



EXTENDED WARRANTY SERVICE BY ALLIANZ

This Extended Warranty Service contract is offered and administered by Allianz Worldwide Partners (Hong Kong) Limited (trading as "Allianz").

By purchasing this Extended Warranty Service, you acknowledge that you have read, understood and agreed to be bound by the Terms and Conditions provided to you together with this Certificate.



TERMS & CONDITIONS

These Terms and Conditions, together with the Certificate we have issued, constitute the Service Contract between You and Allianz Worldwide Partners (Hong Kong) Limited, trading as “Allianz”, which shall govern the provision of Our Extended Warranty Services to You. By purchasing Extended Warranty Service, You acknowledge and agree to be bound by all the terms and conditions contained in the Service Contract.

Your Extended Warranty Service shall commence upon the expiry of the manufacturer's warranty and shall remain in-force during the Coverage Period as shown in Your Certificate. The Product must be a newly purchased product in Hong Kong, and the purchase of the Extended Warranty Service must be made within ninety (90) days from the date of the purchase of the Product. All authorized repair and support services are only available in Hong Kong.

GENERAL DEFINITIONS

- **Acts of Nature** refers to natural disaster including but not limited to earthquake, flooding, landslide, volcano, typhoon, sand storm; fire, war, invasion, act of foreign enemy, hostilities or warlike operations, civil war, civil commotion, epidemic or pandemic.
- **Product Price** means the purchase price, excluding any shipping or installation cost, of the Product covered under this Service Contract.
- **Authorized Repair** means the Support Service provided by the network of approved repairers and service providers appointed by Allianz, from time to time.
- **Certificate** means the document We have issued to You outlining the coverage details, including the benefits and limits You are entitled to under the Service Contract.
- **Coverage Limit** means the maximum, aggregate amount We will pay in regard to any inspection, repair and/or replacement delivered in regard to the Service Contract as is shown on the Certificate.
- **Extended Warranty** Service means the service package provided to You by Us for provision of Support Service(s) following a mechanical or electrical defects

or breakdowns incurred by Your home appliances and electronic devices.

- **Product** means a home appliance or electronic device purchased in Hong Kong, for domestic and personal use in Hong Kong and Mainland China and covered under this Service Contract.
- **Refurbished Product** means a used product that has been repaired or reconditioned, and tested to ensure full functionality.
- **Service Contract** means the agreement between You and Us for the Extended Warranty Service, which comprises of the terms and conditions herein and the Certificate We have issued You.
- **Support Service(s)** means arrangement of any inspection, repair and/or replacement of the Product pursuant to this Service Contract.
- **We, Us and Our** refer to Allianz, the provider of the Extended Warranty Services.
- **You and Your** means the person that owns the Product and is the holder of the Certificate.

The provision of Support Services are subject at all times to the following:

- (a) We may, in Our sole and absolute discretion, decides to repair or replace Your Product with an item of similar quality and specifications;
- (b) In the event that it is more commercially practicable to replace Your Product instead of repairing it, We may in Our sole and absolute discretion replace the original Product with a similar product. Due to technological advances, the replacement product may be of lower retail value than the original Product or it may be a Refurbished Product. In such a case, You shall not be entitled to get any difference in value. If the original Product is replaced, the Services will cease from the date of replacement and the original Product shall become Our property;
- (c) Based on Your selection, and as specified in the Certificate issued by Us, in the event that a failure is found not to be due to electrical or mechanical breakdown, We will be responsible for the inspection fee, and if You decide to proceed with the repair after the inspection, You shall bear the repair cost and We will not be responsible for any fees incurred beyond the inspection service.
- (d) For clearance, unpacked products and/or products purchased at a discount, We reserve the right to determine the original price of the Product for the

purpose of repair or replacement of the Product pursuant to this Service Contract;

- (e) The Extended Warranty Service is eligible only for Products purchased in Hong Kong and Products which are for personal use;
- (f) Products that have been used for commercial or other non-personal use shall be excluded from this Service Contract, and such use shall result in Your Service Contract being void; and
- (g) The total coverage period including the manufacturer's original warranty period and the coverage period of this Service Contract shall not exceed seven (7) years after the date of purchase of the Product, and any Support Service requests made beyond this threshold will not be granted.

If a Product is covered by a manufacturer's warranty, the manufacturer's warranty shall take precedence over this Service Contract, and the Services provided under this Service Contract shall not cover or replace the manufacturer's warranty whatsoever. You agree to avail yourself of all rights and benefits under the manufacturer's warranty before using any benefits available under this Service Contract.

PLAN BENEFITS

The benefits entitlement under your Service Contract are provided in the Certificate and are available only in Hong Kong.

- (a) Inspection Service – covers the fees relating to the inspection of your Product in the event of a malfunction or defect of the Product. The Inspection Service benefit can be utilized an unlimited number of times.
- (b) Repair Service – covers the Product's repair costs, including parts and labor, in the event of a malfunction or defect of the Product. The Repair Service benefit can be utilized an unlimited number of times.
- (c) Product Replacement – covers the cost of a replacement appliance or device, in the event of a malfunction or defect of Your Product which We determine to be not repairable. We shall provide a one-time replacement appliance or device at similar specification as the original Product.
- (d) Battery Replacement – covers the costs relating to the replacement of your Product's inbuilt battery during the first 365 days of your Coverage Period, in the event Your Product's battery is unable to achieve the following minimum

capacity levels:

- (i) Below 80% of the battery capacity for Apple and Samsung branded mobile phones, tablets, laptops, and wearables (including watches).
- (ii) Below 70% of the battery capacity for mobile phones, tablets, laptops, and wearables (including watches), for all other brands.
- (iii) Below 50% of the battery capacity for all other Products.

The maximum amount We shall be liable for each Support Service request under this Service Contract should be the lowest amount of the following four categories: (1) the cost of Authorized Repair; (2) the cost of a replacement appliance or device having the comparable function and specification; (3) the Product Price as shown in your Certificate; (4) the remaining amount of your Coverage Limit after deducting the costs of any benefit previously used.

“FOR SERVICE REQUEST – CONTACT OUR CUSTOMER CARE HELPLINE

When the Product failure occurs due to an electrical or mechanical defect after the expiry of the manufacturer's original warranty, You may contact Allianz customer care helpline to report the failure. You can find such contact information on Your Certificate.

Our experienced customer care representatives will be ready to guide you through the Support Service process. To expedite the Support Services, please ensure that You have Your Certificate readily available before placing the call. If the Product failure is not reported to us prior to repair/replacement, the repair/replacement cost shall not be approved. To validate that Your Product is covered by the Extended Warranty Services, please ensure You keep all the proof of purchase, including Certificate and all relevant invoice or receipts of the Product.

If Your Product requires Support Service, it will be performed either on an in-home basis or at our service centre. For Products that need home testing or products whose manufacturer's warranty covers in-home service, we will provide in-home services. If we provide in-home service for Your Product, a technician may be sent to Your home to (1) repair the Product on-site or (2) pick up Your

Product for repair at an service centre. If Your Product is picked up at Your home for repair under in-home service, after repair or replacement We will deliver the repaired or replaced product to Your home at no additional cost to You. For products that do not need home testing or products whose manufacturer's warranty does not cover in-home service, We will provide carry-in services. If We provide carry-in service on Your Product, You will be responsible for delivery or the cost of delivery of the product to our service centre for repair or replacement. Once the repair or replacement has been completed, You will be responsible for the product pickup in the service centre or the cost of the product delivery from the service centre to Your home. Please remove all contents or separate parts in the Product before the Support Service delivery as We are not responsible or liable for any lost or damaged data, content or parts of the Products during the Support Service. If in-home service is provided, You must provide a safe and non-threatening environment for our technicians in order to receive Support Service. Repairs or replacements will be new, rebuilt or non-original manufacturer's parts that perform to the factory specifications of the product at our option. You are responsible for backing up all software and data prior to commencement of any repair and restoring all software & data after any repair. We are not responsible for restoring software to Your Product.

AVAILABILITY OF SERVICES

While We use Our best commercial endeavors to complete service as quickly as possible, We shall not be held liable for delays caused by factors beyond our reasonable control, including but not limited to manufacturer's delay, parts availability, shipping to a service facility or Acts of Nature.

LIMITATIONS OF LIABILITY

The limit of our maximum liability under this Service Contract is determined by the Extended Warranty Service plan You have selected, and is specified as the Coverage Limit on the Certificate issued by Us.

Our liability under this Service Contract shall under no circumstances, to the maximum extent permitted by law, extend to any loss or injury to a person or loss or damage to property or any incidental, contingent, special or any direct

or indirect loss and consequential damages including but not limited to losses incurred due to any delay in rendering service related to this Service Contract and loss of use, loss of business, loss of data, down-time and charges for time and effort during the period that Your Product is at an repair centre, and/or while awaiting repair or replacement.

GENERAL EXCLUSIONS:

We will not be liable under the Service Contract if You do not submit the Product to an repair centre for repair for carry-in Products or if You do not raise a Support Service request with the Allianz customer care for bulky, non-carry-in Products, before the expiry of the Service Contract.

Any repair and/or servicing of a Product by an unauthorized service centre will render this Service Contract to be null and void in relation to such Product.

We shall not be liable to provide You the Services in relation to any of the following:

1. Negligence of any kind, omission or default.
2. Liability arising out of implied warranties of merchantability, implied warranties of fitness, and strict liability.
3. Liability to anyone other than the Service Contract holder, as the case may be, except if You transfer this Service Contract per the terms below.
4. Any acts of fraud, or other dishonest or criminal acts.
5. Property and/or product liability insurance.
6. Products that are still covered by the manufacturer's / dealer's original written warranty, or the Service Contract holder's dealer warranty, repairer's warranty, or any other warranties in effect.
7. Failures that occur prior to the purchase of the Contract.
8. Any defects that are subject to recall by the manufacturer / dealer.
9. Non-operating and cosmetic items, paint, colour, or product finish, accessories used in or with the eligible product, cables, cords, and add-on options incorporated in a product for which options are not essential to the basic function of the Product for which the Service Contract was purchased.

10. Software (including operating system and any stored data), defects resulting directly from software installation and or removal, computer virus, virus prevention, and other peripherals. Repairs to hardware that has been added after the Products original purchase.
11. Routine maintenance, cleaning, adjustments or software updates.
12. Abuse, misuse, burglary, theft, fire; Acts of Nature; sand, excessive heat, battery leakage, power outages or surges, inadequate or improper voltage or current (fluctuation of electrical power, lightning, static electricity), improper environment (including lack of proper temperature or humidity). Unauthorised modifications made to the Product and/or problems/defects arising from such unauthorised modifications; altered serial/IMEI numbers; repairs performed by non-authorised repairer; any items not affecting the function of the Product; image burn.
13. Costs of shipping or delivery charges, express service charges, transportation damage, removal or reinstallation, Products on loan during repair process, unless specifically included in the Service Contract.
14. Problems or defects not covered under the original manufacturer's/dealer's original written warranty or any other warranties in effect, unless otherwise specified in the Service Contract.
15. Failure to follow manufacturer's recommended instructions for installation, operation, routine care maintenance, inspection, cleaning, external adjustments etc. including problems caused by a device that is not the Product, including equipment/accessories that are not produced by original equipment manufacturer, whether or not purchased at the same time as the Product.
16. Damage due to organic infestation (from internal and/or external sources).
17. Deterioration or spoilage of any food stored due to defect of refrigerator.
18. Water leakage due to blockage of drainpipe under normal use.
19. Commercial use (multi-user organisations), public rental, use for profit or communal use.
20. Any diagnosis where no defect has been found or noted.
21. Consumables including but not limited to vacuum cleaner bags, refrigerant; batteries (embedded batteries are excepted if the Product is replaced), bulbs, ribbons, compact discs, digital tapes, stylus, toner and ink cartridges.
22. External faults such as rust, wiring, electrical connection or plumbing, piping, fitting, realigning of signal receivers (poor receptions), and consequential loss of any kind.
23. Normal wear and tear, scratching, chewing, spilled liquids, corrosion, animal and insect infestation, fungi, bacteria, gradual deterioration including but not limited to moisture and oxidation, or damage to the Product caused by non-authorized repair personnel. Fungi shall mean any type or form of fungus, including but not limited to, all forms of mold or mildew, and any mycotoxins, spores, scents, vapors, gas, or substance, including any byproducts, produced or released by "Fungi".
24. Repairs necessitated by improper maintenance, accidental, intentional physical damage, damage by sand or water, unless otherwise specified in the Service Contract.

CANCELLATION

This Service Contract can be cancelled within fourteen (14) days of the Certificate issuance date at a full refund of paid service fee provided that no Support Service request has taken place. If a Support Service request has taken place, no refund will be provided upon cancellation.

CONTRACT TERMINATION

This Service Contract will terminate automatically: (i) upon the Expiry Date of this Service Contract, (ii) when total aggregate Support Service costs related to the Plan Benefits have exceeded the Coverage Limit, (iii) upon replacement of the Product or (iv) upon written notification by us of termination of this Service Contract within fourteen (14) days of original purchase of this Service Contract, whichever is earlier.

TRANSFER OF SERVICE CONTRACT

If You sell or transfer Your Product to another individual within the term of this Service Contract, You may also transfer all of Your rights and benefits under the

Service Contract to such individual, provided that: (i) the transfer includes the original purchase invoice of the Product, the Certificate and these Terms and Conditions; and (ii) the person receiving the Product accepts these Terms and Conditions.

If these documents cannot be provided during the Support Service process, We reserve the right to decline the Support Service request.

GENERAL

This Service Contract is not an insurance contract, insurance policy or guarantee. This Service Contract is not a guarantee or promise relating to the nature of the material, workmanship or performance of Your Product.

For verification purposes, You may be required by Our customer service representative to present the details provided in Your Certificate to expedite the provision of the Support Services. As such, we recommend that You keep these documents in a safe place.

PRIVACY

By purchasing the Extended Warranty Service, You agree and authorize us to collect, use, transfer and retain Your personal information (including but not limited to name, personal ID, email address, and phone number) for all purposes associated with Our provision of the Extended Warranty Service under this Service Contract. We may use the collected information to provide service information, including but not limited to service status, update, or satisfaction survey etc. so as to enable us to provide high quality service to You. In line with relevant laws and regulations including the Personal Data (Privacy) Ordinance, Your personal information will be used only for the Service Contract or related and retained with Us no longer than necessary for the fulfilment of such purposes.

You may contact Us to seek access to or seek to correct personal data We hold about you. Request for access to and/or correction of personal data should be addressed to Our Data Protection Officer in writing to Allianz, Suite 304-306, 3/F, 12 Taikoo Wan Road, Taikoo Shing, Hong Kong. We may request You to

provide suitable identification documents and a reasonable administration fee for complying with Your data access request.

SUBCONTRACTING

We may subcontract, assign or transfer all or any of Our interests, rights and obligations under this Service Contract without Your prior written consent.

GOVERNING LAW

The Service Contract shall be governed by and construed in accordance with the laws of Hong Kong.

These Terms and Conditions, including the Certificate, shall supersede any prior written or oral communication or agreement, and constitute the entire understanding with respect to the Extended Warranty Service between You and Us.

All rights to final interpretation for these Terms and Conditions belong to Us. We reserve the right to amend these Terms and Conditions at any time without prior notice. The amended terms and conditions shall supersede any previous terms and conditions immediately.

In case of any disputes, We reserve the right of final decision.

In case of any inconsistencies between the English and Chinese version of the Contract, the English version shall prevail.



安聯延長保養 服務

此延長保養服務合約由 Allianz Worldwide Partners (Hong Kong) Limited (以 "Allianz" 的名義進行交易) 提供和管理。
購買本延長保養服務, 即表示您確認您已閱讀、瞭解並同意受隨本證書一併提供的條款及細則約束。

V1.1 (2024 年 12 月 1 日生效)



條款及細則

本條款及細則連同我們簽發的證書構成您與 Allianz Worldwide Partners (Hong Kong) Limited (以 “Allianz” 的名義進行交易) 之間的服務合約，適用於我們向您提供的延長保養服務。透過購買延長保養服務，您確認並同意受服務合約中所有條款及細則約束。

您的延長保養服務將在製造商保養期滿後開始，並將在您的服務證書上顯示的保障期限內生效。產品必須是在香港新購買的產品，延長保養服務必須在購買產品之日起九十 (90) 天內購買。所有授權維修和支援服務僅在香港提供。

定義：

- **不可抗力**是指天災，包括但不限於地震、洪水、土石流、火山、颱風、沙塵暴；火災、戰爭、入侵、外敵行為、敵對行動或戰爭行動、內戰、內亂、流行病或大流行病。
- **產品價格**是指本服務合約下產品的購買價格，不包括任何運輸或安裝費用。
- **授權維修**是指由安聯不時指定的認可維修商和服務提供者網絡所提供的支援服務。
- **證書**是指我們向您簽發的概述保障細節的文件，包括您在服務合約下享有的保障和限額。
- **保障限額**是指我們將支付的與服務合約有關的任何檢查、修理及/或更換的最高總計的金額，如證書上所示。
- **延長保養服務**是指在您的家用電器和電子設備發生機械性或電氣性缺陷或故障後，我們為您提供支援服務的綜合服務方案。
- **產品**是指在香港購買、在香港及中國大陸用於家庭和個人並在本服務合約範圍內的家用電器或電子設備。
- **翻新產品**是指經過維修或翻新，並經過測試以確保功能完整的二手產品。
- **服務合約**是指您和我們之間關於延長保養服務的協議，包括本合約的條款及細則以及我們向您簽發的證書。

- **支援服務**是指依本服務合約安排產品的任何檢查、維修及/或更換。
- **我們**和我們的是指安聯，延長保養服務的提供者。
- **您和您的**是指擁有產品並持有證書的人。

支援服務於任何時候都必須根據以下規定提供：

- 我們可自行決定維修或以類似品質和規格的产品替換您的產品；
 - 若更換您的產品比維修您的產品在商業上更為可行，我們可自行決定以類似產品更換原產品。由於技術進步，替換產品的零售價值可能低於原產品，也可能是翻新產品。在這種情況下，您不會獲得補償任何價值差額。若原產品被替換，本服務將從替換之日起終止，原產品將歸我們所有；
 - 根據您的選擇，並按照我們簽發的證書的規定，如果發現故障不是由於電氣性或機械性故障造成的，我們將承擔檢查費用，如果您在檢查後仍決定進行維修，則您應承擔維修費用，我們將不負責檢查服務以外的任何費用。
- 對於清倉、未包裝的產品及/或以折扣價購買的產品，我們保留根據本服務合約確定產品原價以維修或更換產品的權利；
- 延長保養服務只適用於香港購買的產品及用於個人的產品；
- 用於商業或其他非個人用途的產品將不適用於本服務合約，此類使用將導致您的服務合約無效；以及
- 包括製造商原本保養期及本服務合約保障期限在內的總保障期不得超過產品購買日期後七 (7) 年，超過此期限的任何支援服務請求將不獲接納。

保障範圍

關於您於本服務合約下享有的保障，請參閱證書，且僅在香港提供。

- 檢查服務 - 包括在產品故障或缺陷時對產品進行檢查的相關費用。檢查服務保障的使用次數不限。
- (f) 維修服務 - 包括產品故障或缺陷的維修費用，包括零件和人工費用。維修服務保障的使用次數不限。
- (g) 產品更換服務 - 如果您的產品故障或缺陷，且我們認定無法維修，則此服務

包括更換設備或裝置的費用。我們將提供與原產品規格相似的一次性更換設備或裝置。

- (h) 電池更換服務 - 如果您的產品的內建電池無法達到以下最低容量水平, 此服務包括您的產品在保障期間的前365天內更換內建電池的相關費用:
- (i) 蘋果和三星品牌手機、平板電腦、筆記型電腦和穿戴式裝置 (包括手錶) 的電池容量低於80.0%。
 - (ii) 所有其他品牌的手機、平板電腦、筆記型電腦和穿戴式裝置 (包括手錶) 的電池容量低於 70.0%。
 - (iii) 所有其他產品的電池容量低於 50.0%。

我們根據本服務合約對每次支援服務請求承擔的最高賠償金額應為以下四個類別中的最低金額: (1) 授權維修費用; (2) 更換具有類似功能和規格的設備或裝置的費用; (3) 您的證書中顯示的產品價格; (4) 扣除先前使用的任何服務的費用後您的承保限額之剩餘金額。

服務請求 - 請聯絡我們的客戶服務專線

在製造商原保養到期後, 如果產品因電氣性或機械性故障, 您可以聯絡安聯客戶服務熱線報告故障。您可以在證書上找到相關聯絡資訊。

我們經驗豐富的客戶服務代表將隨時引導您完成支援服務流程。為加快支援服務, 請確保您在撥打電話前準備好證書。若在維修/更換前未向我們報告產品故障, 維修/更換費用將不予接納。為驗證您的產品是否在延長保養服務範圍內, 請確保您保留所有購買證明, 包括證書及相關產品所有發票或收據。

如果您的產品需要支援服務, 我們將提供上門服務或在我們的服務中心提供支援服務。對於需要上門測試的產品或製造商保養涵蓋上門服務的產品, 我們將提供上門服務。如果我們為您的產品提供上門服務, 可能會派技術人員到您家中 (1) 現場維修產品或 (2) 到服務中心取回您的產品進行維修。如果您的產品是透過上門服務上門維修的, 在維修或更換後, 我們將免費將維修或更換後的產品送到您家中。對於不需要上門檢測的產品或製造商保養不包括上門服務的產品, 我們將提供自攜服務。如果我們為您的產品提供自攜服務, 您需要將產品帶到我們的服務中心進行維修或更換, 或承擔運送費用。維修或更換完成後, 您將負責到服務中心領取產品或支付從服務中心將產品運送到您家中的費用。請在送達支援服務之前將產品清空, 移除產品中的所有獨立零件, 因為在支援服務

期間, 我們不對任何數據、內藏物品或產品零件的遺失或損壞負責或承擔責任。如果提供上門服務, 您必須為我們的技術人員提供一個安全且不受威脅的環境, 以便接受支援服務。您有責任在開始任何維修之前備份所有軟件及數據, 並在任何維修之後恢復所有軟件及數據。我們不負責為您的產品恢復軟件。

服務可用性

雖然我們會盡最大商業努力盡快完成服務, 但對於超出我們合理控制範圍的因素造成的延誤, 包括但不限於製造商的延誤、零件的可用性、向服務中心的運輸或不可抗力, 我們概不負責。

責任限制

本合約下我們的最大責任限額由您選擇的延長保養服務計畫決定, 並在我們簽發的證書上註明為保障限額。

在任何情況下, 在法律允許的最大範圍內, 我們在本服務合約下的責任均不延伸至任何人身損失或傷害以及財產損失或損害及任何偶發、應急、特殊或任何直接或間接損失和後果性損害, 包括但不限於因提供與本服務合約相關的服務出現任何延誤而產生的損失, 以及您的產品在維修中心及/或等待維修或更換期間的使用損失、業務損失、數據損失、停機時間以及所付出的時間和精力。

一般免責條款:

在服務合約到期前, 如果您未將自攜產品提交給維修中心進行維修, 我們將不承擔服務合約下的責任; 如果您未向安聯客戶服務中心提出對大件、非隨身攜帶產品的支援服務請求, 我們將不承擔服務合約項下的責任。

由未經授權的維修中心對產品進行維修及/或保養, 將導致本服務合約無效。

免責條款:

我們不負責向您提供與以下任何情況有關的服務:

1. 任何形式的疏忽、遺漏或違約。
2. 因可商售品質的隱含保證、適用性的隱含保證及嚴格責任而產生的責任。
3. 對服務合約持有人以外的任何人的責任(視情況而定)，除非您根據下述條款轉讓服務合約。
4. 任何欺詐行為或其他不誠實或犯罪行為。
5. 財產及/或產品責任保險。
6. 仍在製造商/經銷商原保養、服務合約持有人的經銷商保養、維修商保養或任何其他有效保養範圍內的產品。
7. 在購買合約之前發生的故障。
8. 製造商/經銷商要求召回的任何缺陷。
9. 非操作和外觀項目、油漆、顏色或產品飾面、在合格產品中使用或與合格產品一起使用的附件、接線、電線和產品中的附加選件，而這些選件對於購買服務合約的產品的基本功能並非不可或缺。
10. 軟件(包括作業系統及任何儲存資料)、因安裝或移除軟件而直接導致的缺陷、電腦病毒、病毒防護及其他週邊設備。產品原本購買後添加的硬件的維修。
11. 日常維護、清潔、調整或軟件更新。
12. 濫用、誤用、竊盜、失竊、火災；不可抗力；風沙、過熱、電池洩漏、斷電或電湧、電壓或電流不足或不當(電力不穩、閃電、靜電)、環境不當(包括缺乏適當的溫度或濕度)。對產品進行的未經授權的修改及/或因此類未經授權的修改而產生的問題/缺陷；序號/IMI 號被更改；由未經授權的維修人員進行的維修；任何不影響產品功能的項目；影像刻錄。
13. 運輸或搬運費用、快遞服務費用、運輸損壞、拆除或重新安裝費用、維修過程中借用產品的費用，除非服務合約中明確包含。
14. 原製造商/經銷商的原保養或任何其他有效保養未涵蓋的問題或缺陷，除非服務合約中另有規定。
- 未依照製造商建議的說明進行安裝、操作、日常保養維護、檢查、清潔、外部調整等，包括非產品設備引起的問題，包括非原本設備製造商生產的設備/配件，無論是否與產品同時購買。
15. 由於有機物侵擾造成的損壞(來自內部和/或外部)。
16. 因冰箱缺陷導致儲存的任何食品變質或腐敗。

17. 在正常使用情況下因排水管堵塞而導致漏水。
18. 商業用途(多用戶組織)、公共租賃、牟利用途或公用用途。
19. 未發現或未注意到缺陷的任何診斷。
20. 消耗品，包括但不限於吸塵器袋、冷媒、電池(如更換產品，嵌入式電池除外)、燈泡、色帶、光碟、數位磁帶、觸控筆、碳粉和墨水匣。
21. 外部故障，如生鏽、佈線、電氣連接或管道、喉管鋪設、配件、訊號接收器重新調節(接收不良)以及任何種類的間接損失。
- 正常磨損、刮擦、咀嚼、液體溢出、腐蝕、動物和昆蟲侵擾、真菌、細菌、逐漸老化(包括但不限於受潮和氧化)或非授權維修人員對產品造成的損壞。真菌指任何類型或形式的真菌，包括但不限於所有形式的黴菌或黴斑，以及由“真菌”產生或釋放的任何黴菌毒素、孢子、氣味、蒸汽、氣體或物質，包括任何副產品。
22. 因維護不當、意外、故意物理損壞、沙或水造成的損壞而必須進行的維修，除非服務合約另有規定。

取消

只要未曾提出任何支援服務要求，本服務合約可在證書簽發日期後十四(14)天內取消，即可全額退還已付服務費。如果已提出支援服務請求，取消合約時將不予退款。

合約終止

本服務合約將在以下情況下自動終止：(i) 本服務合約到期日；(ii) 與保障範圍相關的支援服務總費用超過保障限額；(iii) 更換產品；或(iv) 我方在最初購買本服務合約後十四(14)天內書面通知終止本服務合約(以較早者為準)。

服務合約的轉讓

如果您在本服務合約期限內將產品出售或轉讓給他人，您也可以將本服務合約

下的所有權利和保障轉讓給該人，條件是(i) 轉讓包括產品原購買發票、證書和本條款及細則；且(ii) 接收產品的人接受本條款及細則。

如果在支援服務過程中無法提供這些文件，我們保留拒絕支援服務請求的權利。

一般條款

本服務合約不是保險合約、保險單或保證。本服務合約並非與您的產品的材料、製程或性能等性質相關的保證或承諾。

我們的客戶服務代表可能會要求您出示證書中提供的詳細資料以供核實，以盡速提供支援服務。因此，我們建議您將這些文件妥善保管。

隱私

- 透過購買延長保養服務，您同意並授權我們收集、使用、轉移和保留您的個人資訊（包括但不限於姓名、個人身份證件、電子郵件地址和電話號碼），用於與我們根據本服務合約提供延長保養服務相關的所有用途。我們可能會使用收集到的信息提供服務信息，包括但不限於服務狀態、更新或滿意度調查等，以便我們為您提供優質服務。根據相關法律及規例，包括《個人資料（私隱）條例》，您的個人資料只會用於服務合約或相關用途，而保留於本公司的時間不會超過履行該等用途所需的時間。
- 您可聯絡我們，要求查閱或更正我們所持有關於您的個人資料。查閱及/或更正個人資料的要求應以書面形式向我們的資料保護主任提出，地址為香港太古城太古灣道12號3樓304-306室。我們可能會要求您提供適當的身份證明文件，並收取合理的行政費用，以滿足您查閱資料的要求。

分包

本公司可將本服務合約下的全部或任何權益、權利和義務分包、轉讓或轉移，而無需事先獲得您的書面同意。

管轄法律

本服務合約受香港法律管轄，並依香港法律解釋。

本條款及細則，包括證書，應取代任何先前的書面或口頭通信或協議，並構成您和我們之間關於延長保養服務的完整協議。

本條款及細則的最終解釋權歸本公司所有。我們保留隨時修訂本條款及細則的權利，恕不另行通知。修訂後的條款及細則將即時取代先前的任何條款及細則。

如有任何爭議，我們保留最終決定權。

本合約的中英文版本如有任何不一致之處，應以英文版本為準。