

(銷售商)

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、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 <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} 。
2. 除舊地點	適用於全港任何處所。
3. 選取期限	(a) 顧客可於購貨時簽署「除舊服務選取紀錄」即可；或 (b) 於交易後 3 日內致電 _____ 向本公司提出要求，逾期作放棄除舊服務處理。
4. 除舊服務時間	(a) 一般情況下，於訂立合約並收到顧客的要求三個工作天後就能提供上門除舊服務。 (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、螞蟻），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) 顧客如需更改已約定的除舊服務地點或時間，請於約定的日期至少 2 個工作天前致電通知本公司。 (f) 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。 (g) 於約定的除舊時間，因交通或天氣情況，或其它因素影響有所延誤、暫停或改期，本公司恕不負任何責任。 (h) 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。 (i) 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：其額定洗衣量不超過 10 公斤。

電冰箱：其總容積不超過 500 公升。

電視機：其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：其重量不超過 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：其重量不超過 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)。

(Company Name)

Removal Service Terms and Conditions

1. Sellers' Obligation	Customers who purchase regulated electrical equipment (REE), including air-conditioners, washing machines, refrigerators, televisions, computers, printers, scanners and monitors, as specified in the Product Eco-Responsibility Ordinance, can request our company to provide <u>free</u> removal service in accordance to the Removal Service Plan endorsed by the Environmental Protection Department, for the same type and quantity of used REE ^{Note 1} .
2. Location	Any premises in Hong Kong.
3. When to make request	(a) When a customer signs the Record of Choice of Removal Service; or (b) Customers can request removal service by calling us at _____ within 3 days after the transaction. Late request will be deemed as no request for the removal service.
4. Timing of the removal service	(a) Under normal circumstances, 3 working days are required to collect the used REE after entering into the contact and receipt of the service request from the customer. (b) The old items at the customers' designated locations will be removed on the date specified by the customers. (c) No removal service is available on Sundays and public holidays.
5. Remarks	(a) The removal service may be different from the delivery and installation services. 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. (b) The old items will not be returned once collected. (c) The old items must stand-alone and be freed from other connections or obstacles. (d) If the old items have serious hygiene issues (e.g. rancid foods, presence of cockroaches and ants, etc.), our staff will have the right not to remove such items, and there will be no more free removal service for the customers. (e) Customers shall give no less than 2 working days' notice prior to the scheduled date of removal service in respect of any request for change of delivery time, date and/or place. (f) In the event of a Black Rainstorm Warning / Tropical Cyclone Warning Signal No. 8 or above, the removal service will be suspended and rescheduled. (g) The company shall not be liable for any delay, suspension or rescheduling due to traffic or adverse weather conditions or other factors. (h) All personal data are for the purpose of arranging 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). (i) In case of any disputes, the decision of our company shall be final.

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 10 kg .
- Refrigerators – with a total storage volume not exceeding 500 liters.
- 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).