

Terms & Conditions

条款和条件

Privacy policy

《隐私政策》

Prominate Inc. is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy policy.

Prominate Inc. 致力于确保您的隐私得到保护。当我们要求您在使用此网站时提供可以识别您的某些信息时，您可以确保该等信息只会根据本《隐私政策》使用。

Prominate Inc. may change this privacy policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This privacy policy is effective from January 1, 2024.

Prominate Inc. 可能通过更新此页面，不时更新此《隐私政策》。您应该经常检查此页面，以确保您对任何变更都感到满意。此《隐私政策》自 2024 年 1 月 1 日起生效。

Our promise

我们的承诺

We will comply with applicable privacy and data protection laws and regulatory frameworks.

我们将遵守适用的隐私和数据保护法律和监管框架。

We will only use your personal information to supply, improve and manage our services. Any additional or unusual uses of your information will be explained at the point of collection.

我们只会使用您的个人信息来提供、改进和管理我们的服务。如有任何额外或异常的使用，我们都将在收集您信息的时刻作出解释。

We will only send you marketing emails if you have permitted us to (and you will be given the opportunity to unsubscribe in each of our emails).

我们只有在您允许的情况下才会向您发送营销电子邮件（并且您将在我们的每封电子邮件中都有机会退订）。

We will not share personally identifiable information with unrelated third parties for their own use without your consent. We may share your information within our group of companies so that we can provide you with the best customer experience across our brands.

除非您同意，否则我们不会将可识别的个人信息与无关的第三方共享，供他们使用。我们可能会在集团内部共享您的信息，以便我们可以为您提供最佳的客户体验。

We will take appropriate steps to safeguard your information in accordance with industry standards but please keep in mind that no system can be guaranteed as 100% secure.

我们将采取适当措施，根据行业标准保护您的信息，但请注意，没有任何系统可以保证 100% 的安全。

We will only keep your information for as long as we need it: (i) to provide you with a product/service; (ii) to improve our services; and (iii) for legal and audit purposes.

我们将仅保留我们所需的信息：(i) 向您提供产品或服务；(ii) 改进我们的服务；以及(iii)用于法律和审计目的。

We will give you control over the information we hold about you by enabling you to access, update and delete your information in-line with your legal rights.

我们将根据您的法定权利使您能够访问、更新和删除您的信息，从而让您控制我们持有的关于您的信息。

We will take steps to ensure that our suppliers look after your information as we do, including where they are processing your information in countries that do not provide the same legal protection to your information.

我们将采取措施，确保我们的供应商像我们一样照管您的信息，包括他们在不为您的信息提供相同法律保护的国家/地区处理您的信息。

How we use your information

我们如何使用您的信息

We will use your information: (i) to deliver, improve and personalise our services to you in accordance with your preferences: and (ii) for our own legitimate business purposes and needs. Specifically, we may use your information to:

- Fulfil your product orders or to provide the service or information you have requested;
- administer your account(s);
- Send you service related communications;
- Respond to your requests and feedback;
- Contact you about a submission you have made to our online services;
- Enforce our terms of service;
- Send you newsletters, offers and promotions relating to our brands and;
- Where Prominate Inc. proposes using your personal information for any other uses we will ensure that we notify you first. You will also be given the opportunity to withhold or withdraw your consent for your use other than as listed above.

我们将使用您的信息：(i) 根据您的偏好，为您交付、改进我们的服务并使其个性化；以及 (ii) 用于我们自己的合法商业目的和需求。具体来说，我们可能使用您的信息来：

- 履行您的产品订单或提供您请求的服务或信息；
- 管理您的账户；
- 发送您服务相关的通讯信息；
- 回应您的请求和反馈；
- 就您向我们的在线服务提交的内容与您联系；
- 执行我们的服务条款；
- 向您发送关于我们品牌的新闻通讯、优惠和促销活动；
- 如果 Prominate Inc.提议将您的个人信息用于任何其他用途，我们将确保首先通知您。您也将有机会拒绝或撤回您对除以上所列之外的用途的同意。

In some circumstances you might provide us with information about other individuals, for example when delivering to another person. You must ensure you (1) have their permission to provide their information to us; and (2) you have made them aware of the terms of this Privacy Policy.

在某些情况下，您可能向我们提供其他个人的信息，例如在向他人交付商品时。您必须确保您（1）已获得他们的许可向我们提供他们的信息；并且（2）您已让他们了解本《隐私政策》的条款。

Information shared with our suppliers

与我们的供应商分享的信息

We use a number of third parties to perform business functions on our behalf, such as sending our newsletters, hosting our online services, providing our customer services and fulfilling product orders and processing payments. We only disclose the information necessary to enable these third parties to perform their services. Our suppliers are contracted to comply with our instructions, and we require that they do not use your personal information for their own business purposes.

我们使用一些第三方来执行我们的商业功能，例如发送我们的简报、托管我们的在线服务、提供我们的客户服务以及履行产品订单和处理支付款项。我们只披露必要的信息，以使这些第三方能够执行其服务。我们的供应商都签订了遵守指令的合同，我们要求他们不要将您的个人信息用于他们自己的商业目的。

Security

安全性

We maintain appropriate organisational and technological safeguards to help protect against loss, misuse or unauthorised access, disclosure, alteration or destruction of the information we hold about you. We also seek to ensure our service providers do the same. Unfortunately, no system can be guaranteed as completely secure and there is an inherent risk in transmitting information over the internet. It may be possible for an unrelated party to intercept or access such transmissions unlawfully.

我们维护适当的组织和技术保护措施，帮助保护您的信息免受损失、滥用或未经授权的访问、披露、修改或破坏。我们还努力确保我们的服务提供商也这样做。不幸的是，没有任何系统可以保证完全安全，互联网传输信息存在固有风险。可能会有无关方非法拦截或访问该等传输信息。

If you believe that your personal information under our control has been compromised, including access to any accounts you hold with our services, please contact us immediately using the details below.

如果您认为我们控制下的您的个人信息已经遭到泄露，包括您对我们服务中任何账户的访问，请立即通过以下详细信息联系我们。

How long we keep your information

我们保留您的信息的时长

We will hold your personal information on our systems for as long as is necessary for the relevant service or as long as is set out in any relevant contract you hold with us, in accordance with our retention policy. Where you contribute to one of our online services, we will generally only keep your content for as long as is reasonably required for the purpose(s) for which it was submitted.

我们将根据相关服务所需的时间或在您的任何相关合同中规定的条款，按照我们的保留政策在我们的系统中保留您的个人信息。当您对我们的一项在线服务提交内容时，我们通常只会在合理的时间内保留您的内容，以达到提交目的。

How we use cookies

我们如何使用 cookies

This website uses “cookies”. A cookie is a file created by your browser when a webserver provides a piece of information it might want to re-use. Cookies are small, often encrypted, text files located in browser directories. Cookies are used by web developers to help users navigate their websites efficiently, and for other functions such as remembering authentication and user preferences. Please keep in mind that restricting the use of cookies may affect your user experience, and may result in this (and other) sites becoming inaccessible to you.

本网站使用“cookies”。cookie 是由您的浏览器在网站服务器提供可能需要再次使用的信息时创建的文件。Cookies 是位于浏览器目录中的小型的、通常是加密的文本文件。网站开发人员使用 Cookies 来帮助用户高效地浏览网站，以及使用其他功能，如记住认证和用户偏好。请注意，限制 cookies 的使用可能会影响您的用户体验，可能会导致您无法访问此网站（以及其他网站）。

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

总体而言，cookies 通过监控您觉得有用的页面和您不喜欢的页面，帮助我们为您提供更好的网站体验。cookie 绝不会让我们访问您的电脑或任何关于您的信息，除了您选择与我们分享的数据之外。

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

您可以选择接受或拒绝 cookies。大多数网页浏览器会自动接受 cookies，但如果您更喜欢，您通常可以修改浏览器设置以拒绝 cookies。这可能会阻止您充分利用网站功能。

Links to other websites

链接到其他网站

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy policy. You should exercise caution and look at the privacy policy applicable to the website in question.

我们的网站可能包含通往其他有关网站的链接。然而，一旦您使用这些链接离开我们的网站，您应该注意，我们对该等其他网站没有任何控制权。因此，我们无法对您在访问该等网站时提供的任何信息的保护和隐私负责，该等网站不受本《隐私政策》的约束。您应该谨慎行事，并查看适用于所访问网站的《隐私政策》。

Changes to this privacy policy

本《隐私政策》的变更

This privacy policy may be updated from time to time to reflect changes in law, best practice or in our practices regarding the treatment of personal information. If material changes are made to this privacy policy, we will notify you by placing a notice on our relevant services. The date of the most recent revision will appear at the top of this page. If you do not agree to the changes, please do not continue to use our services. You should check this policy frequently for updates.

本《隐私政策》可能会不时更新，以反映法律、最佳实践或我们处理个人信息有关做法的变化。如果对本《隐私政策》进行了重大变更，我们将通过在相关服务上发布通知来通知您。最新修订日期将显示在本页顶部。如果您不同意这些变更，请勿继续使用我们的服务。您应经常检查此政策以了解最新更新情况。

Controlling your personal information

控制您的个人信息

You may choose to restrict the collection or use of your personal information, for example, if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at Michelin-cn@prominate.com.

您可以选择限制收集或使用您的个人信息，例如，如果您之前同意我们将您的个人信息用于直接营销目的，您随时可以通过写信或向我们发送电子邮件（Michelin-cn@prominate.com）来改变您的主意。

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

我们不会出售、分发或将您的个人信息泄露给第三方，除非我们得到您的许可或法律要求我们这样做。如果我们认为您可能会对第三方的促销信息感兴趣，并且您告诉我们希望这样做，我们可能会根据您的个人信息向您发送这些促销信息。

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

如果您认为我们持有的关于您的任何信息不正确或不完整，请尽快通过上述地址写信或向我们发送电子邮件。我们将立即更正找到的任何不准确的信息。

Delivery of stock items

库存商品的交货

Stock items will be delivered from our warehouse in Shanghai, China.

The estimated delivery times are as follows:

- Ground delivery within CN 2-5 business days (China mainland, except Xinjiang, Tibet, Inner Mongolia, Gansu, Ningxia, Qinghai, Shanxi, Jilin, Shenyang, Harbin and other remote areas)
- Air delivery within CN 2-3 business days (China mainland, except Xinjiang, Tibet, Inner Mongolia, Gansu, Ningxia, Qinghai, Shanxi, Jilin, Shenyang, Harbin and other remote areas)

库存商品将从我们中国上海仓库发货。

预计交货时间如下：

- 在中国大陆境内 2-6 个工作日进行陆运交货。（新疆，西藏，内蒙古，甘肃，宁夏，青海，陕西，吉林，沈阳，哈尔滨等偏远地区除外）。
- 在中国大陆境内 2-3 个工作日进行空运交货。（新疆，西藏，内蒙古，甘肃，宁夏，青海，陕西，吉林，沈阳，哈尔滨等偏远地区除外）。

Delivery term and delivery costs

交货条款和交货成本

Merchandise unit price on webshop is incl. freight to China mainland one spot at one package. Shipping cost to outside China mainland will be quoted offline.

平台显示的商品单价为含配送到中国大陆境内一地一次的包邮价格。大陆以外的区域，我们将为您单独线下报价。

Payments and charges

付款与费用

The payment term is 120 days net from the date of invoice. Payment through B2B online banking system.

付款方式为自开票日期起 120 天内付清，通过网上银行系统对公支付。

Claims and returns

索赔与退货

Our aim is to ensure that all customer orders are fulfilled without damages as quickly and cost effectively as possible. However, if your order arrives damaged or incorrect, please contact us immediately.

我们的目标是确保所有客户订单都能在最短时间内，以最经济的方式无损坏地履行。但如果您的订单货物在运送过程中受损，或者您的订单内容有误，请务必立即联系我们。

Defective items or incorrect orders may be returned to our warehouse without charge. The price paid will be refunded when the items have been returned to our warehouse.

如果商品有缺陷或订单错误，您可以免费将商品退回到我们的仓库。商品退回后，我们将退还您已支付的费用。

If you have any questions or special requests, please contact our customer service. We are happy to assist you!

如果您有任何疑问或特殊请求，请随时联系我们的客服团队。我们很乐意为您提供帮助！

Michelin-cn@prominate.com.