綠綠賞 GREEN$ X 🍃 Carbon Wallet

綠綠賞積分兌換
Carbon Wallet積分教學

GREEN$ to CW Points guide

於Carbon Wallet兌換
免費港鐵車程指南

Redeem MTR ride on
Carbon Wallet App guide

下載綠綠賞

下載Carbon Wallet

綠綠賞積分換 Carbon Wallet 積分　常見問題

FAQ for GREEN$ Point conversion to Carbon Wallet Points

	問題 Question	答案 Answer
綠綠賞 X Carbon Wallet 合作試驗計劃 GREEN$ X Carbon Wallet Collaboration Pilot Program		
1	Carbon Wallet 是什麼平台？	Carbon Wallet 是港鐵旗下的一站式減碳獎賞平台，透過遊戲化體驗去推廣低碳生活；用戶可以藉六大減碳行動賺取獎賞，包括：乘搭低碳港鐵旅程、步行、回收、享用素食、選用植物奶和環保購物。Carbon Wallet 積分可兌換可持續商戶的獎賞。
	What is Carbon Wallet?	Carbon Wallet is a Hong Kong's One-stop Green Lifestyle Reward Platform, which is also an MTR-backed social innovation venture. It promotes a low-carbon lifestyle through gamified experiences. Users can earn points to redeem rewards by taking six major carbon reduction actions, including taking low-carbon MTR journeys, walking, recycling, consuming vegetarian meals, opting for plant-based milk, and eco-friendly shopping. The Carbon Wallet Points can redeem rewards from sustainable merchants.
2	綠綠賞和 Carbon Wallet 合作是甚麼？	綠綠賞將以電子禮券形式，定期發放 Carbon Wallet 積分供綠綠賞手機應用程式用戶以綠綠賞積分兌換，讓綠綠賞會員可輕鬆以 Carbon Wallet 積分換取 Carbon Wallet 平台提供的綠色商戶獎賞。綠綠賞用戶可使用綠綠賞手機應用程式的「換券」功能，兌換 Carbon Wallet 積分電子禮券，並將電子禮券兌換成 Carbon Wallet 積分，在 Carbon Wallet 平台上兌換獎賞。

	What is the Collaboration between GREEN$ and Carbon Wallet?	GREEN$ will issue Carbon Wallet Points in the form of electronic coupons periodically in limited in quantity for GREEN$ mobile application users to redeem with GREEN$ points. GREEN$ users can easily redeem rewards provided by green merchants on the Carbon Wallet platform with Carbon Wallet Points. GREEN$ users can use the "Redeem" function in the GREEN$ mobile application to redeem Carbon Wallet Points in the form of electronic coupons, and then convert the coupons into Carbon Wallet Points for reward redemption on Carbon Wallet platform.
綠綠賞積分與 Carbon Wallet 積分的兌換 GREEN$ and Carbon Wallet Points Conversion		
3	如果我希望將綠綠賞積分兌換成 Carbon Wallet 積分,需要甚麼準備?	綠賞手機應用程式用戶只需預先下載 Carbon Wallet 手機應用程式,並註冊成 Carbon Wallet 用戶。完成下載 Carbon Wallet 手機應用程式及註冊成 Carbon Wallet 用戶,並保持登入狀態,即可在綠綠賞手機應用程式將已兌換的 Carbon Wallet 積分電子禮券轉換成 Carbon Wallet 平台上的積分。
	What do I need to prepare if I wish to convert GREEN$ to Carbon Wallet Points?	GREEN$ mobile application user has to install Carbon Wallet mobile application and register as Carbon Wallet user before converting GREEN$ points into Carbon Wallet points. After installing Carbon Wallet mobile application and registration of membership, keep the user account log in and GREEN$ points can convert to Carbon Wallet Points through electronic coupon in GREEN$ mobile application.

4	如何兌換 Carbon Wallet 積分電子禮券？如何使用 Carbon Wallet 積分電子禮券換取 Carbon Wallet 積分及 Carbon Wallet 平台提供的獎賞？	用戶可以[按此連結](#)，或掃瞄以下二維碼參考教學。
	How to redeem Carbon Wallet Points e-coupon? How to use Carbon Wallet Points e-coupon to redeem Carbon Wallet Points and rewards on Carbon Wallet platform?	Please reference the user guide at [this link](#) or scan the following QR code.
5	是否在任何手機系統上(蘋果 iOS/ 安卓 Android/ 華為鴻蒙 HarmonyOS) 均可以使用綠綠賞積分換取 Carbon Wallet 積分的電子禮券？	Carbon Wallet 應用程式只支援符合以下要求的 Android／iOS 手機 ： 1. Android：運行 Android OS 5.0 或更高版本 2. iOS：運行 iOS 10.0 或更高版本 3. 手機在註冊過程中能夠接收短訊進行驗證 Carbon Wallet 應用程式不支援搭載 Harmony OS 的華為手機。
	Can GREEN$ be converted to Carbon Wallet Points with e-coupon on any mobile operating system (including	Carbon Wallet app is only supported on Android/iOS devices that meet the following requirements: 1. Android: running OS 5.0 or newer 2. iOS: running OS 10.0 or newer

	Apple iOS, Android, and Huawei HarmonyOS)?	3. Device is able to receive SMS during the verification process in registration Carbon Wallet app does not support Huawei mobile phones running Harmony OS.
6	如果我是綠綠賞實體會員卡用戶，可以使用綠綠賞積分兌換成 Carbon Wallet 積分嗎？	有關 Carbon Wallet 積分的電子禮券暫時只供綠綠賞手機用戶於手機應用程式內兌換。綠綠賞實體卡用戶如欲將帳號轉換至綠綠賞手機應用程式，可前往各綠在區區社區回收點，在職員協助下將綠綠賞實體卡帳戶轉移至手機應用程式。 請注意，在進行積分結餘轉移至手機應用程式後，實體卡的積分結餘會即時清零，職員亦會即時收回實體卡。舊卡經過消毒處理後，會重發給其他新會員使用。
	Can I redeem Carbon Wallet Points with GREEN$ if I am GREEN$ physical card user?	The electronic coupons for Carbon Wallet Points redemption are currently available at GREEN$ mobile application only. GREEN$ physical card users who wish to transfer their accounts and accumulated points to the GREEN$ mobile application can visit the all GREEN@COMMUNITY recycling points. With the assistance of GREEN@COMMUNITY staffs, points in GREEN$ physical card account can be transferred to GREEN$ mobile application.
7	為甚麼每個面額的 Carbon Wallet 積分電子禮券只能換領一張？	由於 Carbon Wallet 積分電子禮券供應有限，我們希望能確保更多綠綠賞用戶有機會換領有關禮券，因此我們會定期發放 Carbon Wallet 積分電子禮券，並限制每段期間每位綠綠賞用戶換領每種面額的電子禮券一張。我們將視乎實際換領情況持續檢視及調整發放數量及方式。

	Why Carbon Wallet Points e-coupon of each value can only be redeemed once?	Carbon Wallet Points e-coupons are supplied in limited quantity. To ensure more GREEN$ users have the opportunity to redeem these e-coupons, Carbon Wallet Points e-coupons will be distributed regularly and each GREEN$ user will be allowed to redeem e-coupon of each value once within a specific period. We will continuously review and adjust the e-coupon supply and distribution mechanism based on the actual redemption situation.
8	已使用綠綠賞積分兌換的 Carbon Wallet 積分電子禮券是否可以退還，取回相應的綠綠賞積分？	除非在兌換 Carbon Wallet 積分時出現技術問題，否則 Carbon Wallet 積分電子禮券一經兌換不設退回。如果優惠券已經在 Carbon Wallet 中兌換成 Carbon Wallet 積分，則在任何情況下都不會提供退款。請用戶於兌換前仔細考慮。
	Can the Carbon Wallet Point e-coupon redeemed with GREEN$ be returned, so that the corresponding GREEN$ be refunded?	Unless there is a technical issue during the redemption of Carbon Wallet Points, Carbon Wallet e-coupon cannot be returned once they are redeemed. If the e-coupon has been converted to Carbon Wallet Points in Carbon Wallet platform, no returns will be provided under any circumstances. Users are advised to consider carefully before proceeding with the redemption.
9	我能否將 Carbon Wallet 積分兌換成綠綠賞積分？	不可以。綠綠賞和 Carbon Wallet 的合作只支持將綠綠賞積分兌換成 Carbon Wallet 積分。
	Can I convert Carbon Wallet Points to GREEN$?	No. The collaboration between GREEN$ and Carbon Wallet supports only the conversion of GREEN$ to Carbon Wallet Points.

Carbon Wallet 的獎賞		
Rewards on Carbon Wallet		
10	我可以在哪些商戶使用 Carbon Wallet 積分兌換獎賞？	用戶可以在與 Carbon Wallet 合作的綠色商戶那裡使用 Carbon Wallet 積分兌換獎賞。請在 Carbon Wallet 應用程式中查看最新的合作商戶列表。 此外，Carbon Wallet 應用程式提供了詳細的「如何使用」指南，幫助用戶了解積分兌換流程，及獎賞使用流程，以及簡介特殊條件或限制。 我們建議用戶在兌換積分之前仔細閱讀這些指南。以確保用戶可以充分利用積分。
	Which merchants can I redeem rewards with Carbon Wallet Points?	Users can use Carbon Wallet points to redeem rewards at green merchants that collaborates with Carbon Wallet. Please refer to the latest list of partner merchants in Carbon Wallet app. Carbon Wallet app provides a detailed user guide to assist users in understanding the points earning and reward redemption processes, and any special terms and conditions. Users and recommended to read these guidelines carefully before redeeming points to ensure they can make the most of their rewards.
11	我可以用 Carbon Wallet 積分兌換哪些獎賞？在哪裡可以瀏覽可兌換的獎品？	Carbon Wallet 積分可以用來兌換各種環保獎賞，例如免費港鐵車程、環保日用品、可持續時裝、綠色餐飲優惠券等。 Carbon Wallet 可兌換獎賞將不定時更新，詳情請參閱 Carbon Wallet 手機應用程式的獎賞頁面。
	What rewards can be redeemed with Carbon Wallet Points? Where can I browse the rewards	Carbon Wallet Points can be used to redeem various environmental-friendly rewards, including free MTR rides, eco-friendly daily necessities, sustainable fashion items, green dining vouchers, and more. The rewards on

	available for redemption?	Carbon Wallet will be updated from time to time. For more information, please refer to "REWARDS" page in Carbon Wallet mobile application.
12	如何使用或領取我在 Carbon Wallet 兌換 的獎賞？	Carbon Wallet 兌換的獎品在使用或領取流程可能因 每個獎賞而有所不同。這可能包括線上商店兌換或自 行領取等選項。我們建議用戶參考優惠券詳細頁面上 的具體細節。該頁面將提供有關如何使用或領取兌換 的獎品的指示。
	How to use or collect the rewards I redeemed in Carbon Wallet?	The process for using or collecting different rewards redeemed in Carbon Wallet may vary for each individual item. It may include online redemption or collection at physical location. Users are recommended to read to the redemption details on coupon page. The coupon page will provide instructions on usage or collection of the redeemed reward.

有關 Carbon Wallet 的常見問題		
FAQ of Carbon Wallet		
13	Carbon Wallet 積分設有使用期限嗎？	自 1 月 1 日至 6 月 30 日所獲得的 Carbon Wallet 積分將於同年 12 月 31 日過期，而自 7 月 1 日至 12 月 31 日所獲得的 Carbon Wallet 積分將於次年 6 月 30 日過期。 過期的 Carbon Wallet 積分將自動作廢。詳情請參閱 Carbon Wallet 手機應用程式「我的 CW 分」頁面。
	Does Carbon Wallet Points have an expiry date?	Carbon Wallet Points earned from January 1st to June 30th will expire on December 31st of the same year, while the Carbon Wallet Points earned from July 1st to December 31st will expire on June 30th of the following year. Expired Carbon Wallet Points will be automatically invalidated. For more details, please refer to "My CW Points" feature in Carbon Wallet mobile application.
14	如果使用 Carbon Wallet 積分時遇到的問題可以如何求助？	請電郵至 enquiry@carbonwallet.com.hk 查詢。 如用戶於使用綠綠賞電子優惠券兌換 Carbon Wallet 積分時遇到問題，請檢查有關優惠券於綠綠賞手機應用程式的使用狀態。如果優惠券顯示為「已使用」，請可以聯絡 Carbon Wallet 的客戶服務 (「我」頁面 > 幫助中心 > 聯絡客戶服務)。
	How to seek for assistance if there is any issue encountered while using Carbon Wallet Points?	Please email to enquiry@carbonwallet.com.hk for inquiries. If users encounter issues while converting GREEN$ to Carbon Wallet Points with e-coupon, please check the status of the e-coupon in GREEN$ mobile application. If status of e-

		coupon is shown as "used," please contact Carbon Wallet customer service ("ME" page > Customer Support Center > Customer Support).
15	當我在綠在區區回收時，我能否同時在綠綠賞和 Carbon Wallet 賺分？	你可以同時賺取綠綠賞及 Carbon Wallet 積分。 要賺取 Carbon Wallet 積分，請使用 Carbon Wallet 應用程式內置相機，拍攝你的回收物照片並提交回收記錄。請參考 Carbon Wallet 主頁 > 相機 > 教學頁面，了解提交記錄的具體說明。
	Can I earn points in both GREEN$ and Carbon Wallet at the same time when I recycle at GREEN@COMMUNITY?	Yes, you can earn points in both GREEN$ and Carbon Wallet at the same time. To earn Carbon Wallet Points, please use the in-app camera in Carbon Wallet mobile application to take photos of your recyclables and submit your recycling records. Please refer to the Carbon Wallet homepage > Camera > "Guide" page for specific instructions on record submission.
16	我能否轉移我的 Carbon Wallet 積分至其他 Carbon Wallet 帳戶？	不可以。Carbon Wallet 積分只能在成功賺取或兌換的帳戶內使用。
	Can I transfer my Carbon Wallet Points to other Carbon Wallet accounts?	No. Carbon Wallet Points can only be used in the account with points earned or converted successfully.