

Go Digital Unlock Rewards Terms and Conditions

By entering the “GO Digital Unlock Rewards” (hereafter called “the Programme”), customers are deemed to have read and understood the method of participation, the details of the Programme, and accepted and agreed to be bound by the following terms and conditions.

1. Eligibility

- Go Digital Unlock Rewards is only open to customers who have a valid residential account registered with CLP Power Hong Kong Limited (“CLP Power”) as shown on CLP Power’s customer records. To be eligible to participate to the campaign, you must:
 - (i) Be a resident customer within the CLP power supply network
 - (ii) Hold a valid electricity account to complete the task (the electricity account must remain active until Go Digital Unlock Rewards ends)
 - (iii) Provide a valid email address to receive Programme information and redemption codes
- There are 3 e-tasks under Go Digital Unlock Rewards:
 - (i) During period from 1st November to 31st December 2023, participants subscribe for or used eBill notification service and should no longer choose to receive paper bills.
 - (ii) During period from 1st November to 31st December 2023, participants pay at least one electricity bill payment via autopay, mobile or ePayment methods successfully
 - (iii) During period from 1st November to 31st December 2023, participants apply for electricity or name transfer online successfully
- Participants can fill in the e-Form to provide a valid email address for receiving campaign information and links for redeeming rewards.
- If participants have not previously provided CLP with a valid email address or consent for receiving direct marketing materials, you can complete this form before 31 December 2023.
- The information collected from the e-form will be used for sending campaign information related to Go Digital Unlock Rewards (i.e., details of rewards redemption) and for purposes directly related to the campaign. If an eligible participant fails to provide CLP with a valid email address or consent for receiving direct marketing materials, CLP will not be able to send the details of rewards redemption for Go Digital Unlock Rewards to the participant. The information collected from the e-form will not affect the existing information on the CLP system or replace your previous instruction to CLP about your direct marketing choice.
- Participants who have already subscribed and are using eBill notification service before this campaign, will also be eligible to participate in this Programme.

2. Programme Reward

- The promotional period for the Programme is from 1st November 2023 to 31st December 2023.
- Participants who completed one or more e-task under the Programme are eligible to purchase the GP Recharge charger with 4pc NiMH batteries set at an exclusive price of HKD \$45.
- Participants who completed two or more e-tasks under the Programme are eligible to purchase the GP Recharge charger with 4pc NiMH batteries set at an exclusive price of HKD\$45 and an induction cooker at a special price of HKD\$68 plus 500 Domeo Points*.

3. Redemption Details

- Eligible customers will receive a notification email with redemption details within 14 working days (Mon to Fri, except public holiday).
- Each CLP electricity account can redeem 1 Uniware Induction Cooker only. Eligible customers will need to redeem the induction cooker within 14 days after receiving the notification email by using the redemption code in the email, otherwise the redemption code will become invalid.
- Participants are required to redeem the offers of the campaign on Domeo eShop (<https://www.clpdomeo.com>)
- Eligible participants are required to link their CLP online account with Domeo account before redeeming the induction cooker. For more information on how to link, please click [here](#).
- GP Recharge charger with 4pc NiMH batteries set will be available for pick up in the first quarter of 2024. Eligible participants can redeem the GP Recharge charger with 4pc NiMH batteries set via the offer link provided in the notification email, which the offer link will be valid during the period from 3rd November 2023 to 31st March 2024.
- The quantity of the discounted products is limited and available while supplies last.
- The discounted products will be based on redemption centres' actual stock.
- GP Recharge charger with 4pc NiMH batteries set includes:
 - GP Recharge Charger
 - 2pc AA 10000mAh NiMH Batteries
 - 2pc AAA 400mAh NiMH Batteries
- Uniware Induction Cooker product details: [UNI-101A Ultra-thin induction cooker \(Touch Panel\) \(clpdomeo.com\)](#)
- The model of the discounted products in Go Digital Unlock Rewards is provided for reference purposes only. CLP Power reserved the right to amend the rewards at any time without prior notice.

4. Go Digital Unlock Rewards Programme e-tasks Details

- During period from 1st November to 31st December 2023, participants subscribe for or used eBill notification service*:
500 Domeo Points will be awarded for first-time subscription and 100 Domeo points for each eBill notification received
*Participants are required to select the option of no longer choose to receive paper bills. If participants receive paper bills and use eBill notification services, who will not be deemed to be eligible for the Programme.
- During period from 1st November to 31st December 2023, participants must pay at least one electricity bill via autopay, mobile or ePayment methods successfully, methods included:
 - Bank Autopay
 - Credit Card Autopay
 - Faster Payment System (FPS)
 - AlipayHK
 - WeChat Pay HK
 - Internet banking
 - PPS
 - ATM

For more ePayment information, you may visit [here](#).

- During period from 1st November to 31st December 2023, participants apply for electricity or name transfer service online successfully.
For more information on how to apply electricity and name transfer services, you may visit [here](#).
- Eligible participants will receive a notification email within 14 working days (Mon to Fri, except public holiday), which will include the rewards with the exclusive price by clicking on the offer links or unique promotion code provided in the email.

5. General Terms of Conditions

- CLP Power may use and disclose the information provided by the customers on the terms and for the purposes (including marketing if a separate consent is given to CLP Power) of conducting this Programme and for other purposes of collection as set out in our Privacy Policy and Personal Information Collection Statement, as if they were a customer of the CLP Power.
- All eligible customers must ensure that all information provided should be true, accurate, complete and update, and promptly keep the information true, accurate, complete and update without any fraud on submission of personal data, or false submission of personal data of others. Customers shall be responsible for any loss, damage or liability arising out of or in connection with any fraud on submission of personal data, or false submission of personal data of others, and indemnify and hold CLP Power and the relevant party harmless for any loss, damage, claim arising

out of or in connection with any fraud on submission of personal data, or false submission of personal data of others.

- The participants and their suppliers/retainers shall directly deal and bear all the consequences regarding the procurement, transportation, installation, maintenance, repair and other after-sale services and product quality of any electrical appliances and batteries involved in this application. CLP Power shall not be liable for all the consequences associated with the procurement, transportation, installation, after sales services, product quality and all other aspects in connection with the appliances.
- All staff of CLP Group companies are not eligible for the Programme.
- CLP Power has absolute discretion to determine the eligibility of a customer to participate in this Programme.
- Regarding any dispute arising from Domeo Reward Programme and the redemption, the decision of CLP Power and its partners shall be final and binding.
- Product sales and related matters are subject to the terms and conditions of the respective sales platform.
- The participants agree and accept that CLP Power and CLPeC reserves all the rights to rectify the terms and conditions of this Programme at any time without prior notice. In case of any dispute arising from this Programme, the decision of CLP Power and CLPeC shall be final and binding.
- Late applications or failure to provide complete required information will not be accepted.
- If, for any reason, CLP Power is not capable of conducting this Programme as planned, including due to infection by computer virus, bugs, tampering, unauthorised intervention, fraud, technical failure or any other causes beyond the control of CLP Power, which corrupt or affect the administration security, fairness or integrity or proper conduct of this Programme, CLP Power reserves the right in its sole discretion to take any action that may be available and appropriate.
- To the extent permitted by law, CLP Power will not be liable to any person for any loss (including direct, indirect or other reasons, including but not limited to loss of income, profit or reputation) damage, liability, or personal injury arising from the Programme.
- If any of these Terms and Conditions becomes or is declared illegal, invalid or unenforceable for any reason, such Terms and Conditions shall not affect the legality, validity and enforceability of the other Terms and Conditions.
- These Terms and Conditions shall be governed by the laws of Hong Kong. CLP Power and the participants agree to irrevocably submit the exclusive jurisdiction of the courts of Hong Kong.
- The English version of these Terms and Conditions shall prevail in case of any discrepancy between the English and Chinese versions. CLP POWER and CLPeC Commerce reserves rights to modify the Terms and Conditions anytime without any prior notification.
- The deadline is based on the server record: <https://www.clp.com.hk>
- We collect and use your Personal Data in accordance with the CLP Power and CLPeC Personal Information Collection Statement, which are available at [Go Digital Unlock Rewards Personal Information Collection Statement](#) and <https://www.clpdomeo.com/en/pics> respectively.

- Regarding any dispute arising from the Programme, the decision of CLP shall be final and binding.