

阿奇立克日立家電(香港)有限公司

(銷售商)

法定除舊服務條款

1. 銷售商責任	凡顧客向本公司購買《產品環保責任條例》所指定的受管制電器，包括空調機、洗衣機、電冰箱、抽濕機、乾衣機、電視機、電腦、列印機、掃描器及顯示器，本公司須按消費者要求，並根據環保署批註的除舊方案，安排處理設施營辦商「歐綠保」(ALBA IWS) <u>免費</u> 移走與所購買相同種類及數量的舊受管制電器 ^{註 1} 一次。
2. 除舊地點	適用於全港任何處所。
3. 選取期限	顧客可於落單時簽妥「除舊服務選取紀錄」即可。
4. 除舊服務時間	(a) 一般情況下，法定除舊服務於確定落單並收到顧客的除舊要求後3至7日內，由處理設施營辦商「歐綠保」(ALBA IWS)提供。 (b) 在顧客指定的日期，到顧客指定的地點移走舊件。 (c) 星期日及公眾假期休息。
5. 注意事項	(a) 除舊服務與送貨及安裝服務分開處理，等待移除的舊件可按需要較先移走，或短暫存放於移除地點，稍後才移走，顧客可與職員安排。 (b) 舊件一經收取，恕不退回。 (c) 舊件必須獨立放置，脫離任何裝置、連接系統、或有障礙的存放位置。 (d) 若舊件有嚴重的衛生問題（例如：有餿汁殘渣、蟑螂、螞蟥），工作人員有權拒絕移走該舊件，消費者亦不會再享有免費的除舊服務。 (e) 顧客可更改已約定的除舊服務地點或時間一次。顧客請於約定的除舊日期至少 3 個工作天前以書面形式通知本公司。任何在確認除舊日期後方提出的更改要求，會被視作新的除舊服務要求處理。 (f) 如「歐綠保」物流職員到達顧客提供的住址時無法聯絡顧客或無人應門以致未能如期除舊，「歐綠保」將不會再為該顧客提供 <u>免費上門</u> 除舊服務。 (g) 如遇上黑色暴雨警告/八號或以上熱帶氣旋警告信號，除舊服務將會暫停，並另作安排。 (h) 於約定的除舊時間，因交通或天氣情況，或其他因素影響有所延誤、暫停或改期，本公司恕不負任何責任。 (i) 本公司將一概不負責及賠償因「歐綠保」所提供的除舊服務有任何延誤、暫停、改期或遺漏而造成的任何直接或間接損失。 (j) 顧客、聯絡人的個人資料只作除舊服務用途，本公司將會遵守《個人資料（私隱）條例》（香港法例第 486 章）處理。 (k) 英文譯本只供參考，文義如與中文版本有歧異，概以中文版本為準。 (l) 如有任何爭議，本公司保留最終的決定權。

註 1

空調機：包括獨立式及分體式空調機，屬氣冷式或氣暖式(或兩者)，其額定製冷量不超過 7.5 千瓦(即3匹)。

洗衣機：額定洗衣量不超過 15 公斤。

電冰箱：額定總容積不超過 900 公升。

抽濕機：額定抽濕量不超過每日35公升，但不包括使用乾燥劑操作的抽濕機。

乾衣機：額定乾衣量不超過15公斤。

電視機：顯示屏幕的尺寸不超過 100 吋(以對角斜角量度)。

電腦：包括個人電腦、桌上電腦、平板電腦、手提電腦及筆記簿電腦。

列印機：重量不超過 30 公斤；如同時用作影印機、圖文傳真機或掃描器，仍視作列印機。

掃描器：重量不超過 30 公斤。

顯示器：不具備儲存電子數據或運算的功能；其顯示屏幕的尺寸為 5.5 吋至100 吋內(以對角斜角量度)。

Arcelik Hitachi Home Appliances Sales Hong Kong Limited
Statutory Removal Service Terms and Conditions

1. Sellers' Obligation	Our company will arrange treatment facility operator ALBA IWS to provide customers who purchase regulated electrical equipment (REE ^{Note 1}), including air-conditioners, washing machines, refrigerators, dehumidifier, tumble dryer, televisions, computers, printers, scanners and monitors, as specified in the Product Eco-Responsibility Ordinance, with <u>free</u> removal service for the same type and quantity of used REE in accordance with the Removal Service Plan endorsed by the Environmental Protection Department <u>once</u> upon request.
2. Location	Any premises in Hong Kong.
3. When to make request	A customer completes and signs the "Record of Choice of Removal Service" when placing the purchase order.
4. Timing of the removal service	<p>(a) Under normal circumstances, 3 to 7 days are required for ALBA IWS to collect the used REE after confirmation of the purchase order and receipt of the removal service request from the customer.</p> <p>(b) The old items at the customers' designated locations will be removed on the date specified by the customers.</p> <p>(c) No removal service is available on Sundays and public holidays.</p>
5. Remarks	<p>(a) The removal service and the delivery and installation services will be handled separately. The old items pending removal can be removed in advance or placed temporarily at the premises for collection later as appropriate. Customers can contact us for arrangement.</p> <p>(b) The old items will not be returned once collected.</p> <p>(c) The old items must be stand-alone and free from other connections or obstacles.</p> <p>(d) If the old items have serious hygiene issues (e.g. rancid foods, presence of cockroaches and ants, etc.), ALBA IWS staff will have the right not to remove such items, and there will be no more free removal service for the customers.</p> <p>(e) Customers can change the scheduled removal time and/or place once by giving no less than 3 working days' written notice prior to the scheduled date of removal service. Such a request for change will be treated as a new request for the removal service for arrangement.</p> <p>(f) If ALBA IWS's attempted removal fails because the door is unanswered or the customer cannot be contacted when ALBA IWS staff arrive at the removal address, ALBA IWS will not provide the free removal service to the customer again.</p> <p>(g) In the event of a Black Rainstorm Warning / Tropical Cyclone Warning Signal No. 8 or above, the removal service will be suspended and rescheduled.</p> <p>(h) The company shall not be liable for any delay, suspension or rescheduling due to traffic or adverse weather conditions or other factors.</p> <p>(i) The company shall not be liable and compensate for any direct or indirect loss arising from any delay, suspension, rescheduling or omission of the removal service provided by ALBA IWS.</p> <p>(j) All personal data are for the purpose of arranging the removal service for the old items only and our company shall comply fully with the obligations and requirements of the Personal Data (Privacy) Ordinance (Cap. 486).</p> <p>(k) In case of discrepancy between the English version and the Chinese version, the Chinese version shall prevail.</p> <p>(l) In case of any disputes, the decision of our company shall be final.</p>

Note 1

Air conditioners :	including single package type and split type air conditioners, air-cooled or air heated (or both), with a rated cooling capacity not exceeding 7.5 kilowatts (3HP).
Washing machines :	with a rated washing capacity not exceeding 15 kg .
Refrigerators :	with a total storage volume not exceeding 900 liters.
Dehumidifiers :	with a rated dehumidifying capacity not exceeding 35 litres per day, but do not include those operate by using desiccant material.
Tumble dryers :	with a rated drying capacity not exceeding 15 kilograms.
Televisions :	the size of its display screen not exceeding 100 inches (measured diagonally)
Computers :	generally including personal computer, desktop computer, tablet computer, laptop computer and notebook computer.
Printers :	not exceeding 30 kg in weight; one that can be used as a photocopier, facsimile transmitter or scanner is nevertheless regarded as a printer.
Scanners :	not exceeding 30 kg.
Monitors :	not having the function of storing electronic data or computing, the size of the display screen is not smaller than 5.5 inches (measured diagonally) but not exceeding 100 inches (measured diagonally).