



電子門鎖保用條款及細則

Digital Lock Warranty Terms & Conditions

1. 美的電器（香港）有限公司（“本公司”）保證為電子門鎖提供兩年保養服務。首年免費上門保養，次年自攜保養。

Midea Electric (Hong Kong) Limited (“The company”) guarantees to provide a 2-years warranty service for digital lock. Free on-site maintenance service in the first year and “Bring your own (BYO)” service in the second year.

2. 於次年自攜保養期內，客戶須負責將電子門鎖送往本公司的維修服務站，並於修妥後，於同一地點取回。如客戶次年自攜保養期內要求上門維修服，需付上門維修費每次 \$550。

Under the second year BYO warranty service, customer is responsible for sending the digital lock to our repair service station and collect it at the same place once the repairs are completed. If customer requests for the on-site maintenance service, an attendance fee of \$550 will be charged.

3. 客人須在修理時同時出示保用證及與經銷商發出之正式購買收據，保用方為有效。

To validate the warranty, customers must present the warranty card as well as the official receipt issued by the dealer. Otherwise, warranty will deem invalid.

4. 客人無需寄回保用證。

Customers do not need to send back the warranty card.

5. 保用證必須有機身編號及購買日期，方可生效。

Serial number and the date of purchase must be listed to make the warranty card effective.

6. 保用期由購買發票上顯示的購買日期起計。期間機件如有損壞或發生故障，經本公司技術員證實仍在正常使用情況下發生，本公司將提供免費修理及更換零件。經更換後之任何損壞零件，將歸本公司所有。（保用範圍不包括機殼、損耗性零件及配件）

The warranty will be effective from the purchase date shown on the official invoice. During the warranty period, if the product is proofed to be damaged or malfunctions by our company's technicians but is under a normal usage, the company will provide free repairs and replacement parts. Any damaged parts after replacement will be owned by our company. (The warranty will not cover the case, consumable parts and accessories)

7. 在下列情況下電子門鎖的免費保養服務將會失效：



The warranty of the digital lock will become invalid under below circumstances:

- a. 曾經被非本公司技術員改裝，更改或修理。
It has been modified, altered or repaired obviously or inconspicuously by technicians that are not authorized by our company.
 - b. 曾因錯誤操作、疏忽使用、穢物滲入機內、意外事件、蟲蛀、天然災害而引致損壞。
It has been damaged due to incorrect operation, negligent use, infiltration of dirt into the product, accidents, insects or natural disasters.
 - c. 在露天或半露天的地方安裝及使用。
Installation and usage in open or semi-open outdoor places.
 - d. 使用第三方軟件操作。
Using third-party software to operate.
 - e. 使用非本公司提供的門匙卡操作。
Using key card that is not provided by our company to operate.
 - f. 因電池漏液或同時使用不同性質的電池而引致損壞。
Damage caused by battery leakage or using of different types of batteries at the same time.
 - g. 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.
8. 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.
 9. 如客人無法提供物理鑰匙導致要毀壞門鎖來開鎖，相關費用需由客人自行支付。
If urgent lock breaking service is needed due to customer unable to provide the physical key, related cost involved should be borne by the customer.
 10. 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.
 11. 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).
 12. 貨品如屬商業或團體性質使用，保用期為半年。



For commercial or group usage, only 6 months warranty will be offered.

13. 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.

14. 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。

Midea Electric (Hong Kong) Limited shall reserves the final right of decision for all the interpretation of the terms and conditions.

15. 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.