

## **Terms and Conditions**

1. Carbon Wallet App is not available or supported for Huawei devices on Harmony OS.
2. This e-coupon must be used within 2 months after the end of the redemption period, otherwise it will be forfeited.
3. No refund shall be provided once the e-coupon is redeemed with GREEN\$. GREEN\$ used to redeem this e-coupon could not be refunded.
4. This e-coupon has a redemption limit. Each GREEN\$ mobile app user can redeem 500 CW Points e-Coupon up to 20 times, while 1,500 CW Points e-Coupon, 3,000 CW Points e-Coupon and 4,500 CW Points e-Coupon up to 10 times.
5. This e-coupon can be used once only.
6. This e-coupon cannot be exchanged for cash or other gifts.
7. This e-coupon cannot be transferred to other members.
8. CW Points can be used to redeem assorted green rewards e.g. free MTR ride, eco-friendly household goods, sustainable fashion and dining coupons etc. For more details, please refer to the latest offers on the "Reward" page on Carbon Wallet App.
9. The points acquired from this e-coupon can only be used on Carbon Wallet

platform. Reward offers in the Carbon Wallet App will vary from time to time. Please refer to the latest offers on the “Reward” page on Carbon Wallet App. Users shall read and agree to the Terms and Conditions of the Carbon Wallet app.

10. GREEN\$ reserves the right to change the Terms and Conditions of this e-coupon at any time, without prior notice at GREEN\$’s sole discretion.

11. In case of any disputes, GREEN\$ and Carbon Wallet reserve the rights for final decision.

Points to note:

1. Before redemption, users must download Carbon Wallet App, sign up as user and stay signed in.

2. Carbon Wallet App is only compatible for Android / iOS devices that meet the following requirements:

- a. Android: running OS 5.0 or newer
- b. iOS: running OS 10.0 or newer
- c. Device is able to receive SMS during the verification process in registration

3. CW Points Validity Period: CW Points redeemed from 1 January to 30 June expire on 31 December of the same year, while CW Points redeemed from 1 July to 31 December expire on 30 June of the following year. Expired CW Points will be forfeited automatically. For detailed expiry dates of the redeemed CW Points, please refer to “My CW Points” in Carbon Wallet App.

4. In case users encounter issues while redeeming this e-coupon, please check the coupon status in GREEN\$ App. If the coupon is marked as “used”, please contact the customer support from Carbon Wallet, otherwise, please email [enquiry@epd.gov.hk](mailto:enquiry@epd.gov.hk) for assistance.