

Terms & Conditions:

1. Esso Smiles members can reserve the product with Smiles points through Esso app. Smiles points will be deducted and the eCoupon will be stored in the "My rewards" section. Smiles member can then visit any Esso and Feoso service stations (excluding Esso Tseung Kwan O station) in Hong Kong during the redemption period to settle the payment by presenting the eCoupon.
2. Product photos/videos are for reference only.
3. The Esso Smiles points required for reservation will be deducted instantly at the time of pre-order. If no payment is received during the redemption period, Smiles points that are used for reservation will be forfeited without further notice.
4. Payment must be settled by the agreed date and time at the selected station.
5. Order of \$200 or above include a one-time home delivery within specific area (excluding PO Box addresses, outlying islands and restricted areas), while for orders below \$200, customers will need to make their own arrangements for collection at the station where payment is made.
6. For customer who chooses to pick up at the station, should check the redeemed item(s) immediately after redemption. In case of any damaged item(s), customer may ask the station for a replacement immediately. No replacement of item(s) will be allowed after the customer leaves the service station.
7. The redeemed item(s) cannot be exchanged for cash or credited into any account.
8. Supply of redemption item(s) should be subjected to stock availability in individual service stations.
9. This Promotion is not applicable to Esso Fleet Card and Discount Card.
10. Customer must provide a valid contact phone number and mailing address for delivery purposes. If the delivery fails due to inaccurate contact information or no one is present to receive the item(s) at the agreed delivery time, product provider will charge additional fees for rescheduling delivery.
11. After the package is shipped, customer has 30 days to file a claim with the Product Provider or Delivery House if they do not receive the item(s). Following this claim, an investigation will be made, and new product(s) will be sent once the investigation is complete. After this 30-day period, it will no longer be able to claim compensation for lost item(s).
12. Within 7 working days from the receipt of order, in the event of a problem or damage to the goods (receipt required), customer shall contact the supplier for assistance. Thereafter and within 1 year (receipt required), customer shall call the manufacturer hotline that is provided on the product warranty card.
13. All sales are final, and products cannot be returned or exchanged.
14. ExxonMobil Hong Kong Limited is not the manufacturer or supplier of the products and shall not accept any liability in relation to their quality and/or condition. Any enquiry regarding product should be made with product manufacturer.
15. ExxonMobil Hong Kong Limited has the right to vary this Promotion and modify these Terms and Conditions without prior notice. Should any dispute arise, the decision of ExxonMobil Hong Kong Limited shall be final.
16. In the event of inconsistency between the English and Chinese versions of these Terms and Conditions, the English version shall prevail.
17. For enquiries, please contact the Esso Smiles Customer Service Centre at 3197-8188 during office hours.