

## 除舊服務條款

1.銷售商責任	凡顧客向本公司購買《產品環保責任條例》所指定的受管制電器，本公司須按消費者要求，並根據環保署批註的除舊方案，安排免費移走與所購買相同種類及數量的舊受管制電器。
2.除舊地點	適用於全港任何處所。
3.選取期限	<p>(a) 顧客可於購貨時簽署「除舊服務選取紀錄」即可；或</p> <p>(b) 於交易起計3天內致電:<b>2232 1000</b> 向本公司並提出要求，逾期作放棄除舊服務處理。</p> <p>(c) 於交易起計3天後自行聯絡「歐綠保」提出要求。</p>
4.除舊服務時間	<p>(a) 一般情況下，於訂立合約並收到顧客的要三個工作天後就能提供上門除舊服務。</p> <p>(b) 在顧客指定的日期，到顧客指定的地點移走舊件。</p> <p>(c) 星期日及公眾假期休息。</p>
5.注意事項	<p>(a) 除舊服務與送貨及安裝服務分開處理，等待移除的舊件可按需要較先移走，或短暫存放於移除地點，稍後才移走，顧客可與職員安排。</p> <p>(b) 舊件一經收取，恕不退回。</p> <p>(c) 舊件必須獨立放置，脫離任何裝置、連接系統、或有障礙的存放位置。</p> <p>(d) 若舊件有嚴重的衛生問題（例如：有餿汁殘渣、蟑螂、螞蟻），工作人員有權拒絕移走該舊件，消費者亦不會再享有免費的除舊服務。</p> <p>(e) 顧客如需更改已約定的除舊服務地點或時間，請於至少2個工作天內致電通知本公司。</p> <p>(f) 如遇上黑色暴雨警告/八號或以上熱帶氣旋警告信號，除舊服務將會暫停，並另作安排。</p> <p>(g) 於約定的除舊時間，因交通或天氣情況，或其他因素影響有所延誤、暫停或改期，本公司恕不負任何責任。</p> <p>(h) 顧客、聯絡人的個人資料只作除舊服務用途，本公司將會遵守《個人資料（私隱）條例》（香港法例第486章）處理</p> <p>(i) 如有任何爭議，本公司保留最終的決定權。</p>

## Removal Service Terms and Conditions

1. Seller's responsibilities	Customers who purchase regulated electrical appliances, as specified in the Producer Eco-Responsibility Ordinance, can request our company to provide free removal service in accordance to the Removal Service Plan endorsed by the Environmental Protection Department, for the same type and quantity of used REE.
2. Location	Any premises in Hong Kong.
3. When to make request	(a) When a customer signs the Record of Choice of Removal Service; or (b) Customers can request removal service by calling us at <b>2232 1000</b> <u>within 3 days</u> after the transaction. Late requests will be deemed as no requests for the removal service. (c) <u>After 3 days of the transaction</u> , by contacting ALBA
4. Timing of the removal service	(a) Under normal circumstances, 3 working days are required to collect the used REE after entering into the contact and receipt of the service request from the customer. (b) The old items at the customers' designated locations will be removed on the date specified by the customers. (c) <u>No removal service is available on Sundays and public holidays.</u>
5. Remarks	(a) The removal service may be different from the delivery and installation service. The old items pending removal can be removed in advance or placed temporarily at the premises for collection later as appropriate. Customers can contact us for arrangement. (b) The old items will not be returned once collected. (c) The old items must stand-alone and be freed from other connections or obstacles. (d) If the old items have serious hygiene issues (e.g. rancid foods, presence of cockroaches and ants, etc.), our staff will have the right not to remove such items, and there will be no more free removal service for the customers. (e) Customers shall give no less than 2 working days' notice in respect of any request for change of delivery time, date and/or place. (f) In the event of a Black Rainstorm Warning / Tropical Cyclone Warning Signal No. 8 or above, the removal service will be suspended and rescheduled. (g) The company shall not be liable for any delay, suspension or rescheduling due to traffic or adverse weather conditions or other factors. (h) All personal data are for the purpose of arranging removal service for the old items only and the company shall comply fully with the obligations and requirements of the Personal Data (Privacy) Ordinance (Cap. 486). (i) In case of any disputes, the decision of the company shall be final.