

Langham Place Shopping Mall Gift Card Terms & Conditions

(for Private Label Cards with Card Number starting with 62925109)

By accepting, purchasing or using the Langham Place Shopping Mall Gift Card (“LP Gift Card”) issued by 33 Financial Services Limited (“33 Finance”), customer agree to be bound by these Terms and Conditions below. “Cardholder” and “cardholder’s” refer to the person who has purchased, redeemed and/or is using or otherwise holding the LP Gift Card.

The LP Gift Card

1. The LP Gift Card is an anonymous and non-reloadable prepaid card, with a specified stored values of HK\$200, HK\$500, HK\$1,000 and custom denomination between HK\$100 and HK\$8,000 (custom denomination LP Gift Card are for corporate purchase or promotion use only, not for retail sales), subject to availability.
2. The LP Gift Card is available for purchase and redemption at L4 Customer Service Centre during its opening hours, between 10:30am and 10:30pm, Monday to Sunday.
3. Each LP Gift Card contains a unique Personal Identification Number (PIN) printed beneath a security scratch panel on the card’s reverse side. This PIN is required for accessing 33 Finance Prepaid Card Services through our eWallet platform or website. Cardholders must change this initial PIN immediately after first use. For enhanced security, periodic PIN changes are strongly recommended, and disclosure of the PIN to any third party, including but not limited to employees of 33 Finance, is expressly prohibited.
4. The LP Gift Card can only be used for payment for goods and services at the participating merchants of Langham Place Shopping Mall that accept UnionPay Cards and are listed on the Langham Place Shopping Mall website, subject to the participating merchants’ final decision and judgment. LP Gift Card does not support making guarantee of payment at merchants. The LP Gift Card is the private label Gift Card of Langham Place Shopping Mall, its transaction is not the same as other general credit/debit card transactions. **The LP Gift Card will not be available for to settling online transactions with the participating merchants of Langham Place Shopping Mall.** For any inquires on the LP Gift Card, please contact the Customer Service Hotline for assistance.
5. The fees and charges listed in the LP Gift Card Fees and Charges published on www.33finance.com (the “33 Finance Website”) are applicable to the LP Gift Card. By purchasing, using or retaining the Gift Card, the cardholder expressly authorizes 33 Finance to directly debit all applicable fees from the card’s balance. The cardholder acknowledge that the most current version of the fees and charges, as specified on the 33 Finance Website, shall be binding. 33 Finance reserves the right to amend the fees and charges of the LP Gift Card from times and such amendment will be announced and updated on 33 Finance’s website for a period of not less than 30 days.

Purchase of LP Gift Card

6. Each person may only purchase or hold LP Gift Cards with a maximum total value of HK\$25,000 per calendar year. For bulk or corporate purchases exceeding this value, additional verification is required. Please contact the Customer Service Hotline or email to info@langhamplace.com.hk for assistance.
7. The purchase of the LP Gift Card must be settled in full using one, and only one, accepted electronic payment method per transaction. Accepted payment method are limited to: AlipayHK, Mastercard, UnionPay, Visa Card, FPS (including but not limited to HKQR, Tap&Go, and BOC Pay), PayMe, and WeChat Pay. Notably,

Langham Place Cash Vouchers, Langham Place e-Vouchers, and any other means of payment are explicitly excluded for this purpose.

8. All purchased LP Gift Cards are final and non-refundable, non-returnable, non-cancellable, non-adjustable, and cannot be exchanged for cash under any circumstances.
9. Purchase of LP Gift Cards are not eligible for LP CLUB bonus points registration or participating in any other in-mall promotional or spending activities.

Use of The LP Gift Card

10. LP Gift Cards **obtained through promotional redemption** are subject to the same terms and conditions as purchased cards, and are likewise non-refundable, non-returnable, non-cancellable, non-adjustable, and cannot be exchanged for cash.
11. At the time of payment, the cardholder must present the LP Gift Card and enter the relevant valid 6-digit PIN.
12. Each time a cardholder use the LP Gift Card for any payment, the amount of the transaction will be immediately deducted from the Gift Card balance.
13. Once the available balance in the LP Gift Card is depleted, the Card's validity expires. It is recommended that expired cards be physically destroyed by cutting them in half before disposal.

Available Balance Enquiry

14. Card statements are not issued automatically. A cardholder may, upon request, obtain a detailed transaction record. A Detailed Transaction Record Fee applies to each monthly record provided. However, if the balance on an LP Gift Card is insufficient to cover the applicable Detailed Transaction Record Fee, the request cannot be processed.
15. Cardholders may check the card balance and transaction history free of charge through the following methods: calling the Customer Service Hotline, logging into 33 Finance's mobile app (33 eWallet), visiting the 33 Finance's website at www.33finance.com, visiting the L4 Customer Service Centre at Langham Place Shopping Mall. It is the cardholder's responsibility to notify 33 Finance of any discrepancies, errors, or unauthorized transactions within 45 days of the transaction date. Failure to do so will result in all recorded transactions being deemed accurate after this period. Cardholders are strongly advised to review their transaction history regularly for security purposes.

Loss and Theft of the Gift Card

16. The LP Gift Card will not be replaced, and the remaining balance will not be refunded, in the event of being lost or stolen.
17. The cardholder bears full liability for all transactions (including cash withdrawals) conducted using the Gift Card prior to the formal reporting of its loss or theft to 33 Finance. This liability applies regardless of whether the transactions were authorized by the cardholder.

PIN and Card Replacement

18. Upon the activation of the Gift Card, forgotten PINs will not be reissued or reset. To regain account access, the cardholder must apply for a complete card replacement through our official channels. The Card Replacement Fee applies.
19. In cases of card malfunction not caused by the cardholder, a replacement card will be issued free of charge provided the defective card is returned to 33 Finance on or before its expiration date for cancellation.
20. For Gift Cards damaged due to cardholder misuse, a replacement may be issued upon request and surrender of the damaged card before its expiry date, subject to deduction of a Card Replacement Fee from the available balance.
21. Cardholders may be required to present valid proof of identification when processing card replacement for verification and documentation purposes.
22. Any issued replacement card will reflect the available balance of the original card according to 33 Finance records, minus all applicable fees and charges at the time of replacement.
23. 33 Finance reserves the rights to refuse any replacement card request.

Expiry and Post-Expiration

24. The LP Gift Card is valid for 12 months from the date of purchase. The card expiry date (VALID THRU MONTH / YEAR) is embossed and stated on the back of the card. Cardholders may verify the expiration date through the 33 Finance mobile application.
25. Following expiration, a monthly Expired Card Management Fee will be automatically deducted from any remaining balance on a monthly basis until the balance is depleted. The Cardholder may apply for the balance redemption after the card has expired as stated in Clause 31 (for purchased Gift Card only, excluding those issued through promotional activities). The Card Redemption Fee applies.
26. Merchant refunds are subject to the respective terms, conditions and processing timelines. Cardholders must refer to the specific merchant for details. 33 Finance cannot process any merchant refunds to an expired Gift Cards. Cardholders must ensure their card is still valid at the time a refund is initiated.

Exclusion of Liability

27. 33 Finance or Langham Place Shopping Mall assume no liability for any merchant's refusal to accept the LP Gift Card as payment for goods or services. All transaction disputes must be resolved directly between the cardholder and the relevant merchant. Under no circumstances shall 33 Finance or Langham Place Shopping Mall be responsible for any losses or damages incurred by the cardholder or any third party in connection with the use of the LP Gift Card.
28. Cardholders assume full responsibility for the safety of the Gift Cards and will be liability for all transactions made using the Gift Cards. 33 Finance or Langham Place Shopping Mall will not be liable for any loss or damage (whether direct, indirect, punitive, exemplary, incidental, special or consequential) howsoever caused arising out of or in any way related to Cardholders' use of a Gift Card, the unauthorized use of the Gift Cards and/or from the cancellation of the Gift Card program by us (unless such loss or damage is caused by our fraud or negligence).

29. No person other than the cardholder, 33 Finance and Langham Place Shopping Mall (which includes its successors and assigns) will have any right under the Contracts (Rights of Third Parties) Ordinance to enforce or enjoy the benefit of any of the provisions of this Terms and Conditions.

Termination / Redemption

30. For any fraud, deceiving actions, unauthorized use or improper use of Gift Cards in breach of these Terms and Conditions by the Cardholders, 33 Finance reserves the right to terminate any LP Gift Card and/or related services, or decline any transaction without prior notice or explanation. No liability shall be incurred by 33 Finance or Langham Place Shopping Mall for any direct or indirect losses resulting from such termination or transaction refusal. Upon termination, cardholders must surrender the affected Card to 33 Finance immediately upon requested.
31. Cardholders are advised to fully utilize their available balance before the Card's expiration date. For early termination be desired, cardholders may apply for balance redemption (for purchased Gift Card only, excluding those issued through promotional activities) by personally visiting our office to: (i) complete a Card Cancellation Form, (ii) present valid identification documents, and (iii) return the physical Card. The redemption amount will equal the remaining balance minus the applicable Redemption Fee. No redemption will be processed for balances equal to or less than the Redemption Fee. Approved redemptions will be paid via HKD cheque mailed within 45 days of claim submission.

Personal Data

32. The Cardholders agree that 33 Finance and Langham Place can use any personal information in accordance with their respective Privacy Policy Statements. The cardholder confirms having accessed, reviewed, and understood the Privacy Policy Statement available on the official website of both 33 Finance at www.33finance.com and Langham Place Shopping Mall at <https://www.langhamplace.com.hk/privacy>.

Amendments

33. 33 Finance and Langham Place Shopping Mall reserve the right to modify these Terms and Conditions at any time, with such amendments taking effect 30 days after notice is provided. The most up-to-date version will always be available on their respective website. Continued retention or use of the LP Gift Card following the effective date of any amendments constitutes the cardholder's binding acceptance of such changes. All interpretations of these Terms and any disputes arising hereunder shall be subject to our final determination of 33 Finance and Langham Place Shopping Mall.

Law and Jurisdiction

34. These Terms and Conditions shall be exclusively governed by and interpreted in accordance with the laws of the Hong Kong Special Administrative Region. All parties irrevocably submit to the exclusive jurisdiction of Hong Kong courts for all matters arising from or related to these Terms.

General

35. Should any provision of these Terms be held invalid, illegal, or unenforceable by competent authority, such determination shall not affect the validity and enforceability of the remaining provisions, which shall continue in full force and effect.

36. These Terms and Conditions have been prepared in both English and Chinese language versions. In the event of any discrepancy or conflict between the two versions, the English language version shall exclusively prevail and control for all purposes.

33 Finance and Langham Place Shopping Mall reserve the right of final decision on all matters concerning the Gift Card program.

33 Finance Prepaid Card Fees and Charges Table

LP Gift Card

New Card Fee (per card)	Waived
Card Replacement Handing Fee (per card)	HKD80
Card Redemption Handing Fee (per card)	10% of the card's face value or min HKD100, WHICHEVER IS THE HIGHER
Detailed Transaction Record Handing Fee (by month)	HKD50
Transaction Verification and Transaction Proof Retrieval Fee (per transaction)	HKD120
Balance Enquiry via 33 eWallet, or 33 Finance Website	Free
Expired Management Monthly Fee (deducts from the remaining balance of the expired card monthly)	10% of the remaining balance or min HKD200, WHICHEVER IS THE HIGHER

(Version dated February 2026)