

TERMS & CONDITIONS OF MAINTENANCE SERVICE

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.

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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.