

## WARRANTY TERMS AND CONDITIONS

Thank you for purchasing product of Daikin Airconditioning (Hong Kong) Limited (the "Company"). Our product is guaranteed to be free from defects in materials and workmanship for 12 months from date of retail purchase under the Terms and Conditions set out below (Indoor unit and outdoor unit of air conditioner must be purchased together). Customers MUST register the product for warranty on our website [www.daikin.com.hk/en/warranty](http://www.daikin.com.hk/en/warranty) or scan the QR-CODE on warranty card. Upon successful registration within 1 month from the date of purchase, an additional 4-year warranty period for the compressor of air conditioner will be offered. If there is any defect found within the warranty period, please contact us for arrangement for inspection and repair. This original warranty card and invoice must be presented.

Warranty terms and conditions are as below:-

1. The warranty service is only applicable to product(s) that has or have been successfully completed registration on the above webpage.
2. If there is any defect or fault caused by defective material or workmanship of our product within 12 months from the date of purchase in Hong Kong Special Administrative Region & Macau Special Administrative Region; and such defect or fault is notified by the Customer to the Company as soon as practicable (no later than 14 days of such defect or fault was found); and upon the Company's technician determining that such defect or fault is due to defective material or workmanship, the Company agrees to repair or replace such defective or faulty part(s) free of charge.
3. This warranty applies to **Retail Sales** only.
4. This warranty only covers products at all times being properly, normally used and operated in accordance with the manufacturer's operating instructions and procedures set out in the "Operation Manual".
5. The Customer should provide safe and appropriate equipment for carrying out the warranty service, such as ladder, working platform, scaffolding, suspended working platform (gondola), etc., or the Customer will be charged for the same being provided by the Company.
6. This warranty does not cover (i) fair wear and tear; (ii) cleaning of coils or clogged drain pipes; (iii) removal, reinstallation or transportation of the product; (iv) damage, replacement, renewal or repair to the cabinet, cosmetic items, painting, accessories (e.g. remote controls, filters, etc.), fittings, external equipment or other items; (v) provision or replacement of consumable materials (e.g. refrigerant); (vi) provision of scaffolding, safety platform or suspended working platform (gondola) which is necessary for repair service. Additional fee will be charged to the Customer for those repair works that require suspended working platform (gondola).
7. This warranty shall be void under the following circumstances:-
  - (a) any repairs, alterations, modifications, adjustments, replacement, renewal or tampering of the product or parts have been carried out, caused or procured by any person other than by authorized representative(s) of the Company;
  - (b) the product is not properly used and / or is not operated in accordance with the manufacturer's operating instructions and procedures set out in the "Operation Manual";
  - (c) any damage is caused by accident, fire, water, vibration, breakage, misuse, negligence, atmospheric, climatic or environmental conditions, act of God, other natural calamities, riot or other civil disturbance, or criminal damage or any other events beyond the Company's control;
  - (d) the defect or fault is caused by the improper or negligent installation / reinstallation of the product or parts thereof;
  - (e) the warranty card and official receipt have been tampered or lost and / or the serial number of the product has been altered, effaced or removed;
  - (f) the ownership of the product has been transferred.
8. The Company's liability under this warranty is strictly limited to the repair or replacement of parts of the product at the Company's sole discretion. The Company shall not be liable for any direct or indirect loss, contingent damage to any person or property, howsoever caused, arising from improper use, any stoppage, breakdown or failure of the product.
9. The benefit of this warranty shall not be transferred to any third party without our written consent. Any person or entity who is not a party to these Terms and Conditions shall have no rights under the Contracts (Rights of Third Parties) Ordinance (Cap. 623 of the Laws of Hong Kong) to enforce any terms of these Terms and Conditions.
10. If repair needs to be performed on outlying islands or in remote or closed districts, the Company may charge the Customer for a reasonable additional fee in connection with carrying out such service. If workshop service is required, the Customer will be responsible for transporting the product to and from the Company's Service Centre (as directed by the Company) as well as any expenses and costs incurred in its removal and / or reinstallation.
11. In case of any dispute, the Company reserves the right for final judgment and decision.
12. In the event of inconsistency between the English version and the Chinese translation, the English version shall prevail.

### IMPORTANT NOTES

- I. Please notify us of any change of address or correspondence details.
- II. We collect and would like to use your personal data, such as your name, email address, correspondence address, telephone number and mobile phone number, for direct marketing purposes which include sending any updates of us and the recent discount and promotion of our service and products. If you do not wish us to continue using your personal data for direct marketing, please inform us in writing with your signature for request of stop using personal data. Please state your name, address, mobile phone number and mark as "DO NOT WISH TO RECEIVE PROMOTION INFORMATION".
- III. This warranty is confined to the Hong Kong Special Administrative Region & the Macau Special Administrative Region, but not applicable to overseas and is subject to the time limits specified in this warranty.

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## 保用條款及細則

多謝選購大金產品。大金冷氣(香港)有限公司(本公司)向客戶保證提供由購買日期起計 12 個月內按下列條款之保用服務(室內機及室外機必須一併購買)。現客戶可透過大金網頁 [www.daikin.com.hk/tc/warranty](http://www.daikin.com.hk/tc/warranty) 或保用證上之二維條碼登記大金產品的保用。凡於購買日期後 1 個月內完成網上登記產品保用之客戶,可額外享有壓縮機之 4 年延長保用期。如在保用期內有任何損壞,請聯絡大金冷氣售後服務中心安排檢查修理,並出示本保用證及發票正本。

保用條款及細則如下:—

1. 只適用於成功在上述網頁登記之客戶。
2. 客戶在香港特別行政區及澳門特別行政區購買產品之日起計 12 個月內,因產品機件而引致任何故障;客戶須盡早(最遲須於出現故障之後 14 日內)通知本公司出現有關故障;以及本公司技術人員證實有關故障起因為機件引致,本公司則同意提供免費修理或更換有關故障之零件等服務。
3. 保用服務只適用於**零售**。
4. 產品必須經常按照廠方之操作指引及「用戶手冊」內詳列之步驟適當並正常使用及操作,方受本保用證保障。
5. 客戶須提供安全及合適工具及/或設備,如梯子、工作台、棚架、吊船等,或客戶需支付由本公司提供有關工具及/或設備之費用,以便進行保用服務。
6. 保用範圍不包括(i) 正常耗損;(ii) 清洗散熱器或清理閉塞喉管;(iii) 拆遷、重安裝或代運送產品;(iv) 損壞、更換、翻新或維修外殼、裝飾部份、油漆、配件(如遙控器、隔塵網等)、配件、外部設備或產品以外之連接器材及裝置;(v) 提供或更換消耗物料(如雪種);(vi) 提供棚架、安全工作台或吊船作維修服務之用。而本公司亦因應吊船工作需要,向客戶收取合理的附加費用。
7. 倘出現下列情況,本保用證即告無效:
  - (a) 曾由非本公司認可代表之任何人士進行修理、修改、改裝、調校、更換、翻新、干擾產品或零件;
  - (b) 產品不適當使用及/或不按照廠方之操作指引或用戶手冊操作;
  - (c) 因意外、火災、水患、震盪、破爛、錯誤使用、疏忽、天氣或環境因素、天災、其他自然災害、暴亂或其他民眾騷動、刑事毀壞、或一切本公司不能控制的原因而引致之損壞;
  - (d) 以不適當方式或疏忽安裝/重新安裝產品或零件而引致之損壞;
  - (e) 竄改或遺失保用證及正式收據,及/或產品之機身編號曾遭塗改或刪除;
  - (f) 產品之權益曾進行轉讓。
8. 本公司根據本保用證所須承擔之責任僅限於修理或更換產品零件,並以認為適當之情況為限。本公司無須因產品不當使用、停頓、失靈或出現故障而引致對任何人士或財產有直接或間接的損失或意外性損壞而承擔責任。
9. 產品保用權益未得本公司書面同意,不可以任何形式轉移予任何第三者,否則即告失效。除客戶外,任何人士或團體無權根據《合約(第三者權利)條例》(香港法例第 623 章)強制執行此條款內的任何條款。
10. 倘維修服務需於離島、偏遠地方或禁區內進行,本公司可就服務向客戶加收合理費用。倘產品需回廠修理,客戶須負責將產品送往本公司服務中心(按本公司的指示)及自行取回產品,並須負責有關一切的裝拆及手續費用。
11. 如有任何爭議,本公司保留一切條款及細則之最終解釋及決定。
12. 此中文譯本只供參考之用,如有歧異,概以英文版本為準。

### 重要事項

- I. 地址或通訊資料如有更改,請即通知本公司。
- II. 我們收集並將使用客戶的姓名、電郵地址、通訊地址、電話號碼及流動電話號碼等個人資料作直接營銷用途,通知貴客本公司最新資料以及有關我們的服務及產品的最新優惠及推廣。倘客戶不欲我們繼續使用其個人資料,請簽署書面通知予本公司註明為「不收取任何宣傳資料」並列明姓名、地址、流動電話號碼,要求我們停止使用客戶個人資料。
- III. 本保用證只適用於香港特別行政區及澳門特別行政區,並不適用於海外保用。保用期限亦在本保用證內清楚列明。

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