

## TERMS & CONDITIONS

This is to certify that the Toshiba home appliance identified hereunder is free from defects in material and workmanship under normal use within warranty period. Terms and conditions are as the followings:

1. The guarantee certificate is the sole and exclusive remedy of the end-user.
2. Warranty is valid only in Hong Kong and Macau.
3. Customer must retain and present the original guarantee certificate together with original invoice to our technician for verification when warranty service is rendered.
4. For any defect that in judgment of our technician, caused under normal use, we are responsible for repairing or replacing parts free-of-charge, within the warranty period commencing from the invoice date. All replaced defective parts shall become our property.

Note:

- (a) Warranty period of washer is Two Years, while Motor of Tub washer will be warranted for Five Years parts only, "Inverter motor" of Front Loading washer will be warranted for Ten Years parts only. End-user is responsible for any servicing cost, parts cost excluding motor (including Inverter motor), transportation and other concerning expenses thereafter the first two warranty year expired.
  - (b) Warranty period of refrigerator is Five Years, while refrigerator "Inverter Compressor" will be warranted for Ten Years. If the "Inverter Compressor" is damaged during the 6th to the 10th year and the repairing & replacement is necessary, only free on the "Inverter Compressor", end-user is responsible for any servicing cost, other parts, transportation and other related cost.
5. Within the warranty period, if the remedy cannot be made due to some special circumstances, we will offer similar function model for replacement (subject to stock availability).
  6. The warranty will become null and void if:
    - (a) the product has been explicitly or implicitly modified, tampered with or altered or repaired in any way by persons other than our technicians;
    - (b) the product has been damaged through misuse, negligence, accident or natural calamities;
    - (c) improper installation or located in the sealed environment;
    - (d) the serial number of the product has been altered, defaced or removed;
    - (e) other than domestic use.
  7. For service or take back for workshop service in Discovery Bay, customer shall pay the Discovery Bay Tunnel Toll and Road Usage Fee.
  8. For service on outlying islands, an additional traveling fee will be charged. In case workshop service is needed, customer is responsible for the transportation of the product to and from our service centre, or any places where are accessible by public transportation.

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9. No on-site service for restricted area and remote district. In case the product is located within restricted area and remote district need to be served, customer is responsible for the transportation of the product to and from our service centre, or any places where are non-restricted and accessible by public transportation.
10. The guarantee certificate does not cover the following items:
  - (a) re-installation, relocation of product and any extra traffic expenses caused;
  - (b) replacement of workable but scratched or aged parts, as well as re-polish or re-print service;
  - (c) The product accessories & other equipment, such as glass or plastic shelf, crisper, gasket, shelf, ice-tray, filter, air cleaning filter, water tank, casters, washer extension hoses, cavity, cabinet, etc.;
  - (d) drainage servicing and cleaning of tub.
11. In case the location of home appliance is hard to reach, or it is installed within chassis, end-user has to move the product to an easily accessible location for service. Restoration of any removed decoration or building materials during repairing service is not included.
12. End-user should provide sufficient space and a safe working environment for repairing service.
13. The terms and conditions are subject to change without prior notice.
14. In case of any dispute, Toshiba reserves the right for final judgment and decision.