



*This is to certify that*

**TRADELINK ELECTRONIC COMMERCE LIMITED**  
**Customer Service**

Customer Services Call Center  
11/F & 12/F Tower B Regent Centre 63 Wo Yi Hop Road Kwai Chung New Territories Hong Kong

*complies with the requirements of*

**Service Quality Management**  
*applicable to:*

**Provision of customer telephone enquiry services**

*The certificate remains valid subject to satisfactory maintenance of the system  
which will be monitored by Hong Kong Quality Assurance Agency.*

Signed for and on behalf of  
**HONG KONG QUALITY ASSURANCE AGENCY**

**Chief Executive Officer**

**Director**

Registered address 19/F K. Wah Centre 191 Java Road North Point Hong Kong Tel (852) 2202 9111 Fax (852) 2202 9222  
Note In accordance with the Agency Regulations, the Hong Kong Quality Assurance Agency undertakes no liability or responsibility for any product or service supplied by the organization in accordance with the requirements of this Certification Scheme. This certificate remains the property of HKQAA and shall be returned when required by the Agency.

Date of Granting 30 October 2012

Amendment Date 10 July 2024

Expiry Date 29 October 2027