

Guideline of Change of Transfer or Novation of Agreement

轉讓合約的說明及指引

Definition of Change of Transfer or Novation of Agreement

更改公司及轉讓合約定義

Change of difference company name with same BR/CI Number

更改新公司名稱但使用不同公司註冊證明號碼

Example 例子

Previous Customer Name: ABC Manufacturing LTD

BR Number: 12345678-000

New Customer Name: XYY International LTD

BR Number: 98765432-000

1. General Information 基本資料

2. Does Change Request apply to all your Agreements? *

Yes

No

Request to change single contract /
all contract

要求更改單一合約/機身, 還是全部
合約/機身?

3. Customer No.: *

000000

4. Customer Name: *

Dummy A/C

5. Contact Person's Name: *

Dummy

6. Contact Phone No.: *

00000000

7. Contact Email Address: *

Dummy|Ricoh.com.hk

This email will become contact point for the changes.

此電郵地址會作為更改資料聯絡之用途。

2. FNA will choose the most suitable effective date based on client recommendation and the latest invoiced billing period.

會計部會根據客人所選擇的日子及最近帳單結算日期, 選擇最合適的生效日期。


RHK reserves the right of final decision.




如有任何爭議, 理光香港保留將最終決定權。

* Required

Change Request details

8. Effective date of your change *

10/28/2021 

9.  2021  Oct 

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

同聯絡資料/器材位置
轉讓合約

Today Clear Close

3. If new owner and former owner is different entity (the B.R. No. of both entity is different), they must choose Transfer or Novation of Agreement.

如客戶需要更改名稱(不同公司註冊證明號碼), 請選擇轉讓合約。

9. Please select *

- Change of Customer Name (Same CI, same entity) 更改公司名稱
- Change of Customer Information, contract/ machine location 只更改公司聯絡資料/器材位置
- Transfer or Novation of Agreement (Different entity to transfer contract) 轉讓合約

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Transfer or Novation of Agreement (轉讓合約)

10. Additional Notes:

- a. For the purpose of the request for Transfer of Agreement,
- "Old" company is the entity that currently entered into an Agreement with RHK;
 - "New" company is the entity taking over the rights and liabilities of the Agreement from the "Old" company and will enter into a new Agreement with RHK.
- b. **Once this change request is accepted, the "new" Company entity will be required to enter into a new agreement with RHK. "New" company shall be liable for all liabilities, including all outstanding payment obligations, of the "Old" company under the Agreement with RHK.**
- c. Where applicable, the Guarantor is required to sign a new Guarantor Form.
- d. **ALL** final meter records must be provided to RHK for determining the cut-off meter reading. For the avoidance of doubt, the "Old" customer is liable for all meter charge(s) up to the meter cut-off date shown in the meter report, while the "New" company shall be liable for all meter charge(s) after the cut-off date(the cut-off date is determined by RHK).
- e. **** RHK reserves the right to reject the request for Transfer of Agreement. ** ***
- ** I have read, understood and agree to the above messages. **
- I do not agree to the above message.

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4. Details of New Company 承接公司的資料

Details of the New Company entity that will be transferred of the existing Agreement

11. New Company's Name: *

Must Same as B.R.

12. Year of Establishment: *

The year of the company start up

13. New Company's Business Registration No.:
(NGO is not required)

Must Same as B.R.

14. New Company's Registered Address: *

Must Same as B.R.

15. New Company's Billing Address: *

- Same as Registered Address above
 Not the same

16. New Company's System(s) Location

- Same as Registered Address above
 Not the same

17. New Company's Business nature: *

e.g. Trading, Catering (as accurate as possible)

18. Number of staff: *

Below 10

19. New Company's website:

If any

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Client must provide address proof if the new billing address or/and machine location is different from the B.R. registered address.

如有地址需要更改, 請提交地址證明。

If client has another location, they must submit an excel file or pdf to CFS@Ricoh.com.hk and mention the reference no. we provided.

如更改器材位置地址, 請提供 **Excel file(.xlsx) or Pdf(.pdf)** 格式的檔案, 電郵至 CFS@Ricoh.com.hk。

If client only provide location for part of the machines of the agreement, RICOH HK LTD will confirm unmentioned machine's location by phone or email.

如有需要理光會以電話直接聯絡客戶以作跟進。

15. New Company's Billing Address: *

- Same as Registered Address above
 Not the same

16. New Company's Billing Address is:

Enter your answer

17. New Company's System(s) Location

- Same as Registered Address above
 Not the same

18. The address is:

Enter your answer

5. Contact person information will be the prime contact once transfer process completed.
請客戶同時提供聯絡人資料。

Transferee's Contact person's Information

22. Contact person's name: * 首選聯絡人

Dummy

23. Contact person's job Title:

Dummy

24. Contact person's Tel. No.: *

00000000

25. Contact person's email address: *

Dummy@abc.com

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Submit

6. A confirmation email & request of documents list will send to client after clicking the Submit button. Client is required to submit the listed document & Requisition for transfer of agreement(s) pdf within 3 business days.

點擊提交按鈕後，將向客戶發送確認電子郵件及文件清單。客戶須在 3 個工作日內提交所列文件。

Re: Request for Documents - Change of Customer Information (Reference No.: [REDACTED])



Dear [REDACTED]
Re: Request for Documents - Change of Customer Information (Reference No. [REDACTED])
Thank you for your continued support to Ricoh Hong Kong ("RHK").

Your request for "Transfer of Agreement" has been received. In order to proceed your request, please review the Special Notes stated below and send us the following documents within three (3) business days through email to cfs@ricoh.com.hk quoting the Reference No.

1. "New" company's valid Business Registration ("BR") or Certificate of Incorporation ("CI");
2. Address Proof for "new" entity's address;
3. Signed Novation/Transfer Agreement and/or Notice of Novation, if any;
4. Undertaking of Transfer of Liabilities (form of undertaking attached);

If you have any questions, please feel free to call us on 2833 7598 or email us to the above-mentioned email address quoting the Reference No.

Yours sincerely
RicoH Hong Kong Limited

Special Notes:

- a. If we do not receive ALL the abovementioned required documents from your company within three (3) business days from the date of this email notice, your change request will be deemed withdrawal and RHK will cease to proceed without further notice.
- b. At later stage after review of your submitted documents, we'll send a Service Agreement to the "new" Company (that is, the company entity takes over the rights and liabilities of the Agreement) to sign and chop.
- c. The change request will only be handled when ALL overdue charges related to the Agreement(s) HAVE BEEN fully settled.
- d. Invoice of the handling fee (\$200) will be issued to the "new" Company entity (unless specified otherwise), and the invoice shall be payable within fourteen (14) days from the date of invoice.
- e. RHK reserves the final rights to accept or reject the change request at RHK's discretion.

Requisition for change of User Name

To : Ricoh Hong Kong Ltd.

From :

Agreement No.:

We would like to request for a change of the User name under the Captioned Agreement number.

We understand that after settling all overdue invoice(s) for the Agreement and subject to the final approval of Ricoh Hong Kong Limited, our liabilities and obligations under the Agreement will be released and discharged only when a new Agreement is successfully entered between the new User and Ricoh Hong Kong Ltd.

For and on behalf of

For and on behalf of

(Co. Chop with authorized signature)
Name :
Date:

(Co. Chop with authorized signature)
Name:
Date:

7. If client provide wrong information i.e., wrong phone number, invalid B.R copy; or did not submit document. FNA will send an unsuccessful notice with reason or a reminder email.

如果客戶提供錯誤信息，例如錯誤的電話號碼，無效的商業登記證副本；或未提交文件。會計部會發出電子郵件通知客戶申請失敗；或提醒客戶盡快提交文件。

Re: Unsuccessful Change of Customer Information (Reference No.: [REDACTED])



Thu 21/10/2021 16:15

This message was sent with Low importance.

Dear ANDREW,

Re: Pending Customer's Change Request (Reference No.: [REDACTED])

We are pleased to give you an update on the status of your change request. Following your recent request to change customer information, please be informed that the change request is now being pended because [REDACTED]. If the outstanding issues mentioned cannot be resolved within ten (10) working days, your change request shall be deemed withdrawal and we will close this case without further notice.

If you have any question or need any assistance, please feel free to call us on 2833 7598 or email us to [REDACTED] quoting the above Reference No.

Once again, we would like to thank you for your support.

Yours sincerely
Ricoh Hong Kong Limited

Re: REMINDER – Request for Documents for Change of Customer Information (Ref. No.: [REDACTED])



Wed 29/09/2021 15:45

This message was sent with Low importance.

Dear [REDACTED]

Re: REMINDER – Request for Documents for Change of Customer Information (Ref. No.: [REDACTED])

Following your recent request to change the Customer information, we are writing to inform you that we have not yet received the required documentation to proceed the change request.

Please send in the required documents within three (3) business days from the date of this email, otherwise your request for change of Customer information will be deemed withdrawal.

Should you have any questions, please feel free to call us on 2833 7598 or email us to [REDACTED] quoting the above Reference No.

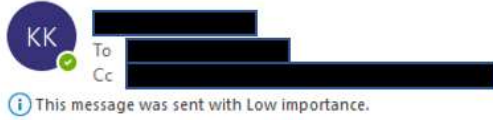
Once again, we would like to thank you for your support.

Yours sincerely
Ricoh Hong Kong Limited

8. If the Change of Customer Information is completed, we will send a successful notice to client.

客戶資料變更完成後，我們將向客戶發送成功通知。

Re: Completion of Change of Customer Information (Reference No.: [REDACTED])



Dear Testing,

Re: Completion of Change of Customer Information (Reference No.: [REDACTED])

We are pleased to inform you that the following customer information had been updated in our system.

Should you have any question, please feel free to call us on 2833 7598 or email us to [REDACTED] quoting the above Reference No.

Once again, we would like to thank you for your support.

Yours sincerely

Ricoh Hong Kong Limited

-End-