

Terms & Conditions

COMPANY INCORPORATION & SERVICE FEE: The total fees for the company incorporation and associated services shall be remitted in advance, upon confirmation of the service engagement and execution of this Service Agreement. Once AsiaBC has received the full payment, our team will promptly initiate the necessary work. No refunds will be offered once the services have been initiated.

CREDIT CARD BILLING: Credit card billing is a requirement of membership. If a credit card is used, the Client irrevocably authorises AsiaBC to deduct all amounts charged to the Client by AsiaBC on such credit card at any time during any billing period.

SECURITY DEPOSIT & MAIL FORWARD DEPOSIT: AsiaBC reserves the right to require a security deposit or mail forward deposit and agrees to notify Client in advance. Should a deposit be required, refund of deposit shall be made to the Client 30 days after the termination of the Agreement. The security deposit shall not be deemed as advance payment however AsiaBC is entitled to deduct from the security deposit any monies owed to AsiaBC for services provided. Such deduction shall not be deemed to waive any breach by the Client of this Agreement. If the Client fails to demand the refund of the security deposit within 365 days after the date of termination of this Agreement, the security deposit shall be deemed forfeited to AsiaBC absolutely.

TERMINATION: Contracts are on an annual basis. One month's written notification is required by either party to terminate this Agreement on the last calendar day of the following month. Receipt of termination notification and the termination date will be confirmed in writing by AsiaBC. Only once this confirmation has taken place will outstanding fees be confirmed. AsiaBC reserves the right to terminate this agreement immediately in the event that its team members are being harassed by the Member or persons attempting to contact the Member. Should AsiaBC have reason to suspect immoral, unethical, illegal or fraudulent business practice it reserves the right to immediately terminate this agreement and all services being provided and to notify the appropriate authorities without notice.

RETURNS AND REFUNDS: No refunds will be offered once the services have been initiated. Refund of security deposit or mail forward deposit shall be made to the Client 30 days after the termination of the Agreement.

COSTS: The Client will be responsible for AsiaBC reasonable costs in recovering any monies owed under this Service Agreement.

SERVICES: The services provided by AsiaBC may vary at AsiaBC's absolute discretion during the term of membership and shall be provided during our normal business hours which are 9:30am – 6:30pm Monday to Friday (Exclude public holidays). Services include, but are not limited to mail management, telephone call, secretarial services, photocopying and printing, facsimile charges, postage and courier services, sundries including stationery, meeting rooms/private offices rental, equipment, refreshments, email and Internet. The Client acknowledges that AsiaBC owns all telephone numbers allocated for use by the Client. AsiaBC retains the right to not accept any excessively large, unreasonable or unlawful packages. All services are to be paid 7 days after date of invoice.

INCLUSIONS: Clients with a Virtual Registered Office Address are entitled to use the AsiaBC address for all company correspondence (registered company name only). The AsiaBC team will also provide mail and parcel management services. For Business Phone Answering Membership clients, a dedicated local business phone number will be provided. The AsiaBC team will greet callers on behalf of the client and forward messages via email. Premium Virtual Office clients are entitled to both the Address and Phone Answering services, and they also receive three (3) complimentary business days per calendar month (non-accumulative) for access to an office in Hong Kong. All bookings are subject to availability. Complimentary office days are non-accumulative and can only be booked in daily blocks via email confirmation with the AsiaBC reception. Any overtime or additional usage will be charged at HKD 200 per hour.

MEETING ROOM CANCELLATION POLICY: Cancellation of resources and facilities within 6 hours incurs a 100% hire charge. For booking cancellation, the rental credit will be valid for the upcoming 12 months from the date we received the payment. Any overtime usage will be counted in a minimum of 30-minute increments, even if the overage is only 5 minutes. For any overtime usage, the client needs to settle the payment in cash at the reception.

MEMBERSHIP FEE INCREASE: The Client shall pay all charges for membership fees and services rendered during the term of this Agreement at the rates stipulated and documented by AsiaBC at its sole discretion. The Client agrees that AsiaBC reserves the right to change or vary the charges for such services, and any new charges shall apply immediately. AsiaBC also reserves the right to revert a promotional membership fee to the advertised public rate at any time, unless a 12-month fixed-term agreement is in place. After this period, the membership will automatically return to a market rate, with an increase not exceeding 5% above the advertised public rate. In the case of a 12-month membership, the fee may increase by a maximum of 5% at each 12-month anniversary of the commencement date.

INDEMNITY CLAUSE: The Landlord shall be expressly indemnified by the Client against any loss, damage which is caused by corruption of data or any loss of information from hardware, software, mechanical, Internet damage or any errors by AsiaBC Team Members. The Client guarantees that it will not use the Registered Office or Virtual Office Address for any immoral or illegal purposes.

ONE NAME ONLY: Any additional companies for which you use services of any kind for must be advised in advance. An additional charge per month and per company name will apply if it is not in the name as stated on your AsiaBC Agreement. Your membership will automatically be upgraded for you should you utilise a service not included in your package.

ADDRESS USAGE & MAIL FORWARDING: The Member and/or company mentioned in this agreement agrees that only AsiaBC has the right to handle mail forwarding/redirecting from the contracted address and no other third parties including the post office can perform this on behalf of the Member. This clause will be valid both during and indefinitely after termination of this agreement. Should the AsiaBC address continued to be displayed on any material relating to the company after the termination date, AsiaBC reserves the right to charge the price of the Address Package per month until the address is changed or removed. AsiaBC reserves the right to claim for damages if any attempt is made to breach this condition.

IDENTIFICATION REQUIREMENTS: It is a requirement of membership that identification of the Client be provided prior to commencement of service. In addition, should membership be in the name of a company, suitable company registration and address verification documents will be required. The specific forms of identification required will be given to the Client by AsiaBC in accordance with the applicable law in Hong Kong and may be subject to change from time to time. If AsiaBC does not receive the documentation from the Client within the specified timeframe, AsiaBC will not continue to provide services. All membership applications will be subject to AsiaBC's due diligence checks and procedures, which can occur at both the commencement of membership or at any time during membership.