

HKTVMall e-Gift Voucher



Redemption and usage guide



HKTVMall e-Gift Voucher redemption - Web (1)

1

Login to your account

Login/Register

Existing Customer

[Login with Facebook](#) [Log in via SMS](#)

Or

Mobile Number / Email Address

Password

[Log In](#)

[Forgot password?](#)

2

Click "Account Profile"

Search

Hello ssss
Mall Dollar balance : \$ 0.00

M Mall Dollar Balance **\$0.00**

Account Profile

Order History

e-Coupons

About VIP Program

Logout

3

Click "e-Gift Vouchers"

About VIP Program

Order History

Insurance Order

e-Gift Vouchers

e-Coupons

My Mall Dollar

Account Profile

HKTVMall e-Gift Voucher redemption - Web (2)

4

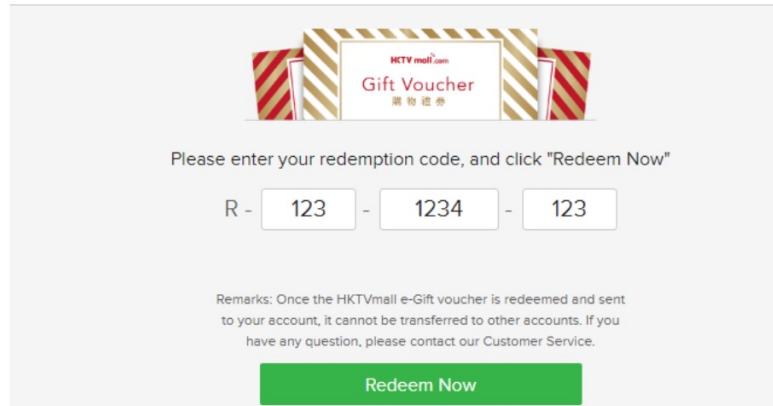
Press “ Redeem e-Gift Voucher” at the bottom right corner



5

Enter your redemption code and click “Redeem Now”

Redeem e-Gift Voucher



Please enter your redemption code, and click "Redeem Now"

R - - -

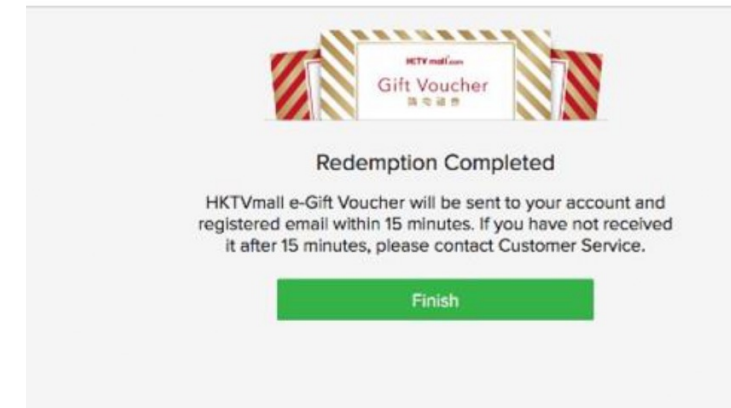
Remarks: Once the HKTVMall e-Gift voucher is redeemed and sent to your account, it cannot be transferred to other accounts. If you have any question, please contact our Customer Service.

[Redeem Now](#)

6

Redemption Completed

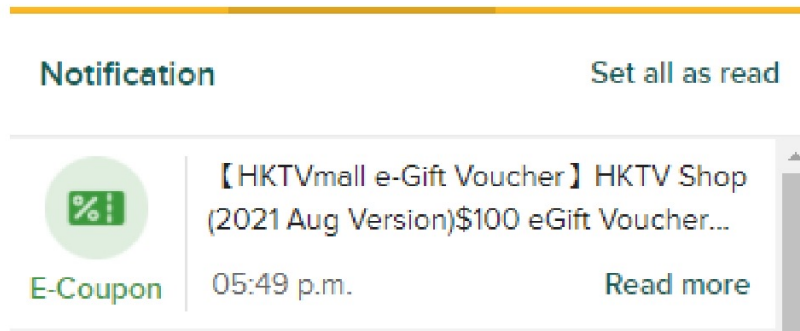
Redeem e-Gift Voucher



HKTVMall e-Gift Voucher redemption - Web (3)

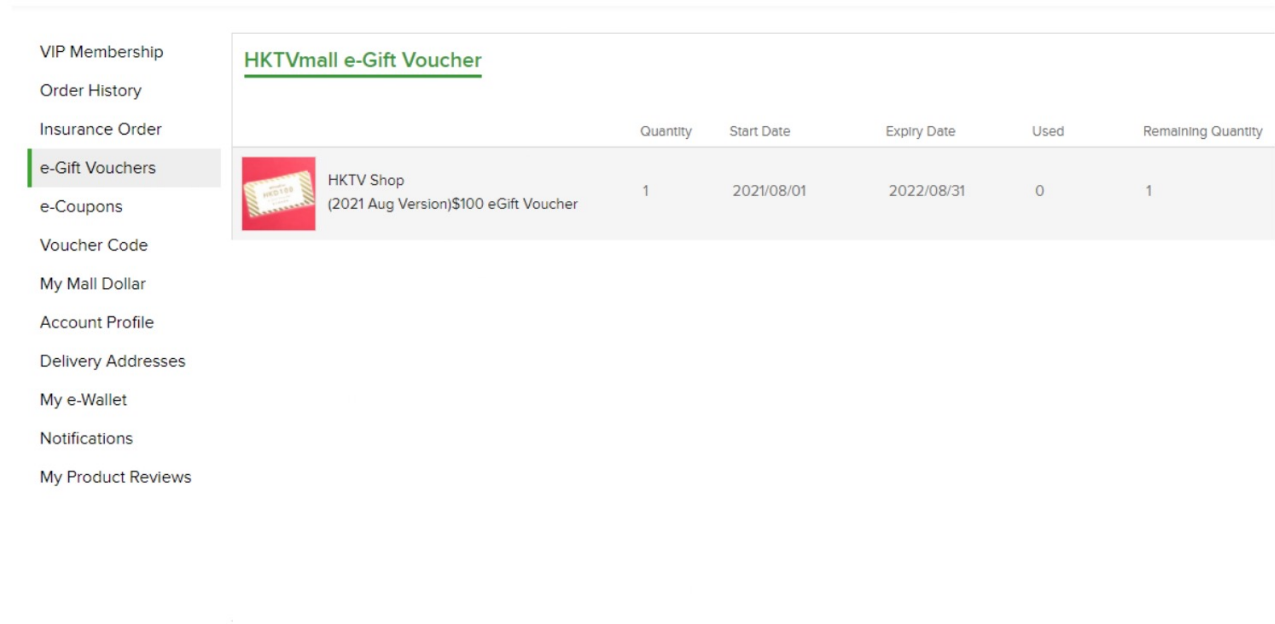
7

The system will send a message to the user account and email to the registration email within 15 minutes.



8

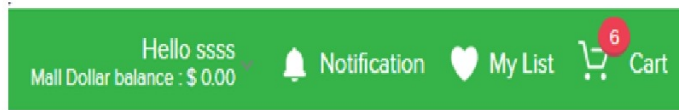
You can then view the vouchers on the “HKTVMall e-Gift Voucher” page.



HKTVMall e-Gift Voucher usage - Web

1

Add product to your
"Shopping cart"



2

Apply your e-Gift voucher
under the box of "Apply
HKTVMall e-Gift Vouchers" in
checkout page, select the
quantity that you would like to
use for this order

Apply HKTVMall e-Gift Vouchers

(2021 Aug Version)\$100 eGift Voucher

Remaining Quantity: 1 For this order, please use: 1

Note: HKTVMall e-Gift Vouchers cannot be used combine payment for the Items In O2O Shops

0

1

Apply coupon (if any) ?

Enter Coupon Code

3

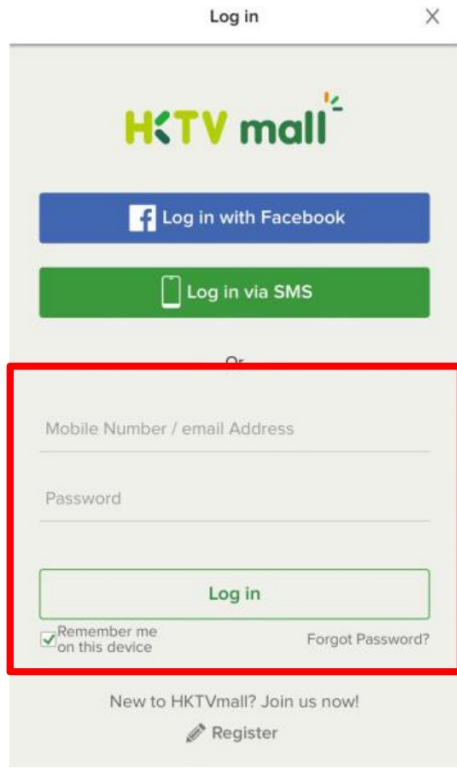
Check whether the
deduction amount is correct
in "Total Payment"

Summary	
Order total	\$ 105.00
Total billed amount	\$ 105.00
(2021 Aug Version)\$100 eGift Voucher x 1	- \$ 100.00
HKTVMall Delivery Fee	\$ 40.00
Total payment ?	\$ 45.00

HKTVMall e-Gift voucher redemption - App (1)

1

Login to your account



Log in

HKTVMall

Log in with Facebook

Log in via SMS

Or

Mobile Number / email Address

Password

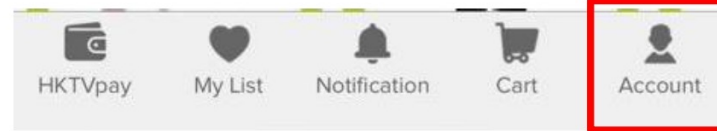
Log in

Remember me on this device [Forgot Password?](#)

New to HKTVMall? Join us now!
[Register](#)

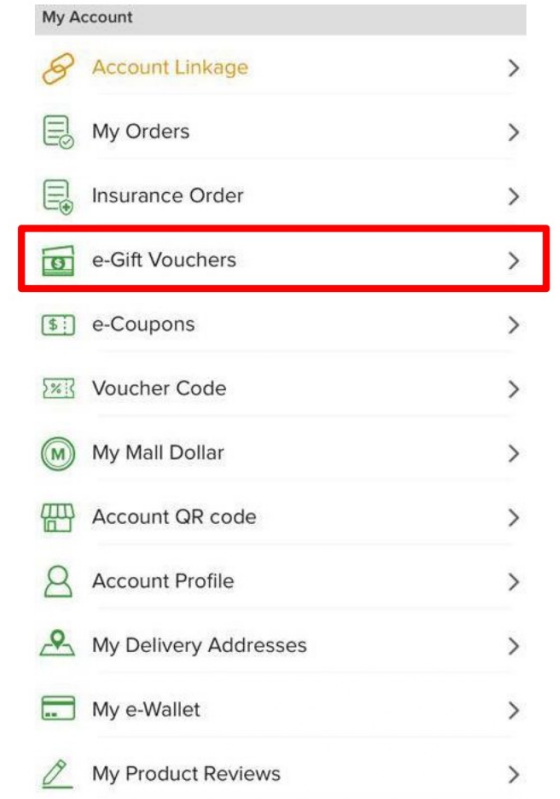
2

Click "Account"



3

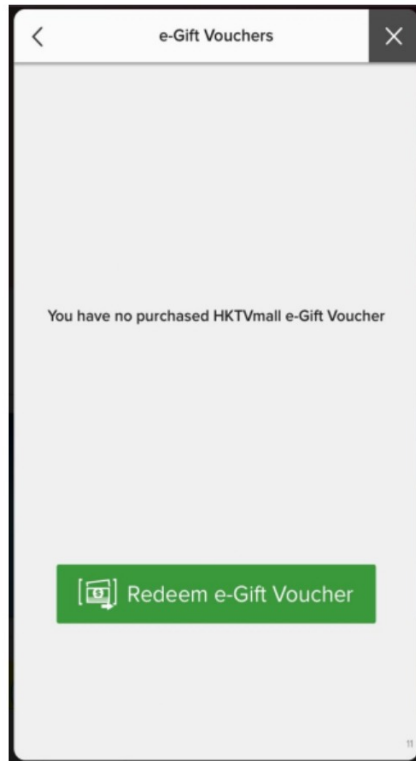
Click "e-Gift Vouchers"



HKTVmall e-Gift voucher redemption - App (2)

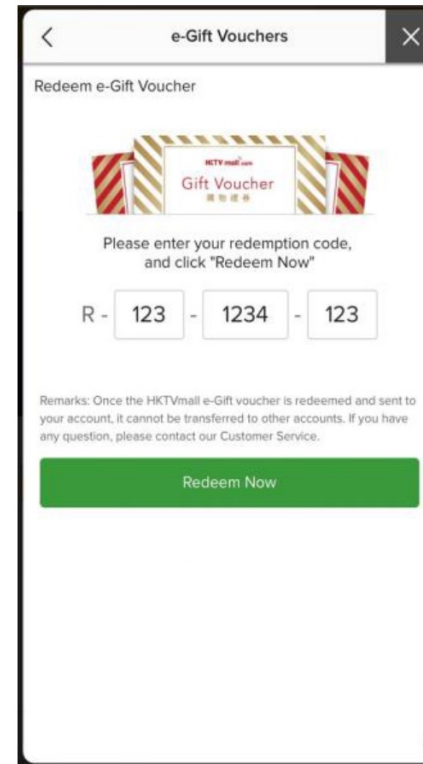
4

Press “ Redeem e-Gift Voucher”



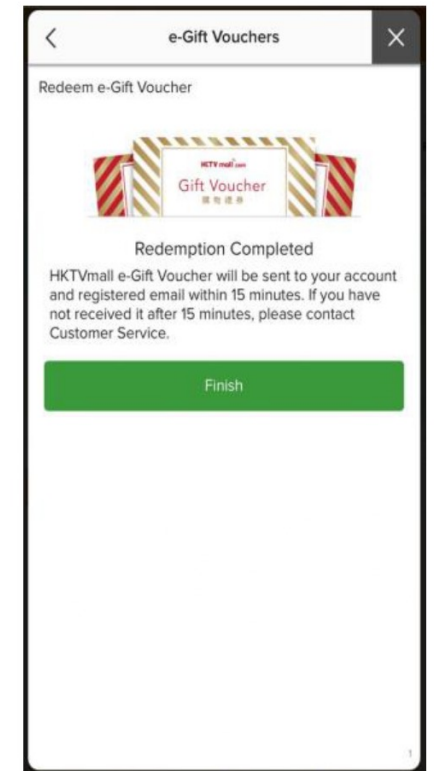
5

Enter your redemption code and click “Redeem Now”



6

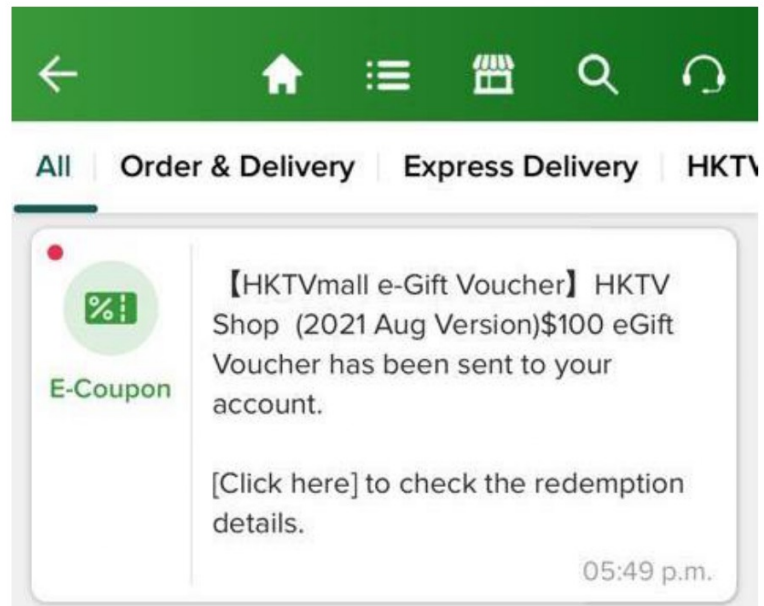
Redemption Completed



HKTVMall e-Gift voucher redemption - App (3)

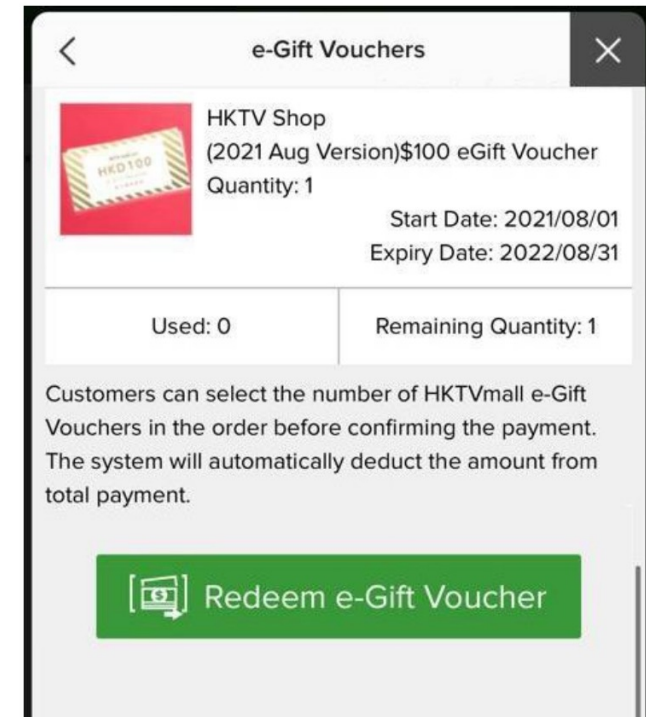
7

The system will send a message to the user account and email to the registration email within 15 minutes.



8

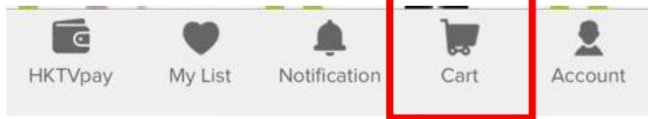
You can then view the Vouchers on the “e-Gift Vouchers” page.



HKTVMall e-Gift voucher usage - App

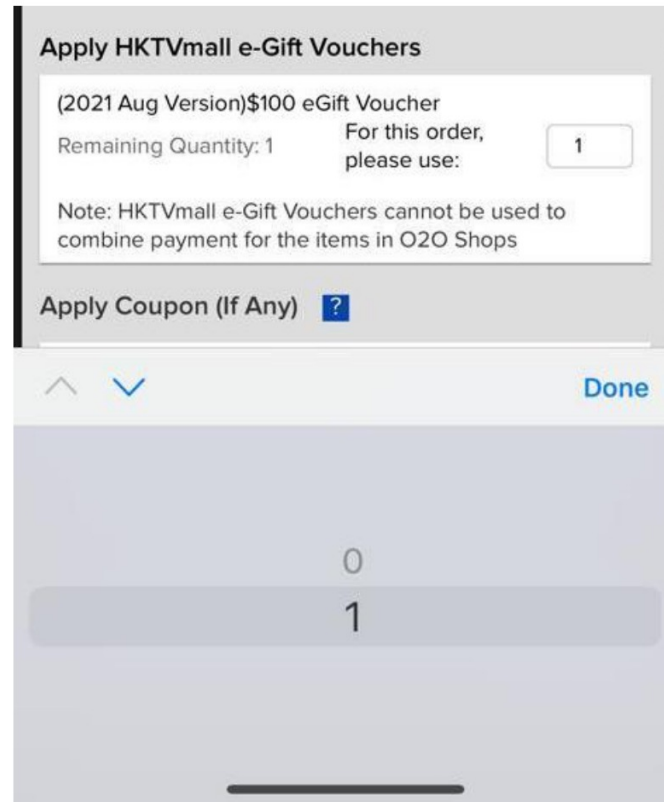
1

Add product to your
"Shopping cart"



2

Select the quantity you use for
this order under "Apply
HKTVMall e-Gift Vouchers"



3

Check whether the
deduction amount is correct
in "Total Payment"

Order total	\$708.40
Combination Promotion	-\$ 29.25
<hr/>	
Total billed amount	\$679.15
(2021 Aug Version)\$100 eGift Voucher x 1	- \$ 100.00
HKTVMall Delivery Fee	FREE
Total payment	\$579.15

Terms & Conditions



Terms & Condition of HKTVmall e-Gift vouchers



1. You must log in to HKTVmall account to redeem the HKTVmall vouchers.
2. This e-Gift voucher can only be used for online purchase at HKTVmall through its website (www.hktvmall.com) or mobile applications. (This e-Gift voucher is not applicable on shopping in HKTVmall O2O shop, online shopping at HKTV Lite, payment by HKTVpay, transactions made at HKTVexpress, or any add on app or service)
3. The redemption code can only redeem the assigned quantity and amount of HKTVmall vouchers.
4. The redemption code can only be redeemed once.
5. Once the redemption code is redeemed successfully, the HKTVmall e-Gift vouchers will be sent into your account and it cannot be transferred to other accounts.
6. This e-Gift voucher cannot be used to purchase HKTVmall e-Gift voucher, Pre-Sale Fruits (O2O Pickup Only), AXA Insurance products, all products in gift card & e-voucher category (including Google Play Gift Code, App Store & iTunes Gift Card and music platform, streaming and gaming gift card).
7. The redemption code/ e-Gift voucher cannot be exchanged to cash or Mall Dollar cash rebate.
8. The redemption code cannot be used to settle any delivery charges and/ or extra charges arising from merchant delivery.
9. No refund or exchange for Mall Dollar will be made for any unused balance of the e-Gift voucher.
10. Maximum of 10 e-Gift vouchers can be used in each order.
11. Hong Kong TV Shopping Network Company Limited is not responsible for lost or stolen of the redemption code or e-Gift voucher.
12. Terms and conditions is applied for the HKTVmall e-Gift voucher.
13. In case of any disputes, Hong Kong TV Shopping Network Company Limited reserves the right to make the final decision.