

## 【本公司住宅家電免費保養服務條款】

### 前言

本條款乃本公司就住宅家電免費保養服務所制訂之完整條文。家電送貨完成後，物主須依下列規定辦理登記並遵守各項條款，以享受自送貨日起三年內本公司提供的免費維修保養及送貨安裝服務。本服務僅適用於香港特別行政區，其具體內容如下：

#### 1. 保固憑證與登記申請

##### 1.1 唯一有效憑證

本保固服務僅以本公司正式出具之「住宅家電免費保養服務登記證」為準。任何非本公司發出的文件或證明概不受理；本證如有任何塗改，一律視為無效。

##### 1.2 登記要求與生效

物主須於家電送貨完成後 7 個工作日內，以書面或網上方式通知本公司並登記相關家電安裝地址及聯絡資料。唯有在此期限內完成登記後，本免費保養服務方可生效。

#### 2. 服務適用範圍與地區

##### 2.1 服務地區

本服務僅適用於香港特別行政區內，且限定於車輛可直接到達之住宅地址。

※ 對於馬灣、愉景灣等特定區域，本公司將視情況酌收附加費；禁區及交通受限的地區概不提供服務。

##### 2.2 家電存放要求

物主必須確保家電持續保存於本公司登記記錄的地址；若家電轉移至其他地址，本服務資格將自動終止。

#### 3. 保固期限

本保固服務自家電送貨完成日起免費提供維修與保養服務，持續期間為三（3）年。

※ 備註：保養服務開始時，家電必須處於適當之操作狀態。

#### 4. 保固服務內容

#### 4.1 免費維修與零件更換

若家電於正常且正確操作下因材料或工藝缺陷而發生故障，經本公司授權技術人員確認後，本公司將免費進行維修與更換有缺陷之零件（更換後零件所有權歸本公司）。

※ 免費服務僅涵蓋因產品本身缺陷所產生的故障，不包括因外來損害或不當使用所致之問題。

#### 4.2 送貨與安裝服務

在必要時，本公司將安排將家電移走以進行修理，並在修理完成後盡快將其送回。如因維修需拆卸、搬運、運輸、重注冷媒（適用於冷氣機）或執行其他必要措施而產生之附帶費用（超出免費服務範疇者），則由物主承擔。

#### 4.3 服務時段

本服務通常於正常工作日及工作時間內提供。本公司將盡力即時回應服務申請，但對因不可抗力因素所致延誤不負責。

### 5. 不適用與排除事項

#### 5.1 一般不保固範圍

本服務不包括以下項目：

- (1) 與家電重新安裝、搬遷、改位有關之工作及因此所產生的額外運輸、拆卸及搬運費。
- (2) 在家電正常運作下，因陳舊、磨損或表面花損而需更換之零件，或對家電進行翻新、噴油等維護處理。
- (3) 所有裝飾性、消耗性、損耗性及非功能性之零件或配件。
- (4) 清理家電機身外之排水管淤塞、通渠或其他與清潔排水系統有關之工作

※（此項工作僅針對洗衣機及冷氣機提供，但下述特定項目另作排除說明）。

- (5) 因物主或第三者疏忽、錯誤行為所造成的家電或其部件損失。

#### 5.2 針對冷氣機與洗衣機的特定排除項目

- (6) 【適用於冷氣機】本免費保固服務不包括冷氣機的去水裝置、清理排水系統、濾網、遙控器及電池等維護或更換服務。

(7) 【適用於洗衣機】本免費保固服務不包括洗衣機的水龍頭及其他附加裝置、排水管道淤塞清理及通渠工作、供水喉、排水管、洗衣蓋、過濾器及淨化網組件等維護或更換服務。

5.3 特殊用途及損害排除 若家電用於工業或商業用途，則本保固服務將立即終止；此外，本服務亦不涵蓋因外來損害、意外事件或非正當使用所引致之故障。

## 6. 物主之義務與禁止行為

### 6.1 正確使用

物主須嚴格依據所有使用須知及操作說明謹慎使用家電，確保產品始終處於正確運作狀態。

6.2 禁止自行修理 在保養服務有效期間，除本公司僱員或正式授權代理人外，任何其他人士均不得試行修理、調較、拆卸或更換家電內部或任何組件。如物主自行進行此類操作，將立即喪失免費保固服務資格。

### 6.3 保持家電原狀

物主不得隨意拆除、改變或調整家電內任何部份，亦不得將家電用途轉作非家用用途。

## 7. 替換服務及保用證失效條件

7.1 替換服務 在有效保固服務期間內，若本公司因特殊原因無法修理事主所購家電，本公司有權以功能相近之同類產品（型號由本公司決定）進行替換，替換產品的最終型號與配置以本公司決定為準。

### 7.2 保用證失效條件

下列情形將使本保固證自動失效：

- (1) 家電曾由非本公司技術人員任意改動、修理或擅自修改。
- (2) 家電因物主疏忽、誤用、濫用、意外或天災所致損壞，或因外接其他裝置而引起故障及損壞，甚至因機件受周圍環境侵蝕而受損。
- (3) 家電安裝不當或被置於密封環境內。
- (4) 家電上之編號曾被擅自刪改、塗污或移除。

## 8. 免責聲明

### 8.1 責任限制

本公司對於家電故障、維修或搬運期間可能直接或間接導致的任何損失、傷害或損害，概不負賠償責任。此外，若物主或任何第三者之疏忽或錯誤行為導致家電損害，亦不屬本保固服務範疇。

## 9. 安裝與工作環境要求

### 9.1 高位安裝或特殊位置

若家電安裝於高位或其他裝置內，於進行修理時，物主必須先行將家電移至方便檢修之位置。涉及拆卸或移除的裝修物料復原，均由物主自行處理。

### 9.2 安全工作環境

物主必須提供安全的工作環境及足夠的維修空間，以便本公司技術人員進行檢查及維修作業。

## 10. 條款修改與爭議解決

### 10.1 條款修改

本保固服務條款及相關細則如有任何修改，恕不另行通知，並以本公司最新公告之版本為準。

### 10.2 爭議解決

如有任何爭議，本公司保留所有條款及細則之最終解釋權及決定權。本條款之解釋及爭議均適用香港特別行政區有關法律。

本條款旨在保障物主在家電正常操作情況下享有本公司所提供的免費保固服務，並明確規定免費服務範疇及物主需承擔的責任。請物主在享用本服務前詳閱以上條款，如有任何疑問，敬請聯絡本公司客戶服務部。



## **[The Company's Residential Home Appliance Free Warranty Service Terms]**

### Preamble

These Terms constitute the complete conditions established by the Company for the Residential Home Appliance Free Warranty Service. After the delivery of the appliance, the owner must register and comply with the provisions set forth herein to enjoy the free repair, maintenance, and delivery/installation services provided by the Company for three years from the date of delivery. This service is applicable only within the Hong Kong Special Administrative Region. The specific terms are as follows:

### 1. Warranty Certificate and Registration Application

#### 1.1 Sole Valid Certificate

This free warranty service is valid only upon presentation of the "Residential Home Appliance Free Warranty Service Registration Certificate" officially issued by the Company. Any documents or certificates not issued by the Company will not be accepted; any alteration on the certificate shall render it null and void.

#### 1.2 Registration Requirements and Effectiveness

The owner must notify the Company and register the relevant appliance delivery address and contact details, either in writing or online, within 7 working days after the delivery is completed. The free warranty service will only become effective once registration is completed within this specified period.

### 2. Scope of Service and Service Area

#### 2.1 Service Area

This service is applicable only within the Hong Kong Special Administrative Region and is limited to residential addresses accessible by vehicle.

*Note: For specific areas such as Ma Wan and Discovery Bay, the Company may charge an additional fee as appropriate; no services will be provided in restricted areas or regions with limited access.*

#### 2.2 Appliance Storage Requirements

The owner must ensure that the appliance remains at the registered address on file with the Company. If the appliance is moved to another address, the service eligibility will be automatically terminated.



### **3. Warranty Period**

The free warranty service, which includes repair and maintenance services, is provided free of charge for three (3) years from the date the appliance is delivered.

*Note: At the commencement of the warranty service, the appliance must be in proper working condition.*

### **4. Warranty Service Content**

#### **4.1 Free Repair and Replacement of Parts**

If the appliance, under normal and proper operation, experiences a failure due to defects in materials or workmanship, and such failure is confirmed by a technician authorized by the Company, the Company will conduct free repairs or replace the defective parts (all replaced parts become the property of the Company).

*Note: The free service covers only failures arising from inherent defects in the product and does not include issues caused by external damage or improper use.*

#### **4.2 Delivery and Installation Service**

When necessary, the Company will arrange for the appliance to be removed for repair and will deliver it back as soon as possible after the repair is completed. Should the repair require disassembly, removal, transportation, refrigerant recharging (applicable to air conditioners), or other necessary measures that exceed the scope of the free service, any incidental costs shall be borne by the owner.

#### **4.3 Service Hours**

This service is generally provided on regular working days and during normal business hours. The Company will endeavor to respond promptly to service requests but shall not be held responsible for any delays due to circumstances beyond its control (force majeure).

### **5. Exclusions and Exclusion Matters**

#### **5.1 General Exclusions**

This free warranty service does not cover the following:

(1) Work related to reinstalling, relocating, or repositioning the appliance, and any additional costs for transportation, disassembly, or removal arising therefrom.

(2) Under normal operation, the replacement of parts that have become outdated, worn, or show superficial damage; or refurbishment, spray painting, or similar maintenance measures.



(3) All decorative, consumable, wear-and-tear, and non-functional parts or accessories.

(4) Cleaning of drainage pipes, unclogging, or any work related to the cleaning of the drainage system outside the appliance body.

(5) Loss or damage to the appliance or its components caused by negligence or wrongful acts on the part of the owner or any third party.

## 5.2 Specific Exclusions for Air Conditioners and Washing Machines

(6) [For Air Conditioners] This free warranty service does not include maintenance or replacement of the water drainage device, cleaning of the drainage system, filters, remote control, or batteries for air conditioners.

(7) [For Washing Machines] This free warranty service does not include maintenance or replacement of water taps and other auxiliary components; cleaning or unclogging duties for clogged drainage pipes; water supply hoses, drainage pipes, washer covers, filters, or purification net assemblies for washing machines.

## 5.3 Exclusions for Special Use and Damage

If the appliance is used for industrial or commercial purposes, the free warranty service will be immediately terminated. Moreover, this service does not cover failures resulting from external damage, accidents, or improper use.

## 6. Owner's Obligations and Prohibited Actions

### 6.1 Proper Use

The owner must strictly adhere to all operating instructions and use the appliance with due care to ensure it remains in proper working condition.

### 6.2 Prohibition of Self-Repair

During the term of the warranty service, except for the Company's employees or officially authorized agents, no person shall attempt to repair, adjust, disassemble, or replace any part of the appliance. If the owner undertakes such actions, the free warranty service will be immediately forfeited.

### 6.3 Maintenance of Original Condition

The owner must not arbitrarily remove, alter, or adjust any part of the appliance, nor repurpose the appliance for non-residential use.

## 7. Replacement Service and Conditions for Warranty Certificate Invalidity

### 7.1 Replacement Service



During the term of the free warranty service, if the Company, due to special reasons, is unable to repair the purchased appliance, the Company reserves the right to replace it with a similar product of equivalent functionality (the model selection being determined by the Company). The final model and configuration of the replacement product shall be at the sole discretion of the Company.

## 7.2 Conditions for Warranty Certificate Invalidity

The warranty certificate shall automatically become void under the following circumstances:

- (1) The appliance has been arbitrarily altered, repaired, or modified by personnel not employed by the Company.
- (2) The appliance is damaged due to the owner's negligence, misuse, abuse, accidents, or natural disasters, or due to the connection of external devices, including damage resulting from exposure to harsh environmental conditions.
- (3) The appliance is improperly installed or placed in a sealed environment.
- (4) The appliance's serial number has been arbitrarily altered, obscured, or removed.

## 8. Disclaimer

### 8.1 Limitation of Liability

The Company shall not be liable for any direct or indirect losses, injuries, or damages that may occur during appliance failure, repair, or transportation. Furthermore, any damage caused by negligence or wrongful acts on the part of the owner or any third party is excluded from this free warranty service.

## 9. Installation and Work Environment Requirements

### 9.1 High-Level or Special Installations

If the appliance is installed at a high level or embedded within another structure, the owner must first move the appliance to a location that is accessible for inspection and repair prior to the service. Any costs and procedures associated with restoring any removed or displaced fixtures shall be borne by the owner.

### 9.2 Safe Work Environment

The owner must provide a safe and suitable work environment along with adequate space for maintenance, so that the Company's technicians can conduct inspections and repairs efficiently.





## 10. Amendments and Dispute Resolution

### 10.1 Amendments

Any amendments or modifications to these warranty service terms and conditions shall be made without prior notice, and the latest version announced by the Company shall prevail.

### 10.2 Dispute Resolution

In the event of any dispute, the Company reserves the final right to interpret and decide on all terms and conditions. The interpretation and disputes of these terms shall be governed by the laws applicable in the Hong Kong Special Administrative Region.

These terms are intended to ensure that the owner may enjoy the free warranty service provided by the Company under normal operating conditions of the appliance, while clearly defining the scope of the free service and the responsibilities of the owner. The owner is advised to read these terms thoroughly before availing of the service. Should you have any questions, please contact the Company's Customer Service Department.