



## Terms and Conditions for 2023 Grand Opening Lifelong Platform Service Fee Waiver

### When can you enjoy this offer

1. The promotional period for the offer is from 01 January 2023 to 31 March 2023.

### What is the offer

2. During the promotional period, if you achieve the respective verification level and the number of items listed, you can receive the following offers:

| Verification level achieved             | Items listed | Number of item(s) to receive lifelong platform service fee waiver |
|---|--------------|---|
| Phone Number verification               | Two (2)      | One (1)   |
| Phone Number verification               | Four (4)     | Two (2)   |
| Government-Issued Photo ID verification | Ten (10)     | Five (5)  |

For the avoidance of doubt, you can receive a maximum of five (5) lifelong platform service fee waivers under this offer.

3. Each person, as identified by the registered email address, phone number or government-issued photo id, or any other means, can only receive the offer once.
4. Only the latter items, after achieving the number of items listed will receive the lifelong platform service fee waiver. For example, if a user achieves the phone number verification and lists two items, only the second item listed will be eligible for a lifelong platform service fee waiver; if a user achieves the phone number verification and lists four items, only the third and fourth item listed will be eligible for a lifelong platform service fee waiver; if a user achieves the Government-Issued Photo ID verification and lists ten items, only the sixth to the tenth item listed will be eligible for a lifelong platform service fee waiver.
5. Each item that receives a lifelong platform service fee waiver is eligible for a maximum waiver of ten thousand Hong Kong Dollars (HKD10000) under this offer. Platform service fee over HKD10000 for each respective item will be charged the prevailing platform service fee.
6. When an item is still under the lifelong platform service fee waiver, it will not receive any additional services that are instated after the initiation of the waiver.

### How can you enjoy the offer

7. You can enjoy the offer if you:
  - a. have successfully completed creating an account during the promotional period;
  - b. hold an Elephant Please account in good standing;

- c. have achieved the respective tiers of the verification levels and items listed;  
and
  - d. have successfully made an Order on Elephant Please.
8. The waiver will be activated within seven (7) business days of achieving the respective verification level and items listed.

**Read before you enjoy the offer**

9. You do not need to make a separate registration before or after creating an account.
10. You cannot exchange the offer for cash, other products, services or discounts or transfer the offer.
11. The Terms of Use of the Elephant Please platform will apply.
12. We can change or cancel the offer or amend the terms and conditions. Please check our website for the latest details, availability and terms and conditions of the offer.
13. If we believe you have acted in a fraudulent or abusive way, you will not be able to enjoy the offer, we will debit your initial payment method or invoice you to take back any offer you have enjoyed and/or cancel your account.
14. In case of disputes arising out of this promotion, our decision shall be final and conclusive.
15. We write the terms and conditions of the offer under Hong Kong laws. In the event of any discrepancy or inconsistency between the English version and the Chinese version of the promotional materials and these terms and conditions, the English version shall prevail.

**What these terms mean**

16. "Elephant Please" refers to the platform that is operated by Elephant Please Limited, including but not limited to the platform hosted on the website and on the application.
17. "Items listed" refers to the number of items added/created by the user through the "New Item" button. The total number of items listed will be reflected on the number on the left of "My Items"
18. "Order" refers to an agreement made between the lender and renter.
19. "Verification Process" refers to the process in which links or one-time passwords are obtained from the provided email address and phone number, and the uploading of government-issued photo ID.