

Terms & Conditions for
“AlipayHK x Fortress Spend HKD2000 enjoy HKD100 Rewards”
(“the Promotion”)

When is this Promotion?

1. This Promotion starts from 1 November 2025 to 31 December 2025 (both dates inclusive) (the “**Promotion Period**”).

What is the Promotion?

2. During the Promotion Period, an AlipayHK user who scans the QR code in designated materials for this promotion can proceed to redeem one (1) HKD100 AlipayHK coupon from Fortress’s Brand Channel in AlipayHK every month. Each HKD100 AlipayHK coupon can be used upon a single net transaction of HKD2000 or above after redeeming all applicable rewards and in accordance with the clauses below at any physical outlet of Fortress in Hong Kong via AlipayHK.
3. Coupons are valid for 3 days upon redemption. Expired Coupons are invalid and will not be re-issued. Each user can only participate in this Promotion once every month during the Promotion Period. Users can also follow the Fortress’s Brand Channel for more promotional information.
4. Upon successful redemption of coupon(s), AlipayHK will store the coupon(s) in the AlipayHK App account of the user automatically. Coupon(s) will be deducted automatically in applicable circumstances. Coupons are limited in quantity and on a first-come-first-served basis. AlipayHK’s records shall prevail under any circumstances. The AlipayHK App must be updated to the latest version. Users may go to the “Home” page and select “Reward” to read details of respective coupon(s). AlipayHK shall bear no liability if users cannot perform a successful redemption of the relevant reward(s) and/or the relevant reward(s) is lost due to any circumstances.

How to use coupons / rewards:

5. Here is an explanation on how to use coupons / rewards:
 - (i) **Basic Reward:** This includes welcome rewards, designated merchant A. Point coupons, Platform General Coupons, Government Consumption Vouchers and Limited Payment Method coupons.

- (ii) **Priority of Basic Rewards:** Platform General Coupons shall have 1st priority in usage, Government Consumption Vouchers 2nd and Limited Payment Method Coupons 3rd. If the user has more than one of the same kind of Basic Reward, the Basic Reward with the highest value will be used first. In case the Basic Rewards are of the same value, the one with the earliest expiry date will be used. If the expiry dates of the Basic Rewards are the same, the Basic Reward with the earliest redemption date will be used first.
- (iii) **Priority Reward:** This shall have priority in usage over Basic Reward(s). If there is more than one Priority Reward in the user's AlipayHK account, the Priority Reward with the highest value will be used first. In case the Priority Rewards are of the same value, the one with the earliest expiry date will be used. If the expiry dates of the Priority Rewards are the same, the Priority Reward with the earliest redemption date will be used first.
- (iv) **Using rewards together:** One (1) Priority Reward may be used in conjunction with one (1) Basic Reward or up to ten (10) Accumulative Basic Reward(s) in applicable circumstances. If a user has both Basic Reward and Accumulative Basic Rewards, whichever Basic Reward or Accumulative Basic Reward(s) (based on aggregate value up to ten (10) coupons) that has the highest value will be used first. If the value is tied, the Accumulative Basic Reward(s) (up to ten (10) coupons) will be used.
- (v) The use of different types of coupons may also be subject to further terms and conditions. Terms stated on the actual payment page shall prevail.

Other important terms to note:

6. This Promotion is offered only once to an Eligible User(s). An "Eligible User" refers to a natural person with legal capacity who uses the AlipayHK App and Wallet service, and not merely an AlipayHK account. To prevent the risk of theft or misuse of an AlipayHK account, mobile phone number, mobile device or credit card number, take note that in the following circumstances ((i) Connection on the same mobile phone or mobile device, such as the logging in or activation of multiple accounts; (ii) connection of an AlipayHK account or mobile number on multiple mobile phones or mobile devices, such as the logging in or activation on such devices; or (iii) the same credit card number being connected to multiple AlipayHK accounts), AlipayHK may take

steps to verify an Eligible User's identity and/or suspend or terminate any promotion or reward relating to such account(s). AlipayHK reserves its right to take further legal action against such infringing account(s) and their relevant user.

7. Coupon(s) cannot be used in a transaction if the net amount after deducting the amount of all applicable reward(s) and discounts shall be less than HKD1. Government Consumption Vouchers used solely in a transaction are exempted from this rule. The net amount after deducting the amount of Government Consumption Vouchers used solely in a transaction can be HKD0.
8. Coupon(s) awarded in this Promotion cannot be used to purchase cash vouchers or gift certificates, or exchanged for cash or other products and are non-transferable. For goods return or refund, the amount on the coupon(s) will not be returned and the relevant coupon will not be re-issued.
9. If there is any breach of these terms and conditions or illegal, fraudulent or abusive behaviour relating to this Promotion or the use of any coupons, AlipayHK will forfeit such user's eligibility and entitlement of Coupons forthwith without notice. AlipayHK reserves the right to cancel such transaction and to take legal action against the relevant user.
10. In the event this Promotion is stopped by any government agency's orders or must be suspended due to server network attack or system failure or any circumstances beyond AlipayHK's control, such event shall be regarded as a force majeure event, and AlipayHK shall not be held liable for any damage, loss or dispute therein.
11. AlipayHK shall not be liable or construed as providing any guarantee as to the quality and availability of the products and/or service provided by any merchant related to this Promotion.
12. AlipayHK reserves the right to change, suspend or terminate the Promotion or its terms and conditions at its sole discretion without prior notice. AlipayHK shall not be liable for any such change, suspension or termination and reserves the right of final decision of all the matters and disputes.
13. These terms and conditions shall be governed by and construed in accordance with the laws of Hong Kong and each user submits to the exclusive jurisdiction of the courts of

Hong Kong. Should there be any discrepancy or inconsistency between the English and the Chinese version of these terms and conditions, the English version shall prevail.

14. If you have any queries relating to this Promotion or our services or offers, please call our AlipayHK customer service hotline at 2245 3201.