

大昌行電器服務中心 (大型家庭電器)

DCH Electrical Appliances Service Centre (Home appliance)

保用條款及細則:

1. 由購買或送貨日期 (以較後者為準) 起計算基本壹年之保養期 (有關個別產品享有不同保養期或推廣優惠之額外保養期, 請致電大昌行電器服務熱線 31939888 查詢), 於正常使用情況下若發生機件故障, 經本公司查驗屬實, 大昌行電器服務中心 (以下簡稱為本中心) 之技術人員, 將會根據本保用條款, 免費為用戶進行維修及更換功能性零件服務, 而所有被更換的零件均屬本公司所有。

DCH Electrical Appliances Service Centre (hereinafter referred to as the " Centre ") would provide maintenance service and replacement of defective functional parts to the product for which is under maintenance period, that basic one year warranty (For different product warranty period or promotion warranty period, please contact our DCH Electrical Appliances Service hotline at 3193 9888) commencing date the date of purchase or delivery, and normal use, while the product is out of order and verified by centre' s serviceman. All replaced parts shall be become as centre' s assets.

2. 如將該產品作除私人用途以外, 則該電器只豁免壹年上門檢查費用, 但不包括零件和相關運輸費用, 並不能享有由本中心提供的有償續保服務。

If the product use for the non-domestic purpose, it will only be exempted from the inspection fee for the first year. The parts and related transportation costs will be paid by the customer and it also cannot be entitled to the maintenance scheme.

3. 於香港特別行政區內香港島、九龍半島或新界所提供的保用服務不需額外收取運輸附加費。如需赴愉景灣、離島或禁區範圍提供上門檢查服務, 每次需收取額外之運輸附加費 (詳情請瀏覽本中心網址 www.dch-ead.com) 。

This warranty is valid only in Hong Kong, included Hong Kong Island, Kowloon and New territories. If the on-site inspection service located at Discovery Bay, Island or restricted area, the additional transportation surcharges are charged each time. (Please refer to the website: www.dch-ead.com for the surcharges detail)

4. 此保用服務在正常情況下只能於正常工作日及工作時間內提供, 在接獲有關保用服務要求後將盡快提供相關維修或檢查服務, 但對於受任何原因而導致不能按時提供服務而引致之損失, 本中心概不負責。

This warranty service is normally only applicable during normal working days and working hours and will be provided as soon as possible. The centre shall not be liable for any direct or indirect loss, claims, or contingent in connection with any delay of the service.

5. 上門檢查或機件需送回廠檢修前，顧客必須清除所需要檢查或維修產品附近之障礙物及提供安全之工作空間，以便修理或回收。如須本中心額外派員搬機，則另須收取搬機費用。如相關產品安裝於過高、過窄或重疊的環境，以及相關地址沒有電梯服務或位於偏遠地方(如唐樓或村屋)等，客戶均須每次支付額外運輸附加費。(詳情請瀏覽本中心網址 www.dch-ead.com)

Customer should remove the obstacles and provide an enough and a safe working space to our serviceman before the on-site service or inbound delivery. If the extra manpower provided by our centre for taking out from specific location, or the product placed at too high, too narrow or overlapping environment, or the relevant address does not have lift service or is located at remote area (e.g. Old building or Village), etc. the additional transportation surcharges are charged each time. (Please refer to the website: www.dch-ead.com for the surcharges detail)

6. 此保用所提供之服務並不包括消耗品，非功能性零件及配件，包括但不限於以下項目：
This warranty service does not cover the following consumable and/or non-functional parts and/or accessories, including but not limited to following items:
 - a. 窗口式冷氣機：機殼、底盤、面板、按鈕、隔塵網
Window Type Air Conditioner： External body, panel, cover, tray, turntable and filter
 - b. 洗衣機：機殼、防水膠圈、物格、門拉手、門玻璃、入水喉、去水喉、面板、頂蓋、門框
Washing machine： External body, panel, cover, door/door frame, Handle and knob door/ hinge, Waterproof seal, water supply hose
 - c. 雪櫃：機殼、門膠邊
Refrigerator： door seal, External body and cover
 - d. 熱水爐：筷子喉、排氣閥、混合制、電源開關掣、花灑、花灑喉及爐殼
Boiler： Cover, pipe, vent, mixer switch, switch, shower, shower hose.

- e. 洗碗碟機 : 機殼、膠輪及面板
Dishwasher : External body, cover、wheel and panel
- f. 焗爐/微波爐 : 機殼、爐具玻璃、按鈕及門拉手
Oven/ microwave : External body, cover,、glass panel、Handle and knob door/ hinge
- g. 電磁爐 : 機殼、爐具玻璃
induction cooker : External body, cover,、glass panel and turntable
- h. 浴室寶 : 機殼、底盤、面板、按鈕及隔塵網
Thermo ventilator : External body, cover, tray, turntable and filter

7. 此保用服務並不包括修理任何輔助裝置及翻新或更換任何輔助或裝飾部份 (包括但不限於機殼、底盤、外殼之裝飾、控制板、按鈕、遙控器、油漆噴油、各類隔塵網、電源開關制、物格及門拉手等)。

This warranty service does not include any replace, repair or recondition on the accessories and external cover (including but not limited to cabinet, chassis, panel, remote control, paint recondition, any type of filter, switch button, Handle and knob door/ hinge)

8. 此保用服務只適用於該產品在正常及適當操作時所產生之問題。若發生下列任何一種情況，此保用服務即自動失效：

This warranty service only applies to normal use and operation, it will be voided if any one of above conditions occurring:

- a. 該產品因外來損害(包括但不限於運輸意外、跌落、震盪)所引致之故障;
Any defect or damage that occurs due to transport, a fall, shock, etc. after purchase of the product.
- b. 該產品及其任何部份因機主或任何第三者之疏忽或錯誤行為所引致之故障(包括但不限於未有依照說明書的使用守則) ;
Any defect that occurs due to mishandling (such as an operation performed that is not mentioned in the Handling Care or other sections of the instruction, etc.)
- c. 由損耗、意外、天災、其他非本公司能控制的原因所引致之損壞及損失。

Any defect or damage that occurs due to normal wear and tear, accidents, natural disasters, or other events beyond Company's control

- d. 該產品因非本中心技術人員調較、修理、拆除或更換該機任何部份或任何組件所引致之故障；

Any defect or damage that occurs due to unauthorized repair, adjustment disassemble, part replacement or modification.

- e. 該產品因儲存疏忽或不當(包括但不限於產品存放在高溫、高濕度、蟲患等地方)，以及保養不當等等所造成之故障。

Any defect that occurs due to careless or improper storage (such as keeping the product under conditions of high temperature and humidity, pest infestation conditions, etc.) improper maintenance, etc.

9. 本中心無須因產品的故障或失靈而引致之任何直接或間接損失及索償承擔責任。

The centre shall not be liable for any direct or indirect loss, claims, or contingent in connection with any defects, faults or failure of the product.

10. 所有交到服務中心之產品，在本公司發出任何形式通知取回後 60 日內仍不領回，將被視作放棄論，本公司將有權對該等物品作出處置，由此所引致之任何損失，本公司概不負責。

11. All articles left unclaimed by the customer within 60 days after notification will be disposed of at our own discretion and the company shall not be liable or responsible to the customer for such articles or for any loss or damaged whatsoever in such event.

12. 請保留經銷商已蓋章之發票正本以備本中心相關人員查閱及核對。

Please keep the original purchase receipt with dealer's stamp for checking and verification purposes

13. 如有任何爭議或更新毋須事先通知，並以公司網頁的中文版為準，本中心保留一切條款及細則之最終釋解和決定權。

All Terms and Conditions stated are subject to change without notice, and the Chinese version published on the Company website shall prevail. The Company retains final deciding authority in case of dispute.