someone who is known to you who may find our products or services to be of interest. We will only use those contact details for the purpose of the relevant initiative (and not for general marketing purposes). By providing us with their details, you confirm that you have their permission to do so and must not provide us with the details of anyone from whom you do not have such permission. You permit us to identify you as the person who has made the referral in the message that is sent to them.

Location data

We collect information through the Site as to your real time location to provide location services where requested or agreed to by you in order to deliver content, advertising or other services that are dependent on knowing where you are. This information may also be collected in combination with an identifier associated with your device to enable us to recognise your mobile browser or device when you return to the Site.

Delivery of location services will involve reference to one or more of the following: (a) the coordinates (latitude/longitude) of your location; (b) look-up of your country of location by reference to your IP address against public sources; and/or (c) your Identifier for Advertisers (IFA) code for your Apple device, or the Android ID for your Android device, or a similar device identifier. See section on ‘Cookies and other technologies’ for more information on the use of cookies and device identifiers on the Site.

Sharing Data.

We reserve the right to share this information with the Brands listed on The Site, to other Merchants and/or Pavilions listed on the site and to any relevant companies and/or departments of China UnionPay and/or UnionPay International. We will not disclose any information to third parties not listed on The Site or not associated to the site, unless instructed to do so by any official, government or regulatory body.

You may opt out at any time from allowing further access by us as to your location data by managing location services at device level.

Cookies and other technologies

When you interact with the Site, we try to make that experience simple and meaningful. When you visit the Site, a web server sends a cookie or other similar technology to your computer or mobile device (as the case may be). Cookies are small pieces of information which are issued to your computer or mobile device (as the case may be) when you visit a website and which store and sometimes track information. A number of cookies we use last only for the duration of your web session and expire when you close your browser. Other cookies are used to remember you when you return to the Site and will last for longer.

The cookies and/or other similar technologies we use collect information, such as the type of internet browser or mobile device you use, any website from which you have come to the Site, your IP address and/or the operating system of your computer or mobile device.

We use cookies and/or other similar technologies to:

- remember that you have visited us before. This means we can identify the number of unique visitors we receive. This allows us to make sure we have enough capacity for the number of users that we get;
- customise elements of the promotional layout and/or content of the pages of the Site;
- collect anonymous statistical information about how you use the Site (including how long you spend on the Site) and where you have come to the Site from, so that we can improve the Site and learn which parts of the Site are most popular with users; and

Some of the cookies used by the Site are set by us, and some are set by third parties who are delivering services on our behalf.

Most web and mobile device browsers automatically accept cookies but, if you prefer, you can change your browser to prevent that or to notify you each time a cookie is set. Please note, however, that by blocking or deleting cookies used on the Site, you may not be able to take full advantage of the Site.

Uses made of your information

We use your personal information which we collect to:

- enable us to process your orders and to provide you with the services and information offered through the Site and which you request;

- administer your account with us;
- verify and carry out financial transactions in relation to payments you make online;
- audit the downloading of data from the Site;
- improve the layout and/or content of the pages of the Site and customise them for users;
- identify visitors to the Site;
- carry out research on our users' demographics and tracking of sales data;
- send you information we think you may find useful or which you have requested from us, including information about our products and services or those of our listed Brands, provided you have indicated that you do not object to being contacted for these purposes;
- allow, with your consent, carefully selected third parties to send you information directly which you may find useful regarding their products and services.

Information sharing

We may disclose aggregate statistics about visitors to the Site, customers and sales in order to describe our services to listed partners, prospective partners and other reputable third parties and for other lawful purposes, but these statistics will include no personally identifiable information.

We may disclose your personal information to any relevant companies and/or departments of China UnionPay and/or UnionPay International, to any of our affiliates, or to our agents or contractors who assist us in providing the services we offer through the Site, processing transactions, fulfilling requests for information, receiving and sending communications, updating marketing lists, analysing data, providing IT and other support services or in other tasks, from time to time. Our agents and contractors will only use your information to the extent necessary to perform their functions.

In the event that we undergo re-organisation or are sold to a third party, you agree that any personal information we hold about you may be transferred to that re-organised entity or third party.

We may disclose your personal information if required to do so by law or if we believe that such action is necessary to prevent fraud or cybercrime or to protect the Site or the rights, property or personal safety of any person.

Public forums

The Site may, from time to time, make chat rooms, message boards, news groups and/or other public forums available to its users. Any information that is disclosed in these areas

becomes public information and you should exercise caution when using these and never disclose your personal information.

Child safety

Protecting the safety of children when they use the Internet is important to us. The Site is intended for use only by persons who are at least 18 years of age. By using the Site, you confirm to us that you meet this requirement and that, if you are under the age of 18, you have received permission from your parent or guardian before using the Site or sending any personal information to us or anyone else online.

External links

The Site may, from time to time, contain links to external sites. We are not responsible for the privacy policies or the content of such sites.

Payment processing

See Payment Information.

Security

We place great importance on the security of all personal information associated with our users. We have security measures in place to attempt to protect against the loss, misuse and alteration of personal information under our control. For example, our security and privacy policies are periodically reviewed and enhanced as necessary and only authorised personnel have access to personal information. Whilst we cannot ensure or guarantee that loss, misuse or alteration of information will never occur, we use reasonable efforts to prevent it.

You should bear in mind that submission of information over the internet is never entirely secure. We cannot guarantee the security of information you submit via the Site whilst it is in transit over the internet and any such submission is at your own risk.

It is advisable to close your browser when you have finished your user session to help ensure others do not access your personal information if you use a shared computer or a computer in a public place.

Storage of your information

Your personal information which we collect is sent to and stored on secure servers located in Hong Kong. Such storage is necessary in order to process the information. Personal information submitted may be transferred by us to our other offices and/or to the third parties mentioned in the circumstances described above (see section on 'Information sharing'), which may be situated outside the Hong Kong Special Administrative Region and may be

processed by staff operating outside the Hong Kong Special Administrative Region. The countries concerned may not have similar data protection laws to the Hong Kong Special Administrative Region. Where we transfer your personal information, we will take reasonable steps to ensure that your privacy rights continue to be protected. By using the Site, you agree to this storing, processing and/or transfer.

Rights of Third Parties

No third party has any right under the Contracts (Rights of Third Parties) Ordinance (Cap. 623 of the Laws of Hong Kong) to enforce or to enjoy the benefit of any term herein.

The consent of any person who is not a party herein is not required to vary this document at any time.

Contact us

Please submit any questions, concerns or comments you have about this privacy policy or any requests concerning your personal data by email to support@tff-asia.com

Returns Policy

If you are not 100% satisfied with your purchase, you may return it within 15 days of receipt and in saleable condition for a refund or like-for-like exchange. Return requests are only accepted online for products purchased directly on TFF's platform, www.tff-asia.com.

All returns should be in 'as new' condition, unused, unwashed, clean, free from wear, unworn and items must have all original tags and be in the original packaging.

Please contact our customer service team directly.

1) TFF will accept exchanges on uniforms, apparel, clothing, gear & equipment only under the following conditions:

- Items must be in the original packaging.
- Items must be clean and free from wear.
- Items must be unwashed.
- Items must have all original tags.

2) Due to hygiene-related concerns, compression shorts, athletic supports & cups, products made from lycra (fight shorts, compression shorts, rashguards, etc.) will not be eligible for return under any circumstance.

3) Food and beverages (see also wine below) as well as all perishables goods will be subject to different refund policies.

Please contact our customer service team directly.

Exchanges

If you would like to make an exchange on your purchase please follow the steps in the next section 'How to make a return'. Exchanges can be made on a like-for-like basis, this means a different size or colour of the same product. If you would like a different product, please use the same process to return the item for a refund and place a new order.

How to Make a Return

To make a return, please contact our customer service team directly by sending an email to support@tff-asia.com and provide all appropriate information: Full Name, Contact Number, Email, Date of Purchase, Invoice Number, Item/s for Return, and Reason/s for Return. You will receive a response within one business day with further instructions.

Please note that you are responsible for order, return shipment or exchange item (s) shipping fees. We recommend sending returns back through a tracked & insured shipping method (such as SF, STO, ZTO and China Post). We are not responsible for returns that are lost or damaged in the mail.

Returns to TFF 's partners in Beijing

Please post the package back to the following returns address:

北京市朝阳区慈云寺远洋国际中心E座503室

Tel: +44 (0)20 3287 8871

We recommend that you acquire Proof of Purchase and retain this until you receive email confirmation that we are processing your return. You can post items using your service of choice with cost of postage clearly marked on the package. Once we receive returned items at TFF's returns partners, Tigers, we aim to process them within seven working days.

Refunds will be made directly to the card used to make the original purchase. If you have not received your refund within ten business days after we received your return, please contact us for additional assistance.

Any carrier choice is at your own risk, we cannot take responsibility for loss or damage caused by independent carriers.

Payment Information

Registration

By registering with TFF you will be able to view, track and manage your orders, including setting up a return or exchange.

If you wish to return or exchange an item, you will have to obtain a Return Merchandise Authorization (RMA) number by sending an email to support@tff-asia.com

For more information, please refer to the section 'Returns Policy'.

Secure Payment Processing

TFF. accepts UnionPay debit and credit cards and/or Wechat Pay wallets via the SecurePay payment method.

With UnionPay - security, efficiency, reliability and operational convenience are all critical factors which are included when you shop on TFF.

UnionPay Online Payment (UPOP), designed by UnionPay, is the industry leading payment option that allows you to shop online with confidence.

The UnionPay SecurePay product is so easy to use. Simply:

Step 1: You place an order on TFF by clicking the “add to cart” or “checkout” button which initiates a transaction.

Step 2: The transaction information is forwarded to the UPOP system. Meanwhile, you are redirected to a UPOP webpage.

Step 3: Two means of payment for UnionPay are provided on the UPOP webpage. It is up to the cardholder to choose their preferred payment means. UPOP is responsible for card number collection and facilitates authentication of the transaction once the payment method is selected. Enter the verification code provided by a dynamic SMS code sent to your phone.

Step 4: UPOP forwards the payment information to the card issuer.

Step 5: The card issuer checks the payment information received and will authorize or decline the transaction.

Step 6. The transaction result is presented to the cardholder on the UPOP webpage and then the cardholder is redirect back to the TFF website.

Step 7: You have now checked out with convenience and security.

UnionPay's SecurePay UPOP payment option delivers a number of benefits to you, including:

Convenience: flexible payments improve the online shopping experience of cardholders, so UPOP helps you safely shop online with websites across the globe.

Security: provides multiple protections for security including static verification, dynamic verification and a private security key.

Universal acceptance: being free of currency conversion fees, the cardholder can enjoy "global online shopping in just a click" at home.

Plus, UnionPay's UPOP does not charge any currency conversion fees, which means that the price that you buy at is the price that you pay.

Promotional Codes and Gift Cards

If you are using a promotional code please enter it in the promotional code box on the shopping cart page. The discount will automatically be calculated. Promotional codes are for one time use only and may not be used in separate orders or applied to different products in the case of an exchange.

If you have a gift card, enter your gift card code on the shopping cart page and it will automatically calculate your discount. Once purchased, gift vouchers are non-refundable.

Errors and Omissions

In the case of errors or omissions on the website, then TFF reserves the right to refund your order prior to the goods being dispatched.

TFF reserves the right to cancel any order if the product is no longer available. No compensation will be paid in such cases but customers will be notified and reimbursed for the full cost of the order.

Order Confirmation

You will receive an email to confirm that we have received your order. If you have a problem processing your payment online or are not certain if your payment was successful please email support@tff-asia.com

Amending or Cancelling an Order

If you have any concerns about an order you've already placed please contact us by emailing support@tff-asia.com

Please note that once an order has been shipped, TFF is unable to cancel it.