

## 保養年費

項目	型號	保養費
雪櫃	單門	HK\$380
	雙門或以上 (容量 250 公升以下)	HK\$450
	雙門或以上 (容量 250 公升或以上)	HK\$480
前置式洗衣機	受保型號	HK\$560
日式洗衣機 / 抽濕機 / 洗碗碟機	受保型號	HK\$440
水波爐	受保型號	HK\$470 - HK\$700
蒸氣焗爐	受保型號	HK\$340 - HK\$550
蒸焗微波爐 / 微波爐 / 空氣炸焗爐	受保型號	HK\$340

下列為按次上門服務費之價目表，供客戶參考：

### 雪櫃（單門 / 雙門 / 三門）/ 日式洗衣機

	不參加保養計劃	參加保養計劃
服務費	HK\$420	免費
運輸費（單程 / 來回）	HK\$280 / HK\$520	免費

### 前置式洗衣機

	不參加保養計劃	參加保養計劃
服務費	HK\$470	免費
運輸費（單程 / 來回）	HK\$280 / HK\$520	免費

### 抽濕機 / 洗碗碟機

	不參加保養計劃	參加保養計劃
服務費	HK\$400	免費
運輸費（單程 / 來回）	HK\$170 / HK\$320	免費

### 水波爐 / 蒸氣焗爐 (30 公升)

	不參加保養計劃	參加保養計劃
服務費	HK\$420	免費
運輸費（單程 / 來回）	HK\$210 / HK\$400	免費

### 蒸氣焗爐 (20 公升) / 蒸焗微波爐

	不參加保養計劃	參加保養計劃
服務費	HK\$330	免費
運輸費（單程 / 來回）	HK\$170 / HK\$320	免費

### 微波爐 / 空氣炸焗爐

	不參加保養計劃	參加保養計劃
服務費	HK\$310	免費
運輸費（單程 / 來回）	HK\$170 / HK\$320	免費

✧ 上述按次收費之價目，如有更改恕不另行通知。

## 保養服務範圍

### 雪櫃

- 免費上門檢查及修理所保養的產品。
- 免費更換或修理驗明已損壞之電器零件。(不包括以下項目：外殼、雪櫃內之附件如：玻璃格、生果箱、膠邊、層架、冰格及清理潔淨等。)
- 如有需要回廠維修者，可免運輸費。
- 本公司可應客戶要求及在無缺貨情況下，免費提供借機服務(類型由本公司決定)。所有保養客戶將得到優先借機服務。
- 保養費不能退還。若因零件停止供應引致未能提供服務，本公司將按比例退回餘下日期保養費。

### 日式洗衣機 / 前置式洗衣機 / 洗碗碟機 (家庭用戶)

- 免費上門檢查及修理所保養的產品。
- 免費更換或修理驗明已損壞之電器零件。(不包括以下項目：外殼、門膠邊、過濾器、過濾網、入水壺、碗籃、筷子籃、水箱蓋、去水軟管、頂噴咀、下噴臂、洗衣劑分配器、洗衣機外裝置、加長之來水及去水喉、水龍頭、機身以外之排水管道淤塞清理、通渠、清潔洗衣槽工作及其他附件。)
- 如有需要回廠維修者，可免運輸費。
- 保養費不能退還。若因零件停止供應引致未能提供服務，本公司將按比例退回餘下日期保養費。

### 抽濕機

- 免費上門檢查及修理所保養的產品。
- 免費更換或修理驗明已損壞之電器零件。(不包括以下項目：外殼、手柄、滾輪、隔塵網、空氣淨化過濾網、盛水容器、裝配排水管及其他附件。)
- 如有需要回廠維修者，可免運輸費。
- 保養費不能退還。若因零件停止供應引致未能提供服務，本公司將按比例退回餘下日期保養費。

### 水波爐 / 蒸氣焗爐 / 蒸焗微波爐 / 微波爐 / 空氣炸焗爐

- 免費上門檢查及修理所保養的產品。
- 免費更換或修理驗明已損壞之電器零件。(不包括以下項目：外殼、手柄、爐腔、按鍵、旋鈕、水箱、承水盤及其他附件。)
- 如有需要回廠維修者，可免運輸費。
- 保養費不能退還。若因零件停止供應引致未能提供服務，本公司將按比例退回餘下日期保養費。

## 保養條款

東芝香港有限公司所發出之續保合約只在香港有效（離島、禁區、非公共車輛能抵達之偏僻地區或產品位於艇舶上的客戶不設續保服務）；非由本公所發出之續保合約均不會被接納。

客戶於產品續保合約期限內，產品如有損壞或故障，經本公司技術人員證實是在正常使用情況下發生者，本公司將提供免費檢修及更換零件服務。所有從用戶處更換的已損壞零件，均歸屬本公司。

保養條款如下：

- (一) 在續保期內提供免費服務時，客戶必須出示續保合約予本公司人員核實。如未能出示有關證明，將須按章付費。
- (二) 保養合約及其服務祇在付妥續保費後方可生效。
- (三) 保養費不能退還。若因零件停止供應引致未能提供服務，本公司將按比例退回餘下日期保養費。
- (四) 保養服務並不包括：
  - (甲) 有關安裝、拆卸、代運送、棄置、清洗、翻新、遷移位置、裝拆妨礙維修工作之裝修或設施、附件、產品以外之設備及裝置（詳細項目參閱“保養服務範圍”）；
  - (乙) 非由本公司提供之服務或擅行修改零件而引致之任何損壞及後果；
  - (丙) 產品因人為疏忽、誤用、濫用、意外、天災而引致損壞；或因外接其他裝置所導致的故障及損壞；或機件受周圍環境所侵蝕、其他非本公司能控制的原因所引致之損壞及損失；
  - (丁) 在危險情況下工作；
  - (戊) 產品上之編號曾被擅行刪改、塗污或除去。
  - (己) 一切因日久變舊、老化或花損，但仍可操作之零件而要求更換。
  - (庚) 運送產品時上落樓梯所收取的樓梯費、因運輸車未能直達（如村屋）所收取的附加費、或橋樑、隧道及道路使用費等等及其他附加費（如有）。
- (五) 若產品因位置或周邊環境阻礙引致本公司未能於安全情況下進行檢查或維修服務時，客戶須提供安全而合適之設備，如長梯、工作台或棚架；或將產品移離及裝回相關位置，而有關一切費用及手續須由客戶負責。
- (六) 本公司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。
- (七) 東涌、愉景灣及馬灣客戶如需上門服務時，需要較長時間安排及須支付相關附加費及其他有關費用。

## 保養條款

- (八) 若客戶要求之服務地址與登記地址有不符者，則本公司將有權不提供任何服務。  
（如登記地址有任何變更，客戶應盡快通知本公司更新有關資料。）若客戶在保養期內遷往不接受續保之地區，本公司有權提早終止保養合約，保養費不予退還。
- (九) 已停產、殘舊、破損及非家用之產品可能不被接納續保。
- (十) 本公司保留是否接受客戶續保要求之權利及可能要求客戶安排續保前檢查，如該產品已過保用期及保養期之客戶，有關檢查將須繳付相關費用，而不論是否接納續保，相關費用都不會退還或以任何途徑扣除。
- (十一) 如有任何爭議，本公司保留一切條款及細則之最後解釋權及決定權。

## ANNUAL MAINTENANCE FEE

Category	Model	Annual Fee
Refrigerator	1 Door	HK\$380
	2 Doors or Above (Capacity below 250L)	HK\$450
	2 Doors or Above (Capacity 250L or above)	HK\$480
Front Loading Washing Machine	Valid Models	HK\$560
Tub Washer / Dehumidifier / Dishwasher	Valid Models	HK\$440
Superheated Steam Oven	Valid Models	HK\$470–HK\$700
Steam Oven	Valid Models	HK\$340–HK\$550
Steam Microwave Oven / Microwave Oven / Air Fry Oven	Valid Models	HK\$340

The charge-rate of ON-SITE VISIT SERVICE for customer reference:

### Refrigerator (1-Door / 2-Door / 3-Door) / Tub Washer

	Non-Subscribers	Subscribers
Service Fee	HK\$420	Free
Transportation Fee (1-way / 2-way)	HK\$280 / HK\$520	Free

### Front Loading Washing Machine

	Non-Subscribers	Subscribers
Service Fee	HK\$470	Free
Transportation Fee (1-way / 2-way)	HK\$280 / HK\$520	Free

### Dehumidifier / Dishwasher

	Non-Subscribers	Subscribers
Service Fee	HK\$400	Free
Transportation Fee (1-way / 2-way)	HK\$170 / HK\$320	Free

### Superheated Steam Oven / Steam Oven (30 Litre)

	Non-Subscribers	Subscribers
Service Fee	HK\$420	Free
Transportation Fee (1-way / 2-way)	HK\$210 / HK\$400	Free

### Steam Oven (20 Litre) / Steam Microwave Oven

	Non-Subscribers	Subscribers
Service Fee	HK\$330	Free
Transportation Fee (1-way / 2-way)	HK\$170 / HK\$320	Free

### Microwave Oven / Air Fry Oven

	Non-Subscribers	Subscribers
Service Fee	HK\$310	Free
Transportation Fee (1-way / 2-way)	HK\$170 / HK\$320	Free

\* Above on-site visit fee are subject to change without prior notice.

## SERVICE SCOPE

### **Refrigerator**

- Free on-site visit services.
- Free replacement or repairing of the examined defective electrical parts (cabinet, accessories as: glass shelf, crisper, gasket, shelf, ice-tray & interior cleaning are excluded).
- Free Transportation Fee for workshop service.
- Loan set is on demand and subject to stock available. Subscribers will enjoy priority loan set arrangement.
- Maintenance Fee is non-refundable. In case if the required spare parts are discontinued which repair service could not be carried out, we would refund the subject Maintenance Fee calculated on pro-rata basis.

### **Tub Washer / Front Loading Washing Machine / Dishwasher (Household Use)**

- Free on-site visit services.
- Free replacement or repairing of the examined defective electrical parts (cabinet, gasket, drain pump filter, filter net, water kettle, bowl basket ,chopstick basket, water tank lid, drainage pipe, top nozzle, lower spray arm, detergent dispenser, attachments, extending supply or drain hoses, water tap, plumbing, drainage servicing, cleaning tub and accessories are excluded).
- Free Transportation Fee for workshop service.
- Maintenance Fee is non-refundable. In case if the required spare parts are discontinued which repair service could not be carried out, we would refund the subject Maintenance Fee calculated on pro-rata basis.

### **Dehumidifier**

- Free on-site visit services.
- Free replacement or repairing of the examined defective electrical parts (cabinet, handle, casters, air filter, air cleaning filter, water receptacle, drain hose attached and accessories are excluded).
- Free Transportation Fee for workshop service.
- Maintenance Fee is non-refundable. In case if the required spare parts are discontinued which repair service could not be carried out, we would refund the subject Maintenance Fee calculated on pro-rata basis.

### **Superheated Steam Oven / Steam Oven / Steam Microwave Oven / Microwave Oven / Air Fry Oven**

- Free on-site visit services.
- Free replacement or repairing of the examined defective electrical parts (cabinet, handle, cavity, button, knob, water tank, drain tray and accessories are excluded).
- Free Transportation Fee for workshop service.
- Maintenance Fee is non-refundable. In case if the required spare parts are discontinued which repair service could not be carried out, we would refund the subject maintenance Fee calculated on pro-rata basis.

## TERMS & CONDITIONS

Toshiba Hong Kong Limited extended-warranty scheme is valid in Hong Kong only (not applicable to outlying islands, restricted areas, not public transport media areas or the product is on yacht or boat). Any other extended-warranty certificate issued by other parties would not be accepted.

Within the extended-warranty period, any defect that in judgment of our technician, caused under normal use, we are responsible for repairing or replacing parts free-of-charge. All replaced defective parts shall become our property

Below are terms and conditions of extended-warranty scheme:-

1. While providing service under extended-warranty period, customer must present the original extended-warranty contract for confirmation; otherwise, the service would be on charge basis.
2. The extended-warranty contract and service will be commenced upon receivable of payment.
3. Extended-warranty fee is non-refundable. In case there is the required spare parts are discontinued which repair service could not be carried out, we would consider to refund the subject extended-warranty fee calculated on pro-rata basis.
4. Extended-warranty service does not cover:
  - (a) installation, dismantling, removal nor disposal service, overhaul cleaning service, recondition, relocation, removal or reinstallation of any fittings and facilities which impede for repair service, accessories, exterior equipment of the product (Details refer to "Service Scope").
  - (b) any damage or loss is caused by other parties' service and any parts found of being repaired or altered by unauthorized person.
  - (c) the product has been damaged through misuse, negligence, accident or natural calamities; defects by connecting to external equipment, excessive erosion or rust, or other events beyond the Company control.
  - (d) to work under hazardous conditions.
  - (e) the serial number of the product has been altered, defaced or removed.
  - (f) request for replacement of workable scratched or aged parts.
  - (g) Staircase Handling Surcharge, Transportation Surcharge for the locations where trucks cannot access (e.g.: village house), Additional Charge for tunnels, bridges or roads etc., or other additional charges (if any).
5. If the location or surrounding is impeded and caused our technician cannot conduct inspection or repair service under the safety condition, customer should provide a safe and appropriated facility, such as ladder, working platform or scaffolding; or dismantle and restore the product to the place by customer. Any cost and related application is responsible by customer.
6. The Company shall not be liable for any direct or indirect loss, claims, or contingent in connection with any defects, faults or failure of the products.
7. Onsite service in Tung Chung, Discovery Bay and Ma Wan is required longer time to arrange and additional fee will be charged.



## TERMS & CONDITIONS

8. During the specified maintenance period, the Company reserves the right not to provide service in case the address of the Customer is not the same as Maintenance Contract. (Customer should inform our company if there is any change of the address.) And the Company reserves the right to the early termination of the Contract while the Customer is moved to the location in the prescribed "No Extended-warranty scheme location range" which is not applied and no refund of Maintenance fee will be made.
9. For the product which is discontinued, aged, damaged and non-domestic use, the application for renewal of extended-warranty scheme may be declined.
10. The Company reserves the right to make the final decision for the Application for Renewal of Extended-warranty Scheme and may request customer to arrange an onsite inspection before the Renewal. In case of the product Warranty / Extended-warranty Scheme was expired, service fee will be charged to the customer. Charges are non-refundable and cannot be deducted by any means whatever the result of the Application for Renewal of Maintenance Scheme.
11. In case of any dispute, the Company reserves the right for final judgment and decision.