

## 保用證條款

東芝香港有限公司向家庭用戶保證，在保用證書上所列明之東芝牌產品機件及效能良好，並在有效保用期內提供免費保用服務，其條款及細則如下：

- (一) 除本公司發出之保用證書外，其他商號或人士發出之保用證書，本公司概不受理。
- (二) 本地之保用證書服務範圍只適用於香港及澳門。
- (三) 請妥存隨機附上之保用證書，並於本公司提供維修服務時出示保用證書及購貨發票正本以供查核，經核實後，保用證書方為有效。
- (四) 由發票日期起計算之有效保用期內，用戶購買之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，本公司將提供免費修理及更換零件服務。所有從用戶處更換的已損壞零件，均歸屬本公司。

注意：

- (甲) 洗衣機保用期為兩年，葉輪式（日式）洗衣機摩打保用期五年，前置式（歐式）洗衣機的“變頻摩打”保用十年。首兩年全機免費檢修，第三年開始只豁免摩打零件費（包括變頻摩打）零件費，屆時用戶須繳付服務費、其他零件費、運輸費及相關之費用。
  - (乙) 雪櫃的保用期為五年，“變頻壓縮機”保用期則為十年。首五年全機免費檢修，如“變頻壓縮機”在第六至第十年期間損壞而需要修理或更換時，“變頻壓縮機”不用收費；但用戶須繳付服務費、其他零件、運輸費及相關之費用。
- (五) 在有效保用期內，本公司如因某些特殊理由，未能修理用戶所購買之產品，本公司將會以功能相近之同類型產品（型號由本公司決定）替換。
  - (六) 在下列情況下，保用證書將自動失效：
    - (甲) 產品曾經由非本公司技術人員恣意改動、修理或擅行修改；
    - (乙) 產品因人為疏忽、誤用、濫用、意外或天災而引致損壞；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；
    - (丙) 不適當安裝產品或將產品藏於密封環境內；
    - (丁) 產品上之編號曾被擅行刪改、塗污或除去；
    - (戊) 將產品用於商業性質或其他特別用途。
  - (七) 需要上門及回廠服務之愉景灣用戶，須支付愉景灣隧道及道路使用費。
  - (八) 需要上門檢修服務之離島用戶，須每次繳付本公司所訂之「離島服務附加費」。如產品須回廠檢修，用戶需負責將產品送往本公司之服務中心，或公共交通可達之市區任何地點，供本公司收機回廠，並在產品修理完竣後於同一地點取回。

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- (九) 禁區及偏遠地區不設上門服務；位於禁區及偏遠地區內的產品如需維修，用戶需負責將產品送往本公司之服務中心，或公共交通可達、非禁區之市區任何地點，供本公司派員維修或收機回廠，並在產品修理完竣後於同一地點取回。
- (十) 保用範疇將不包括下列各項：
  - (甲) 重新安裝、搬遷、改位及在服務過程中所需之額外運輸費；
  - (乙) 在產品可正常操作下，更換陳舊或花損之零件、翻新或噴油等；
  - (丙) 產品附件及其它設備，例如：玻璃或塑膠格、生果箱、膠邊、層架、冰格、過濾網、隔塵網、空氣淨化過濾網、盛水容器、滾輪、洗衣機加長之來去水喉、爐腔、機身外殼等；
  - (丁) 清理機身以外之排水管淤塞、通渠及清潔洗衣槽工作等。
- (十一) 安裝於高位，或其它裝置內的家電產品，在修理時，用戶須先行將機移至方便檢修之處。一切安裝工程，或維修時須移除的裝修物料之復原，用戶須自行處理。
- (十二) 用戶必須提供安全工作環境及足夠維修空間。
- (十三) 保用證書條款及細則內容若有修改，恕不另行通知。
- (十四) 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。

## TERMS & CONDITIONS

This is to certify that the Toshiba home appliance identified hereunder is free from defects in material and workmanship under normal use within warranty period. Terms and conditions are as the followings:

1. The guarantee certificate is the sole and exclusive remedy of the end-user.
2. Warranty is valid only in Hong Kong and Macau.
3. Customer must retain and present the original guarantee certificate together with original invoice to our technician for verification when warranty service is rendered.
4. For any defect that in judgment of our technician, caused under normal use, we are responsible for repairing or replacing parts free-of-charge, within the warranty period commencing from the invoice date. All replaced defective parts shall become our property.

Note:

- (a) Warranty period of washer is Two Years, while Motor of Tub washer will be warranted for Five Years parts only, "Inverter motor" of Front Loading washer will be warranted for Ten Years parts only. End-user is responsible for any servicing cost, parts cost excluding motor (including Inverter motor), transportation and other concerning expenses thereafter the first two warranty year expired.
  - (b) Warranty period of refrigerator is Five Years, while refrigerator "Inverter Compressor" will be warranted for Ten Years. If the "Inverter Compressor" is damaged during the 6th to the 10th year and the repairing & replacement is necessary, only free on the "Inverter Compressor", end-user is responsible for any servicing cost, other parts, transportation and other related cost.
5. Within the warranty period, if the remedy cannot be made due to some special circumstances, we will offer similar function model for replacement (subject to stock availability).
  6. The warranty will become null and void if:
    - (a) the product has been explicitly or implicitly modified, tampered with or altered or repaired in any way by persons other than our technicians;
    - (b) the product has been damaged through misuse, negligence, accident or natural calamities;
    - (c) improper installation or located in the sealed environment;
    - (d) the serial number of the product has been altered, defaced or removed;
    - (e) other than domestic use.
  7. For service or take back for workshop service in Discovery Bay, customer shall pay the Discovery Bay Tunnel Toll and Road Usage Fee.
  8. For service on outlying islands, an additional traveling fee will be charged. In case workshop service is needed, customer is responsible for the transportation of the product to and from our service centre, or any places where are accessible by public transportation.

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9. No on-site service for restricted area and remote district. In case the product is located within restricted area and remote district need to be served, customer is responsible for the transportation of the product to and from our service centre, or any places where are non-restricted and accessible by public transportation.
10. The guarantee certificate does not cover the following items:
  - (a) re-installation, relocation of product and any extra traffic expenses caused;
  - (b) replacement of workable but scratched or aged parts, as well as re-polish or re-print service;
  - (c) The product accessories & other equipment, such as glass or plastic shelf, crisper, gasket, shelf, ice-tray, filter, air cleaning filter, water tank, casters, washer extension hoses, cavity, cabinet, etc.;
  - (d) drainage servicing and cleaning of tub.
11. In case the location of home appliance is hard to reach, or it is installed within chassis, end-user has to move the product to an easily accessible location for service. Restoration of any removed decoration or building materials during repairing service is not included.
12. End-user should provide sufficient space and a safe working environment for repairing service.
13. The terms and conditions are subject to change without prior notice.
14. In case of any dispute, Toshiba reserves the right for final judgment and decision.