

J Lock Company Limited 安裝及保養條款細則 Installation and Warranty Terms and Conditions

<定義>

- 「基本安裝」定義：不需使用額外配件安裝或不需使用特別工具
Basic Installation: No additional accessories or special tools required for installation
- 「木門」定義：安裝門鎖位置或門框沒有金屬、玻璃、鋼面等覆蓋的木製門
Wooden door: The position for door lock or door frame is not covered with metal, glass, steel surfaces, etc.
- 如有其他物料於安裝門鎖位置或門框需另行報價
If other materials are installed at the door lock position or door frame, the costs will be charged to the customer.
- 「新門」定義：從沒有在門鎖位置或門框開孔
“Brand new door”: Never drilling holes on the door lock position or door frame
- 「舊門」定義：曾於門鎖位置或門框開孔需使用額外配件安裝
“Old door”: Additional accessories or special tools required for installation.

<其他細則>

- 一般情況下一個月內可安排上門安裝，農曆新年前按實際情況而定。
Under normal circumstances, door-to-door installation can be arranged within one month, except before and after the Lunar New Year.
- 如需取得配件報價，請於安裝前提供門和舊鎖的相片。
Accessories quotation will be provided upon receiving door and door lock photo.
- 如需更改上門時間，請於 24 小時前聯絡。否則即日改期會產生 HK\$200 手續費。
If there is any alteration on the booking time made within 24 hours from the original scheduled time, or our technician cannot contact the customer for visit arrangement on the installation day, additional administration charge will be incurred.
- 如極端天氣問題(黑色暴雨警告、八號或以上颱風警告或極端情)可能會安排重新預約安裝。
Appointment would be cancelled in case of typhoon signal number 8 or above or when Black Rainstorm is hoisted.
- 如客人即日改期，需收取行政費用 HK\$200。
If an appointment is missed, cancelled or changed with less than 24 hours' notice, there will be charge of cancellation fee HK\$200

- 偏遠地區交通費用：

東涌/欣澳/柏麗灣/馬灣 - HK\$200；長洲/愉景灣/坪洲/南丫島/貝澳/竹篙灣/石鼓洲/喜靈洲/周公島/東龍洲/沙頭角入關後 - HK\$300

昂平 360/梅窩/大澳/晴碧邨 - HK\$ 400

Additional transportation charge(s)

Tung Chung / Sunny Bay / Park Lane / Ma Wan – HK\$200; Cheung Chau / Discovery Bay / Peng Chau / Lamma Island / Pui O / Penny's Bay / Shek Kwu Chau / Hei Ling Chau / Chow Kung Island / Tung Lung Chau / Sha Tau Kok Frontier Closed Area – HK\$300

Ngong Ping 360 / Mui Wo / Tai O / Sea Ranch – HK\$ 400

- 樓梯費 步行至第二層起之後\$50/層
Stairs Fee: \$50/floor after walking to the second floor

<保養條款> General Terms and Conditions

1. 保養服務只適用於港澳區。
This warranty is valid in Hong Kong and Macau only.
2. 由購買日起計兩年內可享免費保養服務。
J lock Company Limited (“The Company” hereafter) will provide warranty for two years starting from the date of purchase.
3. 產品必須由 J Lock Company Limited 認可技術人員安裝，才可享保養服務。
Warranty will only be held when the product is installed by the company's approved technician(s).
4. 保養期內，客人需妥善保存購買時單據及保養証，所有文件如經塗改，一概作廢。
Please keep the purchase invoice and warranty card carefully. Warranty will be voided automatically for any amendment(s), alteration(s) or erasure of these documents.
5. 如遺失保用證，恕不補發。

- No additional warranty card will be provided for any loss of the warranty card.
6. 如安裝或維修地區屬偏遠地區(本公司保留最終決定權)，需要收取偏遠地區交通費用。
Additional transportation charge(s) will be incurred for any remote areas (J Lock Company Limited reserves the rights to make the final decision).
 7. 免費保養服務並不包括下列情況：
This warranty DOES NOT cover:
 - 7.1 更換外殼、按鍵及所有非門鎖內部零件及第三方軟件。
Replacement of any external parts like the outer case, keypad, button of the product and so on; any accessories and parts that are not included in the lock body; and the mobile apps.
 - 7.2 客人要求更改或重新安裝產品的位置。
Relocation of the product.
 - 7.3 任何人為損壞、錯誤使用、不小心使用、不依說明書指示疏忽使用、擅自維修或改裝、因意外、潮濕、天然災害或其他一切不能控制的原因(如電池漏液)所引致之任何損壞。
Any damage(s) caused by misuse, careless use of the product, NOT following the instructions set by the User Manual, repair or modification of the product by unapproved personnel, Negligence, Accident, Humidity or Natural Calamities beyond the Company's control such as battery electrolyte leakage.
 - 7.4 產品於正常情況下正常運作。
Invalid request for service eg. The product is functioning normally.
 - 7.5 產品安裝在露天或半露天的地方。
Product(s) installed in an outdoor or semi-outdoor area.
 8. 保養期內的服務及零件必須由 J Lock Company Limited 提供，而所有更換出的損毀零件均屬本公司所有。
All warranty service within the warranty period shall be rendered by the company's approved technician(s) only.
All replacement components or parts are the properties of the company.
 9. 所有已預約的服務，如需即日更改時間或預約時間內未能聯絡客人，該預約會被取消，客人需支付手續費才能重新預約。
If there is any alteration on the booking time made within 24 hours from the original scheduled time, or our technician cannot contact the customer for visit arrangement on the installation day, additional administration charge will be incurred.
 10. 我方責任事故賠償限額為購買單據上所列產品價值的 50%。
The maximum compensation is limited to 50% of the invoice value.
 11. 緊急情況下，如客人未能提供機械鑰匙而技術人員只能以破壞方式解鎖時，將收取開鎖費用。
Whenever a mechanical key is not available from the client, a service charge will be incurred for urgent lock breaking.
 12. 如非使用同一批次鹼性電池，將不受保，以後過程中所產生的一切費用，本公司將不會承擔。
Alkaline batteries of the same batch must be used, otherwise the warranty will be voided. J lock Company Limited accepts no responsibilities on any charges or damages caused by not using the same batch alkaline batteries during the course.
 13. 細則及條款如有任何更改，恕不另有通知。
Terms and Conditions are subject to change without notice.