



## 洗衣機保用條款及細則

### Washing Machine Warranty Terms & Conditions

1. 美的電器（香港）有限公司（“本公司”）保證為洗衣機提供 2 年免費保養服務。  
Midea Electric (Hong Kong) Limited (“The company”) guarantees that a 2-years warranty will be offered for washing machine.
2. 請於購買日期起10個工作天內，填妥保用證寄回或傳真至本公司客戶服務中心，或在本公司網頁上登記保用，保用證方為有效。  
To validate the warranty, please fill in the warranty card and return to Midea Customer Service Center via mail or fax within 10 working days since the purchase date. You may also register the warranty at our official website.
3. 本公司技術人員上門檢修時，客戶必須同時出示發票正本及本公司發出之保用證以確定是否屬保修期內。  
To ensure that the product is still within warranty period, the customer must present the original invoice and Midea issued warranty card when technicians carry out on-site inspection and maintenance.
4. 若客戶未能出示上述(第三點)兩項有效文件，該產品則會視為屬非保修期內，客戶需繳付出勤費及修理費 (如需更換零件，則需繳付零件費)。  
If the customer fails to provide the mentioned certified documents (Point 3), the product will be deemed to have expired warranty. Customer will have to pay for the attendance fee and maintenance fees (If parts need to be replaced, parts fee will be charged).
5. 倘若本公司之技術人員無法在安全情況或環境下進行維修工作，本公司則保留拒絕維修該產品之最後權利。  
If our technicians are requested to perform maintenance work under unsafety conditions or environments, our company shall reserve the final right to refuse the maintenance work.
6. 所有維修工作均於辦公時間內進行。  
All maintenance work should be carried out during office hours.
7. 若客戶要求維修人員到香港離島、東涌、馬灣及圍村等偏遠地區提供維修服務，會需要較長的時間安排，並需支付附加費HK\$300。  
Maintenance that requested at remote areas and restricted areas such as Hong Kong's



outlying islands, Tung Chung, Ma Wan and Wai Village may require a longer processing time. Moreover, customers need to pay for the surcharges of HK\$300.

8. 如產品需安排收回廠維修，客戶需支付搬運收送服務費用。市區範圍（香港區、九龍區及新界區）收費HK\$150/次（單程運輸），偏遠地區費用為\$300/次（單程運輸），愉景灣費用\$520/次（單程運輸）。離島不設搬運收送服務。

If the washing machine needs to return to the factory for inspection and maintenance, the customer shall be responsible for the delivery fee. Urban area (Hong Kong, Kowloon and New Territories) will be charged HK\$150/time (single trip), remote area will be charged \$300/time (single trip), Discovery Bay \$520/time (single trip) while for outlying island, no transportation and delivery service will be provided.

9. 如沒有升降機，客戶需支付上落樓梯費用\$30/層（12級樓梯為1層）。

If there is no elevator, customer will need to pay for the manual delivery fee at \$30/floor (12 stairsteps as 1 floor).

10. 若維修人員到訪後，客戶放棄維修，仍需繳付上門費用 HK\$500。上門費用即場交予維修人員即可。

If the customer refuses the maintenance after our technician visit, customer still need to pay for the attendance fee of HK\$500. The attendance fee could pay directly to our technician.

11. 保養期內經本公司技術人員查證後，於正常運作情況使用下發生故障之運轉性零件，則可提供免費維修及零件更換。（機殼、損耗性零件及配件除外）

During the warranty period, free maintenance and replacement of parts (Case, consumable parts and accessories are excluded.) could be provided if the operating parts of the air conditioners fail to operate under normal circumstances.

12. 如產品有以下情況出現，則保用條款將自動失效：

The warranty will automatically become invalid if the following situations occur:

- a. 以不正確方式安裝而影響機件正常運行或引致任何機件損壞及維修。

Incorrect installation that affects the normal operation of the machine or cause any damage of the parts.

- b. 供電裝置損壞、洗衣機喉管延長、換水龍頭及加長去水喉等。

Damage of power supply device, extension of washing machine pipe, change of faucet and extension of drain pipe...etc.

- c. 外殼、掣鈕、過濾網袋、去水喉、洗衣蓋、洗衣機門玻璃、線屑過濾器、烘乾過濾器、洗



衣劑盛載器及所有配件的更換。

Replacement of case, knobs, filter mesh bag, drain hose, washing machine cover, washing machine door glass, thread dust filter, drying filter, detergent container and all accessories.

- d. 除銹、除霉、去水渠淤塞、污漬或油漬之清理及外殼除污清理。  
Rust removal, mildew removal, drain blockage, stain or oil stain removal and machine case cleaning.
- e. 在危險下工作。  
Working under dangerous condition.
- f. 拆卸、重新安裝產品以外的裝飾、裝置，如間格、牆紙等。  
Remove and reinstall decorations and devices other than the washing machine such as partitions, wallpaper...etc.
- g. 非由本公司運輸或安裝所引致之任何損壞。  
Any damages that are not caused by the company's transportation or installation.
- h. 作商業用或出租用之產品。  
Products for commercial use or rental.
- i. 由於錯誤使用、疏忽、輸入錯誤電壓、擅自修理或改裝、天然災害或其他一切不能控制的原因所引致之任何損壞。  
Any damage caused by misuse, negligence, wrong voltage input, unauthorized repair or modification, natural disasters or all other reasons beyond control.
- j. 擅自刪改型號或機身編號的產品，或擅改本保用證內容者。  
Unauthorized alteration of the model or serial number of the washing machine or unauthorized modification of the warranty card contents.
- k. 外殼破爛及人為撞擊，墜地或錯誤及不正確使用導致之損壞。  
Damage caused by broken case and man-made hitting, dropping or incorrect usage.
- l. 經非本公司授權人恣意改動或修理。  
Any modification or maintenance carry out by parties who are not authorized by our company.
- m. 在有易燃物質、腐蝕性物質或其他污染物的環境下使用而引致的損壞。  
Damage caused by product usage under environment with flammable substances, corrosive substances or other pollutants.
- n. 因異常水壓導致的損壞及洗衣機運作問題。  
Damage or malfunctions of the washer machine that caused by abnormal water pressure.
- o. 因修理而需要搭建/拆卸棚架。  
The scaffolding needs to be erected/uninstalled due to maintenance.
- p. 裝卸任何妨礙該機維修工作之裝修或設備。  
Loading and uninstalling any decoration or equipment that hinders the maintenance of the washing machine.



q. 安裝在船隻或車輛等非固定位置上。

Installation that carries out on non-fixed locations such as ships or vehicles.

13. 本公司發出之保用條款只限於本公司所銷售的行貨型號及只在香港及澳門有效。

The warranty that issued by the company are only limited to the licensed models sold by the company and are only valid in Hong Kong and Macau.

14. 除了由本公司發出的保用證外，任何商號及人士發出之保用證，均不被本公司所認可。

Apart from the warranty card issued by the company, any other forms of warranty card will not be accepted.

15. 保用證不得轉讓。用戶搬遷地址必須及早通知本公司。

The warranty is not transferable. The user must notify the company as soon as possible if there are changes of the address.

16. 本公司將不負責任何由產品損壞而招致直接或間接之損失。

The company will not be responsible for any direct or indirect losses caused by product damage.

17. 本保用細節內容若有修改，恕不另行通知。

The terms & conditions of this warranty are subject to change without notice.

18. 如有任何爭議，本公司將保留一切細則及條款之最後解釋決定權。

In case of any disputes, the company reserves the right for final interpretation of all terms & conditions.

19. 此保用證之中英文版本有差異時，應以中文版本為準。

In case of discrepancies between the Chinese and English versions of this warranty card, the Chinese version shall prevail.

20. 本公司收集的個人資料會用於提供產品售後服務及直接營銷用途（包括續保邀請、服務推廣及最新產品優惠）。如客戶不願意我們使用個人資料作推廣用途，請書面通知本公司。

The personal data collected by the company will only be used for after-sales service offer and direct marketing purposes (including warranty renewal invitations, promotion of service and latest product offers). If customers do not wish the company to use their personal data for promotional purposes, please inform the company by written notification.