

製作郵票須知

印於郵票右邊的附票及小版張內橫額的圖像

照片/印刷稿	電子圖像
選擇質素良好的照片/印刷稿，尺寸應等同或大於附票圖像的大小，而相關圖像的長度和闊度，可按比例地增加。	圖案或語句尺寸應等同或大於附票的圖像大小，而相關圖像的長度和闊度，可按比例地增加，以JPEG的檔案形式存檔於鐳射光碟中。解像度須在300dpi或以上，且須為圖像準備一份彩色副本，以作參考。

心思心意小版張尺寸表

發行年份	尺寸	發行年份	尺寸
2006	210 mm x 297 mm	2013	210 mm x 297 mm
2007	210 mm x 297 mm	2014	190 mm x 240 mm
2009	190 mm x 240 mm	2015	240 mm x 200 mm
2012	210 mm x 297 mm	2019	210 mm x 200 mm
		2019「歲次己亥(豬年)」	190 mm x 240 mm

以上尺寸只供參考，實際大小或會有1-2毫米差距

1. 提供圖像

- 遞交圖像時需加以妥善包裹保護，避免損壞。
- 交來的圖像不會作任何額外的修改及調色。
- 交來的圖像(包括存放圖像之媒介，包括但不限於鐳射光碟或抽取式電子儲存裝置)不會退回，亦不會儲存作再次訂購之用。
- 本訂購表格只適用於心思心意郵票特別訂製服務的申請，遞交申請時所自備的資料和物料(包括但不限於圖像資料的硬複本或軟複本格式)(下稱「文件」)可親自或以郵寄方式送到香港郵政集郵組。
- 申請人保證其所交給香港郵政的文件及以供製作郵票所賦予政府和其授權使用者、受讓人所有權繼承人的權利，不會侵犯政府或第三者的知識產權。

2. 填寫「訂購表格」(見A項)

- 填寫訂購的版數。
- 每次可從2006、2007、2009、2012、2013、2014、2015及2019年推出的各款設計中選取不同款式(每款最少訂購5版)，訂購版數按同一設計及款式計算。
- 填寫訂購人(公司客戶/私人客戶)資料。
- 可自行影印此訂購表格作申請之用。
- 每份訂單只需遞交一張訂購表格。惟若複製肖像涉及多於一名未成年人士，而該批人士來自不同家庭，申請人必須夾附其餘未成年人士有關合法監護人填妥之申請表。

3. 註明圖像位置編號(見B項)

- 每個圖像印刷位置已編配一個號碼作識別。
- 請於每張提供的圖像背後註明印刷位置號碼，或於每個載於鐳射光碟的圖案或語句檔案中註明號碼，以示印刷位置。

4. 付款方式(見C項)

- 可選擇支票、信用卡及現金付款。
- 切勿郵寄現金。

5. 細閱條款及簽署(見D項)

- 若同意本單張附頁所載條款，請在指定空位簽署。公司客戶須加蓋公司印鑑於訂購表格上。
- 未具簽名及公司蓋印(如適用)的訂購表格將不獲處理。
- 若有需要，請提供授權書、聲明信、商業登記證副本等有關文件作證明及紀錄之用。

6. 遞交訂購表格

- 將訂購表格連同圖像以下列其中一種方法遞交：
 - 連同現金/劃線支票/信用卡資料交回「香港郵政集郵組」櫃位(香港中環康樂廣場2號香港郵政總局櫃位大堂1樓)。
 - 連同劃線支票/信用卡資料以自備信封寄回香港郵政集郵組。在信封面註明「心思心意郵票特別訂製服務」及「香港郵政集郵組」簡便回郵15號，在本港投寄時須貼上郵票。各郵政局恕不接受此訂購表格及收取款項。

7. 送遞郵品

- 一份以選取圖像及普通印刷紙張製作之樣本將於正式生產前寄給顧客作確認樣本之用。
- 客戶須在提交申請表時已繳清訂購金額。郵品製作時間須7至15個工作天(以香港郵政批核收到的訂購表格日起計，不包括由向顧客寄出樣本當日截止香港郵政收到顧客交回簽妥的樣本確認通知書為止的時間)。
- 所訂購及製成的小版張將免費以郵遞服務送至客戶的本地地址。

NOTES OF STAMP PRODUCTION

For images(s) on tabs next to the stamps and banner position in the stamp mini-pane

Hard Copy	Soft Copy
Good quality photo(s)/ color bromide(s) with the same size or larger than the size of the image layout of the blank tab. The size of photo(s)/ color bromide(s) can be increased proportionally according to the length and width.	CD-ROM for graphic(s) or message(s) in JPEG form with image size(s) the same as or larger than the size of image layout of the blank tab. The image size(s) can be increased proportionally according to the length and width. Resolution must be at least 300 dpi. A color copy of each image is required.

Size of Heartwarming Stamp Mini-pane

Year of Issue	Size	Year of Issue	Size
2006	210 mm x 297 mm	2013	210 mm x 297 mm
2007	210 mm x 297 mm	2014	190 mm x 240 mm
2009	190 mm x 240 mm	2015	240 mm x 200 mm
2012	210 mm x 297 mm	2019	210 mm x 200 mm
		2019 "Year of the Pig"	190 mm x 240 mm

The above sizes are for reference only, the actual size may have 1-2mm difference

1. Provide Image

- Send the image material(s) with good protection to prevent material(s) from being damaged.
- No amendment and touch-up will be processed on image material(s) provided.
- Image material(s) (including media which store image(s), including without limitation, CD-ROM or USB Flash Drive) will not be returned and stored for re-ordering.
- This form is only applicable to the order of Heartwarming Stamps Customised Service (with self-provided information and materials including without limitation image material(s) in hard copy or soft copy formats (hereinafter called "documentation")) submitted in person or by mail by an applicant to Hongkong Post Philatelic Bureau.
- The applicant hereby warrants that the documentation provided by the applicant to HKP and the exercise of the rights conferred on the Government, its authorized users, assigns and successors on production of stamps will not infringe any intellectual property rights of the Government or any third parties.

2. Complete the Order Form (see section A)

- Fill in the number of panes you required.
- Minimum total order quantity per order is 5 panes for each design out of all available designs issued in 2006, 2007, 2009, 2012, 2013, 2014, 2015 and 2019. The number of pane is counted according to the same design & layout.
- Fill in the customer's (company client/individual) information.
- Photocopy of this order form will be accepted.
- Submit one order form for each order. However, in case the image(s) and information being reproduced or contained in the documentation are of more than one minor, and those minors are coming from different families, the applicant has to insert all other order forms filled by the corresponding lawful guardians of those minors.

3. Mark the Position for Each Image (see section B)

- A number is assigned to each image tab and the banner position.
- Mark the assigned number at the back of each submitted image hardcopy or state the number for every computer file of each graphic/ message to be printed on mini-panes.

4. Method of Payment (see section C)

- A choice of cheque, credit card and cash.
- Do not send cash by mail.

5. Read Terms & Conditions Carefully and Sign (see section D)

- Please sign in the space provided as acceptance to the Terms and Conditions as attached. Company chop is required for company's order.
- Order will not be processed if the order form is not signed and without company chop (if applicable).
- Authorization Letter, Declaration Letter and copy of Business Registration Certificate may be needed for approval and record purpose.

6. Place Your Order

- Return order form with self-provided image material(s) through either of the following methods:
 - By hand and pay by cash/ crossed cheque/ credit card to "Hongkong Post Philatelic Bureau" Counter (1/F, General Post Office Counter Hall, 2 Connaught Place, Central, Hong Kong).
 - By mail with crossed cheque or credit card information with a self-provided envelope to Hongkong Post Philatelic Bureau. Please mark "Heartwarming Stamps Customised Service" and "Hongkong Post Philatelic Bureau Freepost No.15" on the envelope. No postage stamp is needed for posting in Hong Kong. Post offices will not accept this order form and payment.

7. Order Delivery

- A sample with stamps' visuals and provided image(s) printed on printing paper will be provided for customer's approval before production of the ordered mini-panes.
- The total order amount should be settled by customer upon submission of the order. It takes 7-15 working days for production as from the date of Hongkong Post's approval of the received order (not include the time from the date of mailing of the sample to the customer up to the date of receipt by Hongkong Post from the customer a signed return sample as confirmation).
- Order will be delivered to a customer's designated local address by free postal service.

(請用正體字清楚填寫 Please write clearly in BLOCK LETTERS)

A 心思心意郵票特別訂製服務 - 訂購表格 Heartwarming Stamps Customised Service - Order Form

請填妥此訂購表格連同自選圖像及所需文件一併交回。所有文件(包括此訂購表格)及圖樣將不獲發還。

Please send this order form and self-provided image(s) together with required document. All materials including this order form will not be returned.

訂購人資料 CUSTOMER'S INFORMATION

個人訂購 Individual Application	
個人名稱 Individual Name	<input type="text"/>
	先生 Mr/女士 Ms <small>(請刪去不適用者 please delete as appropriate)</small>
年齡 Age	<input type="checkbox"/> 18-24 <input type="checkbox"/> 25-29 <input type="checkbox"/> 30-39 <input type="checkbox"/> 40-49 <input type="checkbox"/> 50-59 <input type="checkbox"/> ≥60

公司訂購 Company Application	
公司名稱 Company Name	<input type="text"/>
公司聯絡人 Company Contact Person	商業登記號碼 Business Registration No. <input type="text"/>
	<small>(請夾附商業登記証副本 Please attach BR Copy)</small>
公司類別 Company Category	<input type="checkbox"/> 商業機構 Commercial Corporation (1) <input type="checkbox"/> 學校/教育機構 School/Academic Institute (2) <input type="checkbox"/> 政府部門 Government Sector (3) <input type="checkbox"/> 團體/慈善機構 Organization/ Charity (4) <input type="checkbox"/> 其他 Others (5)

地址(郵政信箱及海外地址恕不接受) Address (P.O. Box and overseas address not acceptable)

聯絡電話 Contact Tel 傳真 Fax

電郵 E-mail

訂購目的 Ordering Purpose

- | | |
|---|---|
| <input type="checkbox"/> 結婚/喜慶活動 Wedding/ Celebration (1) | <input type="checkbox"/> 初生之喜 New Born Baby (2) |
| <input type="checkbox"/> 周年誌慶/儀式 Anniversary/ Ceremony (3) | <input type="checkbox"/> 親朋樂聚 Family/ Friends (4) |
| <input type="checkbox"/> 形象/市務推廣 Corporate Image/ Promotion (5) | <input type="checkbox"/> 宗教 Religion (6) |
| <input type="checkbox"/> 歡欣時刻 Happy Moments (7) | <input type="checkbox"/> 其他, 請註明 Others, Please specify (8) |

你從何得知本服務? How did you hear about this service?

- | | |
|---|--|
| <input type="checkbox"/> 雜誌, 請註明 Magazine, please specify (1) | <input type="checkbox"/> 親友介紹 Friends or relatives (4) |
| <input type="checkbox"/> 網站, 請註明 Website, please specify (2) | |
| <input type="checkbox"/> 服務代理商 Dealers (3) | |
| <input type="checkbox"/> 其他, 請註明 Others, please specify (5) | |

收件人資料如與上述申請人及地址不同, 請填寫下列部份:

If the recipient's name and /or address is different from the above, please fill in below:

收件人姓名 Recipient's Name

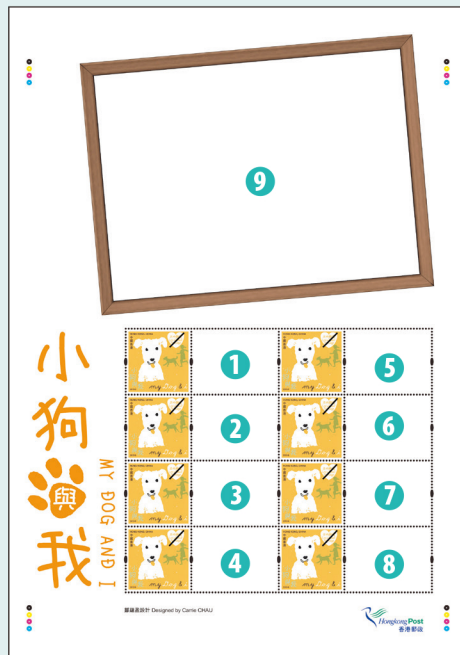
公司名稱 Company Name 聯絡電話 Contact Tel

(如適用 If applicable)

派遞地址(郵政信箱及海外地址恕不接受) Delivery Address (P.O. Box and overseas address not acceptable)

B 加印圖像位置 Position of Printing Image(s)

2013年心思心意郵票 - 「寵物與我」 Heartwarming Stamps 2013 - "My Pet and I"



圖像規格 Image Requirement

附票 Tabs	印於郵票右邊的附票位置 (即位置1至8) For image(s) on tabs next to the stamps (Positions 1 to 8)	圖像尺寸 Image Size: 25毫米(mm) X 35毫米(mm)
橫額 Banner	印於小版張上方的橫額位置 (即位置9) For image(s) on the banner position at the top of the mini-pane (Position 9)	圖像尺寸 Image Size: 100毫米(mm) X 137毫米(mm)

2013年心思心意郵票 - 「寵物與我」 Heartwarming Stamps 2013 - "My Pet and I"

本地郵資 Local mail postage (每版8枚郵票 8 Stamps per pane)		空郵郵資 Air mail postage (每版8枚郵票 8 Stamps per pane)	
郵票式樣 Stamp Design	總訂購數量 Total Order Quantity (每款最少訂購 5 版 min. order quantity is 5 panes for each design)	郵票式樣 Stamp Design	總訂購數量 Total Order Quantity (每款最少訂購 5 版 min. order quantity is 5 panes for each design)
	HK\$61 X _____ 版/Panes (5-49 版/panes) = \$ _____		HK\$93 X _____ 版/Panes (5-49 版/panes) = \$ _____
	HK\$59 X _____ 版/Panes (50-999 版/panes) = \$ _____		HK\$89 X _____ 版/Panes (50-999 版/panes) = \$ _____
	HK\$57 X _____ 版/Panes (>1000 版/panes) = \$ _____		HK\$85 X _____ 版/Panes (>1000 版/panes) = \$ _____
		總訂購數量 Total number of mini-panes ordered: _____ 版/panes	
		總訂購金額 Total Ordered Amount: HK\$ _____	

付款方法 Method of Payment

現金繳付全數* Full Payment by Cash*

劃線支票繳付全數# (抬頭請註明「香港郵政署長」)
Full Payment by Crossed Cheque# (Payable to "Postmaster General")

支票號碼 Cheque No.

(恕不接受期票 Postdated cheque will not be accepted)

信用卡繳付全數* Full Payment by Credit Card*

VISA MasterCard

發卡銀行

Card Issuing Bank

持卡人英文姓名

Cardholder's English Name

信用卡號碼

Credit Card No.

有效期

Expiry Date

月Month

年Year

持卡人簽署

Signature of Cardholder

(簽名須與信用卡相同 Signature must be same as the one on credit card)

* 如要以現金繳付，請親身前往「香港郵政集郵組」櫃位(香港中環康樂廣場2號香港郵政總局櫃位大堂1樓)繳交。各郵政局恕不接受此訂購表格及收取款項。

If you want to settle the payment by cash, please submit it to "Hongkong Post Philatelic Bureau" Counter (1/F, General Post Office Counter Hall, 2 Connaught Place, Central, Hong Kong) by hand. Post offices will not accept this order form and payment.

所有訂購費用將在收到訂購表格後立刻過戶 Full Payment will be processed upon receipt of the order form

聲明及簽署 Declaration and Signature

訂購表格必須由訂購人於下方簽署及以公司印鑑蓋印(適用於公司訂購)以示接受香港郵政的條款始可獲得處理。(簽署前請細心閱讀附頁之條款及條件)

This order form must be signed by applicant and chopped with company chop (apply to company's order) to signify applicant's acceptance of all the Terms and Conditions herein contained before this order is processed. (Please read the Terms & Condition as attached before signing)

公司印鑑 (適用於公司訂購)

Company Chop (Apply to company's order)

簽署 Signature

本人或本公司已細閱條款並願意遵從
I/Our company have read the Terms & Conditions
and agreed to be bound by them

收集個人資料聲明 Personal Information Collection Statement

你在此表格所填報的個人資料，香港郵政將用作處理你的申請事宜。你向我們提供你的個人資料，全屬自願性質。如未能提供有關資料，可能會影響是次申請的處理。除非所作用途為法例容許或屬法例規定，未經資料當事人同意，所得的資料不會作其他用途。香港郵政一般的政策是，除法例規定外，不會向第三者披露任何足以辨識個別人士身分的資料。

根據《個人資料(私隱)條例》，你有權查閱或更改香港郵政保存有關你的個人資料。你的查閱權利包括獲得本申請表上所填報資料的副本。如需查閱或更改資料，請填妥《查閱資料要求表格》(Pos 736)，然後交回任何一間郵政局或寄交香港郵政保障資料主任。《查閱資料要求表格》可於香港郵政網頁及各郵政局索取。

The personal data you provide in this form will be used by Hongkong Post for processing your application. It is voluntary for you to supply to us your personal data. Failure to provide related data may affect the processing of your application. We do not use your personal data for any other purposes without your prior consent unless such use is permitted or required by law. Hongkong Post's general policy is to disclose no personal identifiable information to third parties except as required by law.

Under the Personal Data (Privacy) Ordinance, you have a right to request access to or correction of the data about you being held by us. Your right of access includes the right to obtain a copy of your personal data as provided in this form. If you wish to do so, please complete the Data Access Request Form (Pos 736) and return it to any post office or send it to our Data Protection Officer by e-mail or by post. The Data Access Request Form is also available at Hongkong Post website and all post offices.

請在本聲明最後部分簽署表示你同意如此使用你的個人資料。
Please sign at the end of this statement to indicate your agreement to such use.

姓名 Name

日期 Date

申請人簽署 Signature of Applicant

查詢熱線 Enquiry Hotline : 2785 5711
網址 Website : stamps.hongkongpost.hk

POS 715 (9/2022)

心思心意郵票特別訂製服務 – 條款及條件

此為申請人與代表香港特別行政區政府(下稱「政府」)的香港郵政署長之間達成的合約。合約由發出下文第19條所指認收文件的一刻起生效。文內凡提及「香港郵政」均理解為「香港郵政署長透過香港郵政代」。除非文內另有說明，否則單數用語泛指單數及眾數，反之亦然；而用詞涉及兩性任何一方則泛指兩性。

當申請人依照指定方式遞交訂購表格，即被視作已接受以下條款及條件。遞交經填妥之表格前，務請細閱有關條款及條件。

- 本訂購表格只適用於心思心意郵票特別訂製服務的申請。遞交申請時所自備的資料和物料(包括但不限於圖像資料的硬複本或軟複本格式)(下稱「文件」)可親自或以郵寄方式遞送到香港郵政郵組。
- 香港郵政不會保留或保存交來文件所製成的影像檔案(不論是電子或其他格式)供申請人作任何用途(包括再次訂製)。再次訂製的話，即使選用的影像一樣，亦須另行提交相關文件，供製作特別訂製郵票小版張之用。
- 於製作特別訂製郵票小版張的過程中，交來的文件將不作任何修改及調色。
- 文件一經交予香港郵政將不獲退回。政府無須就文件損毀或遺失所引致的任何損失、損害或開支負責。
- 申請人(i) 承認並同意其本人為所訂製心思心意郵票的發行人，以及(ii) 同意不會聲稱、引述或暗示政府為該心思心意郵票的發行人，以及(iii) 同意其本人不可以其他方式在任何有關其所訂製心思心意郵票的宣傳、推廣和信息傳達中把政府或其名稱聯在一起。
- 申請人給予政府及其授權使用者、受讓人 and 所有權繼承人永久且不可撤回的非專用特許(當中附有批予再授特許的權利)，無須繳付使用費，使其具有權使用文件的知識產權、製作該心思心意郵票及/或作本合約所預定的所有其他用途。
- 申請人保證交來的文件及政府和其授權使用者、受讓人 and 所有權繼承人在行使上文第6條所指的特許所賦予的權利時，不會侵犯政府或第三者的知識產權。申請人在向香港郵政遞交文件時，即表示放棄對文件所擁有的一切精神權利。申請人並須促使含有關作者由申請人向香港郵政遞交文件時起計放棄有關權利。
- 申請人亦保證，若交予香港郵政的文件涉及複製他人的肖像或其資料，或文件內有他人的肖像或其資料，必須獲得關人士同意及合法授權(若有關人士尚未成年，便須取得其合法監護人的合法授權)使用其肖像或資料，並授權政府和其授權使用者、受讓人 and 所有權繼承人使用其肖像或資料製作該心思心意郵票及/或作本合約所預定的所有其他用途。
- 申請人承認並接受政府有絕對酌情決定權終止本合約。政府只須作出通知但無須提出任何理由。政府如終止本合約，將會退還文件及已繳付的任何款項予申請人。退款(不包括利息或任何其他賠償)將於合約終止後兩個月內(i) 以支票形式寄達申請人在訂購表格上所填報的地址或其最後為政府所知的地址(如以現金或支票支付製作費的話)；或(ii) 直接轉帳至申請人的信用卡戶口內(如以信用卡支付製作費的話)。不論政府的退款方式是否與申請人原來支付款項的方式相同，政府都不會承擔在退款過程中由任何信用卡公司或其他代理或分包商，又或者任何涉及退款過程之人士所要求的任何費用或罰款。政府無須對終止合約而產生或引致的任何損失、損害或開支負責。
- 香港郵政的心思心意郵票特別訂製服務只供用於「關懷與愛」和/或「慶祝」主題有關的用途。有關「關懷與愛」及/或「慶祝」主題的例子包括：生日、(個人及/或機構)的周年紀念、彌月、結婚，以及公司開張誌慶。新產品推出或新公司在證券交易所上市等特別場合。香港郵政有唯一及絕對權力決定任何主題及/或文件是否符合本條款訂定的用途或規定。香港郵政對任何決定均為最終決定，且不會提出任何理由。
- 《萬國郵政公約》適用於香港特別行政區，《公約》的第8條5.4條款訂明，郵票的主題和設計應避免帶有政治色彩或對個人或國家有冒犯的題。申請人不應遞交任何可能引致下列情況的文件(其內容主題全部或部分)會：(a) 引致其他人對任何膚色、種族、性別、宗教、政見或其他主張、民族本源或社會階級、或其他身分的群體或社會大眾產生仇恨或引致反感、誹謗或不安的情況；(b) 觸犯任何法律或條例的情況；或(c) 損害公共衛生或有違道德的情況。就申請人遞交的主題及/或文件是否符合本條款之規定一事上，香港郵政的任何決定均為最終決定。香港郵政無須提出任何理由。
- 儘管本文所載條款及條件內其他條文另有規定，政府亦有權拒絕訂購申請，無須給予任何理由。在政府根據本文所載條款及條件中任何一條(包括但不限於第10、11和18條)拒絕任何訂購申請，政府將會退還文件及已繳付的款項(如有)的話予申請人，但不包括任何利息或任何其他賠償。政府無須對因拒絕訂購申請而產生或引致的任何損失、損害或開支負責。
- 申請人同意若政府和其授權使用者、受讓人 and 所有權繼承人因行使上文第6條所述的特許所賦予的權利或因申請人違反本文所載條款及條件，包括侵犯第三者對文件或其中任何部分所持的知識產權(包括任何精神權利)，或未盡許可使用他人的肖像、設計或其他材料或其中任何部分，而令政府遭到索償、起訴、涉及訴訟、負債、蒙受損失、被要求付款、被收取費用、支出、被要求賠償損失或開支，便得對政府作出彌償。
- 製成品的顏色、影像質素及位置或會有差異。申請人明白並同意製成品的影像效果得關乎文件的質素，政府無須因為申請人不滿意製成效果而退回任何款項或接受免費重印。
- 香港郵政絕對有權酌情隨時修改郵票小版張的設計，不另通知。
- 申請人必須在訂購表格上簽署，機構之訂購須蓋上公司印章以示接受本文所載條款及條件，有關訂購始獲受理。
- 香港郵政只接受已簽署(如屬機構之訂購，另加蓋公司印章)的訂購表格。
- 香港郵政將於收到訂購表格後立即安排款項過戶，不論是支票或信用卡繳付的訂購款項。如所提供的支票及信用卡未能成功繳付全數款項，申請人必須於香港郵政發出繳交欠款通知書的7個工作天內清繳全數。否則，政府可拒絕其訂購申請。指延繳款項將令郵票製成成品延期交付，政府對因此而出現的延遲交付情況，概不負責。
- 香港郵政在代表香港政府向申請人發出認收函件後，申請人的訂購申請方被視作獲香港政府接納。
- 除本文第18和21條另有規定外，郵品將於香港郵政批核收到的訂購表格日起計的7至15個工作天內完成(但不包括由向顧客寄出樣本當日至香港郵政收到顧客交回簽妥的樣本確認通知書為止的時間)，但申請人的訂購金額必須在提交申請時全部撥付妥當。所訂購的郵品將以香港郵政本地郵政遞交至訂購表格列明的收件人地址，並以香港郵政本地郵政遞送的服務條款和做法處理有關郵品派遞。政府保留權利指派其他遞送公司交付所訂購的郵品，無須事先通知。若未能成功交付，香港郵政將發出一份通知書予申請人，請其在通知書日期起計的3個月內，到「香港郵政郵組」櫃位(香港中環樂樂廣場2號香港郵政總局層樓位大堂1樓)或通知書內所指定的其他香港郵政辦事處領取郵品。如在3個月期限過後仍未到取，申請人在此同意及授權香港郵政全權處理未領取的郵品。申請人不會對其訂購有任何索償或權利，而政府亦不會退款。對於郵品在香港郵政3個月保管期限內的狀況，政府無須負責。政府保留權利向申請人索取處置有關郵品之前的保管費用。
- 心思心意特別郵票將盡量在指定時間內完成製作並交付申請人，但亦有可能出現延遲交付的情況。若申請人希望在某個特別日子使用心思心意特別郵票，應盡量在該日子到臨前一段時間訂購，以便香港郵政有充裕時間處理申請人的訂購。任何因延遲交付而產生或引致的損失、損害或開支，政府概不負責。
- 於香港郵政本地任何郵遞服務(或香港郵政指派負責交付的其他遞送公司)派遞收條上的簽署及/或公司印章(如適用)均屬認收憑證，無論有關憑證是由申請人/收件人提供，或由申請人/收件人的代表提供，都會被視為交付訂購郵品的正式憑據。關於這條條款的任何爭議或問題，香港郵政保留最終的判決權。
- 如香港郵政已代表政府根據上文第19條向申請人發出認收函件，申請人在任何情況下均不可收回或撤銷申請。
- 香港郵政根據本文所載條款及條件提供的服務受《郵政署條例》管轄。政府保留隨時修改本文所載條款及條件的權利，無須事先通知。
- 即使合約已終止，第6、7、8和13條條款仍將繼續適用。
- 在本文所載條款及條件中，「圖像資料」包括任何包含文字、肖像、標誌、標識及/或其他平面美術作品的資料。
- 本文所載條款及條件分別以英文和中文寫成。中、英文本如有歧異，概以英文本為準。
- 申請人在本訂購表格「簽署」位置簽署(如屬機構之訂購，另蓋上公司印章)，即表示並確認已閱讀本文所載條款及條件，以及明白並同意受本文所載條款及條件約束。

Heartwarming Stamps Customised Service (HWS) - Terms and Conditions

This Contract, which shall come into existence when the acknowledgement letter referred to in clause 19 below is issued, is made between the applicant and the Government of the Hong Kong Special Administrative Region (the Government) as represented by the Postmaster General. All references hereunder to "Hongkong Post" (HKP) shall be construed as "the Postmaster General acting through HKP". Unless the context otherwise requires, words importing the singular include the plural and vice versa and words importing a gender include any gender.

The applicant is deemed to have accepted all the Terms and Conditions below by submission of the order form in the manner prescribed. Please read the Terms and Conditions carefully before completing and submitting your order form:

- This order form is only applicable to the application for HWS. The completed order form with self-provided information and materials including without limitation image material(s) in hard copy or soft copy format (hereinafter called "documentation") should be submitted in person or by mail to Hongkong Post Philatelic Bureau.
- HKP does not keep or store any image file(s) (electronically or otherwise) created from the documentation for any purposes including reordering. A new set of the documentation is required to develop the customised mini-panes, even the image(s) used in this order is the same as the one used in the previous customized mini-panes.
- No amendment or touch-up will be made to the documentation in the production process of customised mini-panes.
- The documentation, once submitted to HKP, will not be returned. The Government shall not be liable for any loss, damage or expense suffered or incurred as a result of damage or loss of the documentation.
- The applicant (i) acknowledges and agrees that he is the issuer of the ordered HWS; (ii) agrees that he shall not claim, quote or suggest that the Government is the issuer of the ordered HWS; (iii) agrees that he shall not associate in any way the Government or its name in any publicity, promotion or other communications concerning the ordered HWS.
- The applicant hereby grants a perpetual, irrevocable, royalty-free and non-exclusive licence (carrying the right to grant sub-licences) to the Government and its authorised users, assigns and successors in title the right to utilise the intellectual property rights in the documentation for production of the ordered HWS and/or for all other purposes contemplated by this Contract.
- The applicant hereby warrants that the documentation and the exercise of the rights conferred on the Government, its authorised users, assigns and successors in title under the licence referred to in clause 6 above will not infringe any intellectual property rights of the Government or any third parties. The applicant hereby waives and undertakes to procure all the authors concerned to waive all the moral rights in the documentation. Such waivers shall take effect upon the submission of the documentation by the applicant to HKP.
- The applicant further warrants that all necessary lawful authority or consent of all persons (or their respective lawful guardians if they are minors), whose images or information are reproduced or contained in the documentation, have been obtained to use their images or information and to authorise the Government and its authorised users, assigns and successors in title to use their images or information for the production for the ordered HWS and for all other purposes contemplated by this Contract.
- The applicant acknowledges and agrees that the Government may at its absolute discretion terminate this Contract forthwith by giving notice to the applicant but without giving any reason. In the event of termination of this Contract by the Government, the Government shall return to the applicant the documentation and refund to the applicant any payment received. The refund will be made without interest or any other compensation whatsoever within two months after the termination (i) by cheque sent to the applicant's address stated in the order form or the applicant's last known address if the payment was settled by cash or cheque or (ii) by crediting the applicant's credit card if payment was settled by credit card. The Government will not bear any fee or penalty whatsoever charged by any credit company or its agents or subcontractors or any person involved in the chain of refund, irrespective of whether the refund method made by the Government is different from the applicant's original payment method for the order. The Government shall not be liable for any loss, damage or expense suffered or incurred as a result of the termination.
- The provision of HKP's HWS is solely for the purposes relating to "Love and Care" and/or "Celebrations" themes. Examples of "Love and Care" and/or "Celebrations" themes include: birthdays & anniversaries (of individuals and/or organisations), new born babies, weddings, special events such as opening new company, launching new product and listing on the stock exchange. HKP shall have the sole and absolute authority to determine whether any theme and/or documentation have met the purposes or requirements stipulated in this clause. Any decision made by HKP under this clause shall be final. HKP will not provide any reason for the decision.
- In accordance with Clause 5.4 of Article 8 of the Universal Postal Convention which applies to Hong Kong Special Administrative Region, the subjects and designs of postage stamps shall be devoid of political character or of any topic of an offensive nature in respect of a person or a country. The applicant shall not submit documentation with theme(s) that are in whole or in part likely to: (a) incite hatred towards or cause ill-feeling, embarrassment or anxiety to any group of persons, being a group defined by reference to colour, race, sex, religion, political or other opinion, national or social origin or other status or generally among the community; (b) contravene any law or ordinance; or (c) undermine public health or morals. Any decision made by HKP as to whether any theme and/or documentation have met the requirements stipulated in this clause shall be final. HKP will not provide any reason for the decision.
- Notwithstanding any other provisions in these Terms and Conditions, the Government is entitled to reject any order without giving any reason. In the event that the Government rejects any order in accordance with any other clause of these Terms and Conditions (including without limitation clause 10, clause 11 and clause 18 hereof), the Government will return to the applicant the documentation and refund the payment received (if any) under the order without any interest or any other compensation. The Government shall not be liable for any loss, damage or expense suffered or incurred as a result thereof.
- The applicant agrees to indemnify the Government against all claims, actions, proceedings, liabilities, losses, demands, charges, costs, damages or expenses that may be suffered or incurred by the Government, its authorised users, assigns and successors in title in connection with the exercise of any of the rights conferred on the Government, its authorised users, assigns and successors in title under the licence referred to in clause 6 above or any breach of the terms and conditions herein, including any infringement of a third party's intellectual property rights (including any moral rights) existing in any documentation or any part thereof or unauthorised use of a third party's image, design or other material, or any part thereof.
- Variations in colour, image quality and position may occur in the finished product. The applicant acknowledges that the finished image is dependent on the quality of the documentation. The Government shall not refund any payment received or shall not accept any request for free replacement on the ground of dissatisfaction with the finished image.
- The stamp mini-panes' designs are subject to change (without notice) at the absolute discretion of HKP.
- Each applicant must sign the order form (with company chop for a corporate order) to signify the acceptance of the Terms and Conditions of this Contract before the order can be processed.
- HKP will only accept orders made on the order form duly signed by the applicant (with company chop in case of a corporate order).
- HKP will process the full order payment, either settled by cheque or credit card, immediately upon receipt of the order form by HKP. If the order payment cannot be settled in full by the provided cheque or credit card, the applicant is required to settle the full order payment within 7 working days from the issue date of HKP's notification of the unsuccessful payment. If the applicant fails to settle the full order payment, the Government may reject the order. The Government shall not be responsible for any delay in ordered product delivery caused by applicant's delay in settling the order payment.
- An order will be treated as being accepted by the Government only upon issuance of the acknowledgement letter to the applicant by HKP on behalf of the Government.
- Subject to clause 18 and clause 21 hereof, the ordered product will be available within 7-15 working days from the date of HKP's approval of the received order (but not including the time from the date of mailing of the sample to the customer up to the date of receipt by HKP from the customer a signed return sample as confirmation) on the conditions that the applicant has settled full order payment upon submitting the application. The ordered product will be delivered by HKP's Local Courier/Post to the address stated in the submitted order form, following the delivery terms and practices of HKP's Local Courier/Post. The Government reserves the right to appoint other courier to deliver the ordered product without notice. If the ordered product is not successfully delivered, HKP will issue a notice to the applicant for collection of the ordered product at the "Hongkong Post Philatelic Bureau" Counter (1/F, General Post Office Customer Hall, 2 Connaught Place, Central, Hong Kong) or such other office of HKP as may be specified in the notice within 3 months from the date of the notice. In the event the ordered product is not collected after this 3-month period, the applicant hereby acknowledges and authorises HKP to dispose of the ordered product at its sole discretion and the applicant shall have no claims or rights whatsoever in relation to this order and the Government will not make any refund. The Government shall not be held responsible for the condition of ordered product kept by HKP during the 3-month period. The applicant reserves the right to claim against the applicant for the expenses incurred by safekeeping the uncollected ordered product before disposal.
- While every care will be taken to ensure that the HWS will be produced and dispatched within the specific period requested, delivery delays may occur. If the applicant wishes to use the ordered HWS for a special occasion, the applicant should ensure that the order is placed well in advance of the special event to allow plenty of time for the order fulfilment. The Government shall not be liable for any loss, damage or expense suffered or incurred as a result of any delivery delay.
- The signed and/or company chopped (if applicable) delivery receipt of HKP postal service of any kind (or other courier appointed by HKP for the delivery), whether the signature and/or company chop was put on by the applicant/recipient or by a representative on behalf of the applicant/recipient, is treated as an official proof of delivery of ordered product. HKP reserves the right to make final decision on any disputes or matters relating to this clause.
- The applicant shall in no circumstances withdraw or revoke an order after the issuance of the acknowledgement letter by HKP on behalf of the Government to the applicant in accordance with clause 19 above.
- The service provided by HKP pursuant to these Terms and Conditions is subject to the Post Office Ordinance. The Government reserves the right to amend these Terms and Conditions from time to time without prior notice.
- Clauses 6, 7, 8 and 13 hereof shall survive the termination of this Contract.
- In these Terms and Conditions, "image materials" includes any material containing text, images, icons, logos and/or other graphic work.
- These Terms and Conditions are in both English and Chinese. Should there be any conflict between the two versions, the English version shall prevail.
- By signing at the designated space "Signature" (with company chop in case of a corporate order) of this order form, the applicant declares and confirms that he has read these Terms and Conditions and he understands and agrees to be bound by these Terms and Conditions.