

關於營業大廳服務的特別安排

為全力配合做好新型冠狀病毒防疫，保障dōTERRA會員及員工的健康與安全，營業大廳將**只維持提貨服務**直至另行通知。另外，公司對各項服務作出以下調整：

- 營業大廳之服務時間更改如下：
星期一至五 11:30 – 19:00
星期六 11:30 – 16:00
* 建議客戶在出門前，可先透過Facebook、微信客服朋友圈或 WhatsApp 了解當天服務時間及安排。
 - 由於服務人員有限，營業大廳只會維持提貨服務。訂購產品、入會申請和參加忠誠客戶計劃，客戶可以電話、電郵或於線上辦公室處理。
線上辦公室 EVO：<https://login.doterra.com/hk/zh-hk/sign-in> (只限香港會員)
電話 Tel：(852) 3197 6699
電郵 Email：hongkongservice@doterra.com
 - 到營業大廳取貨的電郵訂單，每封郵件最多5張。每天16:00前下之郵件，可於翌日到現場提貨。
 - 客戶若需提取5張或以上的訂單，請先填寫預約領貨單預約提貨(網上連結：<https://bit.ly/39hnKHM>) 並在取貨前2天電郵給我們作事先安排。
* 建議香港會員多加利用線上辦公室購物及送貨服務，享受既安心又方便的一站式訂購。
 - 如有任何關於訂單或帳戶疑問，歡迎透過WhatsApp、微信，客服熱線或電郵查詢。建議客戶先加入我們這些聯絡渠道方便隨時聯絡。
WhatsApp: +852 6628 6806
微信: +852 6628 6806 / doTERRA_HKCS
客服熱線: +852 3197 6699
- * 光臨營業大廳的客戶，請全程戴上口罩及先洗手或以潔手液徹底清潔雙手。請避免超過2人的聚會。同時，公司亦已每天加強清潔，大家可安心使用。*

dōTERRA香港分公司
2021年1月19日

Special Arrangement for Will Call Centre Service

In order to fully cooperate with the Wuhan coronavirus and ensure the health and safety of dōTERRA members and staff, Will Call centre will **provide pick up service ONLY** until further notice. Moreover, the company has made the following arrangement :

1. Operation hours will be change to:
Monday to Friday 11:30 – 19:00
Saturday 11:30 – 16:00
* Customer are suggested to check our latest service hours and arrangement via Facebook, WeChat moment or WhatsApp before visiting.
 2. Due to limited manpower, our centre will provide pick up service only. For product purchase, enrolment and LRP sign up, please arrange via EVO, hotline or email.
EVO: <https://login.doterra.com/hk/en-hk/sign-in> (For Hong Kong members only)
Hotline: (852) 3197 6699
Email : hongkongservice@doTERRA.com
 3. If order is placed by email and pick up at Will Call, maximum 5 orders for each email. Products can be collected the next day if email send before 16:00.
 4. Customer who would like to pick up 5 orders or above, please fill in the bulk order pick up form and email to us 2 days in advance for pre-arrangement.
(link: <https://bit.ly/39hnKHM>).
It is highly recommended our Hong Kong members to use EVO and delivery service to enjoy safe and convenience one-stop purchase and delivery experience.
 5. For enquiries, please contact us via WhatsApp, WeChat, hotline or email. In order to have a hassle-free communication, please save our contacts in advance:
WhatsApp: +852 6628 6806
WeChat: +852 6628 6806 / doTERRA_HKCS
Hotline: +852 3197 6699
- * When visiting our Will Call centre, please wear mask and sanitize your hands. Please avoid gathering more than 2 people. We would step up the cleaning work at Will Call everyday.*

dōTERRA Hong Kong
19th January, 2021