



OIDI Hong Kong Limited

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Business Hour: Mon to Fri 9:00 to 18:00, Sat 9:00 to 13:00 Close on Sunday & Public Holiday

Terms and Conditions

維修服務條款:

- 1. 奧迪香港有限公司 (以下簡稱“維修部”) 有權根據下列所述的任何一項情況向客戶交到“維修部”的產品及/或配件 (以下稱“產品”) 收取人工及維修費用或拒絕維修：
 - a) “產品”曾經由非授權人士或店舖維修及/或更改。
 - b) “產品”因受意外·非常使用·非正常情況·誤用·損毀·疏忽·濫用·入水·火燒及其他人為因素而導致損壞或損毀。
 - c) 未能提供“產品”有效的購買證明。
- 2. 客戶在領回“產品”時需出示維修單 (以下稱“收據”)。任何人士如未能出示有效“收據”，“維修部”是有權拒絕交回“產品”。其次“維修部”在交回“產品”時只需核對“收據”上的資料和“產品”相符便可，並毋責任核對“產品”主人身份。
- 3. 如“產品”在“收據”開單日期起計三個月內未被領取，“維修部”便有權自行處理有關此類過期“產品”。這包括仍在或不在保養期內的“產品”；已支付或未支付維修費用的“產品”。客戶到時不可因此而對“維修部”作出反對及追討責任。
- 4. 檢查 / 修理 / 手續費用恕不退回。
- 5. 所有被更換的零件歸“維修部”所有，不會退還給客戶。
- 6. “維修部”絕不負責對任何客戶·人士·公司及集團因維修延誤或已維修的“產品”失效或失誤而蒙受任何直接或間接損失，不論失效或延誤是由於設備故障·員工遺漏·疏忽或任何其他行為或原因所導致。
- 7. 所有保養期不包括或不在保養期的維修服務或特快維修，均會收取人工港幣500元，如需更換零件，將另行報價。
- 8. “維修部”將在你的“產品”包括存儲設備上進行維護維修服務。在維修過程期間，在存儲設備裡的程式和數據可能失去和不可取回。客戶同意在“維修部”履行任何維護服務之前，備份客戶的程式和數據是客戶的責任。“維修部”並毋需對任何損失客戶的記錄，數據和軟體負上任何責任。
- 9. 若本保修條款於應用上具有不清晰或疑問之處，“維修部”保留或終止本保修條款之最終權利。
- 10. 其他維修條款請參考原製造商之保養條款。
- 11. 如中文與英文條款有所不同時，則以英文條款為準。以英文條款為準。

Repair and Services Terms and Conditions

- 1. OIDI Hong Kong Limited (“Service Centre”) reserves the right to charge/refuse to provide services to any products/accessories (“product”) if:
 - a. Unauthorized repairs or modifications have been carried out on the “product”.
 - b. The “product” is damaged due to accident, abuse or misuse, broken, neglect, water, fire or any other causes other than manufacture defect or normal wear and tear.
 - c. Valid proof of purchase of the “product” is not furnished.
- 2. This maintenance order (“MO”) must be produced upon collection of the “product”. Upon presentation of this “MO”, “Service Centre” will release the “product” to the holder of this “MO” and shall have no responsibility to ascertain the ownership of “product”.
- 3. “Service Centre” reserves the right to dispose the “product” at its own discretion if the “product” is not collected within three months from the open date on this “MO”, this includes “product” either under warranty or non-warranty; the service charge is paid or unpaid. Customer shall then has no rights against “Service Centre” in such event.
- 4. Service charge is non-refundable
- 5. Part(s) or component(s) being replaced shall become property of the “Service Centre” and will not return to customer.
- 6. “Service Centre” shall take no responsibility or liability to any loss or damages, directly or indirectly, to the customer or any person, firm, company and corporation from any delay in repair and maintenance or from any failure of the repaired “product” whether such delay or failure arise from negligence, omission, default and/or any other act of the employee of the “Service Centre” from any other cause whatsoever.
- 7. For all non-warranty or out of warranty repairs or express service, “Service Centre” will charge a labor of HK\$500 plus additional part(s) or component(s) fee if replacement is necessary.
- 8. “Service Centre” will conduct maintenance and repair services on “product” including the storage device(s). During the process, the programs and data in the storage device(s) might be lost and not recoverable. Customers agree that it is customer responsibility to back-up customer’s programs and data before “Service Centre” perform any maintenance services. “Service Centre” is not liable for any loss of or damage to your records or data or software and or any hardware.
- 9. “Service Centre” reserves the right to terminate the warranty in the event of any uncertainty or doubt as to the applicability of these terms and conditions.
- 10. Others service warranty terms are subject to the original manufacturer warranty terms and condition.