

IMPORTANT NOTES FOR PRODUCT WARRANTY ONLINE

Thank you for your patronage. We strongly advise you as the purchaser to attend carefully the following terms and conditions on the provision of our warranty:

1. Subject to clauses stated hereinafter and your undertaking to pay us costs and expenses as stated hereinafter, we agree to provide a one-year warranty commencing from the date of purchase for the products.

For general audio & visual products, inside speaker units (including woofer, midrange and tweeter) can be replaced once only if damaged. No warranty will be provided to Car Audio speaker systems.

2. Please retain the valid official invoice/ receipt to us and /or our technicians during each service.

3. It is important to note that under normal circumstances, we will not undertake any provision of on-site services in the Macau Special Administrative Region, on out-lying islands, in the restricted areas, in places without being directly accessed by public transport and on boats or and will not be responsible for transportation of the product(s) relating thereto.

4. All replaced parts shall not be returned after replacement.

5. During the warranty period, should you request our services, we may charge you one or more of the following costs:

- (i) transportation expenses and other related charges;
- (ii) packing charges;
- (iii) re-export duties and /or re-importation duties and other related charges;
- (iv) the costs of replacement, repair and revampment of any cabinets, bodies, items or accessories;
- (v) checking fee and /or repair charges in case the defect is caused by wrongful installation.

6. This warranty shall not cover:

- (i) routine inspection, conversion and adjustment of line operating voltage;
- (ii) damage caused by improper loading or unloading or in the course of transportation of the product(s);
- (iii) damage caused by usage of water with poor quality;
- (iv) any items on the appearance of the product(s) or accessories (e.g. cabinet(s), front panel(s), knob(s), filter(s), remote controllers(s), battery(ies) etc.), any items of consumables;
- (v) overhaul cleaning of air conditioner;
- (vi) extension of power supply work, water pipe or faucet replacement;
- (vii) rust removal, mold cleaning, cleaning of drain pipe, oil stain cleaning, dirt removal and external cleaning work;
- (viii) defect on the product(s) which is caused by improper diameter, and/or installation out of the specification for the length of pipe, amount of Freon or damage by exterior condition;
- (ix) dismantling and reinstallation of fitting or decoration including but not limited to air ducts, false ceilings, partitions, wall papers, etc.
- (x) damage caused by natural calamities, accident or negligence, power interruption and /or abnormal voltage input and /or non-compliance with instructions specified in the operation manual.
- (xi) the installation and disconnection services of the Car Audio products;
- (xii) Panel image sticking (burn-in) on screen which is caused by displaying the same or similar image continuously or periodically and "Dead Spots" appearing on the TV, Plasma display panel, Plasma TV, LCD panel or LCD TV, which are the nature of the product and within factory standard.

7. The warranty shall become automatically terminated under one or more of the following circumstances::

- (i) the serial number(s) of the product(s) is/are altered or removed;
- (ii) the product(s) has/have been or is/are modified or altered or repaired by any persons who are not our authorized technicians;.
- (iii) Improper item(s) and/or accessory(ies) has/have been or is/are applied to the product(s).

8. You shall provide or produce a safe working environment and sufficient space for the repair and maintenance carried out by

our technicians. If our technicians for safety reason consider the site inappropriate to carry out maintenance or repair or to provide other relevant services, our technicians shall be entitled to refuse provision of any service under this warranty, and you shall upon request by us send the product(s) to our designated service centre(s) or take other actions which we shall consider appropriate.

9. Should scaffoldings deem necessary to service the outdoor units, user is responsible for the construction and removal of such scaffoldings and bear all costs incurred and all the necessary insurance covers.
10. We shall not be liable for any loss directly or indirectly caused by malfunction of whatever kinds of product(s).
11. Save and except with our prior approval, All the rights under the warranty herein are neither transferable nor refundable.
12. The paid fee is non-refundable under any circumstances.
13. We hereby reserve all our rights to amend, change or alter the above terms and conditions without prior notice to you as the purchaser.
14. We hereby reserve the right to interpret and construe the above terms and conditions.