

ANNUAL MAINTENANCE FEE

Category	Model	Annual Fee
Refrigerator	1 Door	HK\$380
	2 Doors or Above (Capacity below 250L)	HK\$450
	2 Doors or Above (Capacity 250L or above)	HK\$480
Front Loading Washing Machine	Valid Models	HK\$560
Tub Washer / Dehumidifier / Dishwasher	Valid Models	HK\$440
Superheated Steam Oven	Valid Models	HK\$470–HK\$700
Steam Oven	Valid Models	HK\$340–HK\$550
Steam Microwave Oven / Microwave Oven / Air Fry Oven	Valid Models	HK\$340

The charge-rate of ON-SITE VISIT SERVICE for customer reference:

Refrigerator (1-Door / 2-Door / 3-Door) / Tub Washer

	Non-Subscribers	Subscribers
Service Fee	HK\$420	Free
Transportation Fee (1-way / 2-way)	HK\$280 / HK\$520	Free

Front Loading Washing Machine

	Non-Subscribers	Subscribers
Service Fee	HK\$470	Free
Transportation Fee (1-way / 2-way)	HK\$280 / HK\$520	Free

Dehumidifier / Dishwasher

	Non-Subscribers	Subscribers
Service Fee	HK\$400	Free
Transportation Fee (1-way / 2-way)	HK\$170 / HK\$320	Free

Superheated Steam Oven / Steam Oven (30 Litre)

	Non-Subscribers	Subscribers
Service Fee	HK\$420	Free
Transportation Fee (1-way / 2-way)	HK\$210 / HK\$400	Free

Steam Oven (20 Litre) / Steam Microwave Oven

	Non-Subscribers	Subscribers
Service Fee	HK\$330	Free
Transportation Fee (1-way / 2-way)	HK\$170 / HK\$320	Free

Microwave Oven / Air Fry Oven

	Non-Subscribers	Subscribers
Service Fee	HK\$310	Free
Transportation Fee (1-way / 2-way)	HK\$170 / HK\$320	Free

* Above on-site visit fee are subject to change without prior notice.

SERVICE SCOPE

Refrigerator

- Free on-site visit services.
- Free replacement or repairing of the examined defective electrical parts (cabinet, accessories as: glass shelf, crisper, gasket, shelf, ice-tray & interior cleaning are excluded).
- Free Transportation Fee for workshop service.
- Loan set is on demand and subject to stock available. Subscribers will enjoy priority loan set arrangement.
- Maintenance Fee is non-refundable. In case if the required spare parts are discontinued which repair service could not be carried out, we would refund the subject Maintenance Fee calculated on pro-rata basis.

Tub Washer / Front Loading Washing Machine / Dishwasher (Household Use)

- Free on-site visit services.
- Free replacement or repairing of the examined defective electrical parts (cabinet, gasket, drain pump filter, filter net, water kettle, bowl basket ,chopstick basket, water tank lid, drainage pipe, top nozzle, lower spray arm, detergent dispenser, attachments, extending supply or drain hoses, water tap, plumbing, drainage servicing, cleaning tub and accessories are excluded).
- Free Transportation Fee for workshop service.
- Maintenance Fee is non-refundable. In case if the required spare parts are discontinued which repair service could not be carried out, we would refund the subject Maintenance Fee calculated on pro-rata basis.

Dehumidifier

- Free on-site visit services.
- Free replacement or repairing of the examined defective electrical parts (cabinet, handle, casters, air filter, air cleaning filter, water receptacle, drain hose attached and accessories are excluded).
- Free Transportation Fee for workshop service.
- Maintenance Fee is non-refundable. In case if the required spare parts are discontinued which repair service could not be carried out, we would refund the subject Maintenance Fee calculated on pro-rata basis.

Superheated Steam Oven / Steam Oven / Steam Microwave Oven / Microwave Oven / Air Fry Oven

- Free on-site visit services.
- Free replacement or repairing of the examined defective electrical parts (cabinet, handle, cavity, button, knob, water tank, drain tray and accessories are excluded).
- Free Transportation Fee for workshop service.
- Maintenance Fee is non-refundable. In case if the required spare parts are discontinued which repair service could not be carried out, we would refund the subject maintenance Fee calculated on pro-rata basis.

TERMS & CONDITIONS

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.

TERMS & CONDITIONS

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.