

HKT EXTENDED WARRANTY SERVICE TERMS AND CONDITIONS

1. HKT Extended Warranty Service ("**Service** / "**Extended Warranty**") is provided by a member of the HKT Group (being HKT Limited and its subsidiaries, which may include, but not limited to, Hong Kong Telecommunications (HKT) Limited, CSL Mobile Limited and PCCW Media Limited ("**Company**," or "**we**", or "**us**"). The Company has arranged Bolttech Device Protection Hong Kong Limited ("**bolttech**") as its service provider to manage and deliver the Service.
2. By subscribing the Service, you agree to comply with all the terms and conditions relating to the Service, including these Terms and Conditions and those terms and conditions as set out in the application form, sales invoice or other relevant documents in relation to the Service you have subscribed ("**EW Contract**").
3. The Service will only cover one (1) designated eligible product as indicated on your EW Contract, which must be a brand new product which you have purchased from the Company ("**Product**") at a designated retail store, which Product must be used in the Hong Kong SAR ("**Hong Kong**"), solely for your household and personal use.
4. The Service must be subscribed within 30 days from the date of your purchase of the Product. You may be required to provide the original HKT Sales Memo of the Product and/or any other documents as we may require for verification purposes, including but not limited to when subscribing to the Product and when exercising any benefit under the EW Contract.
5. The effective date of the Extended Warranty period under the Service is one (1) year / two (2) years (or any other period as specific in your EW contract) ("**Extended Warranty Period**") shall be immediately after the expiry date of the original factory warranty provided by the manufacturer ("**Manufacturer**") of the Product ("**Manufacturer's Warranty**").
6. You will receive the service activation code within around five (5) working days after service subscription (i) in your My HKT App "My Wallet" (applicable for NETVIGATOR, HKT Home Phone or Now TV customers) or (ii) in your 1010 / csl App "My Wallet & Rewards > Offers and Rewards > Rewards" (applicable for 1010 or csl customers) or (iii) by SMS. Each service activation code can only be used ONCE, to redeem the Service for one designated eligible Product. Please follow the instructions to register within 30 days. Upon successful registration, you will receive a confirmation email from bolttech.
7. To enjoy the Service, customers can access to the Company's designated redemption website (powered by bolttech), type in the service activation code as shown on your App Wallet or SMS. By using the Company's website, you agree and acknowledge that the Company may be collecting certain personal data. For details, please refer to the Company's relevant Personal Information Collection Statement and the HKT Group's Privacy Statement (available at HKT Home page at www.hkt.com).
8. For necessary repair requests during the Extended Warranty Period, you are required to present the relevant sales memo for the Product from the Company, the relevant delivery document for the Product from the Company, the relevant application form for the Service from the Company, the Manufacturer's Warranty and such other documents as the Company or bolttech may request.
9. During the Extended Warranty Period, the Service provides product repair and/or one-time replacement services (one-time replacement service is only offered where the Product cannot be repaired or is Beyond Economic Repair (BER)), which must be carried out in Hong Kong. If a failure occurred to the Product within the Extended Warranty Period, you may enjoy an unlimited number of repair services with a total repair value not exceeding 125% of the Product's recommended retail price ("**Maximum Repair Value**"). Repair services and/or one-time replacement services are only provided for inherent mechanical and electronic defects and/or failures of the Product and shall not exceed the scope of the Manufacturer's Warranty, and any repair service costs exceeding the Maximum Repair Value shall be borne by you separately. The Company and bolttech shall not be liable for such additional costs.

10. If the failure of the Product under repair is not due to inherent mechanical and electronic defects and/or failures of the Product, the inspection fee shall be deducted from your Maximum Repair Value but the Company or bolttech shall not be responsible for repairing the Product nor bear the cost of the actual repair. However, if you decide to proceed with any suggested repair after the inspection, you shall bear the repair cost separately (such repair cost will not be deducted from your Maximum Repair Value). The Company and bolttech will not be responsible for any costs incurred beyond the inspection.
11. **“DOA” or “dead on arrival”** refers to the Product (i) being purchased and not taken immediately from a designated retail store of the Company, and which is later delivered to you; (ii) upon delivery is found to be completely inoperative; and (iii) is immediately returned to the Manufacturer for replacement. The Service shall continue to cover the replacement product you subsequently obtain, provided that you notify the Company and bolttech in writing of the details of the replacement product within 30 days from the date of your receipt of the replacement product. The replacement product shall then become the Product covered under the Extended Warranty you purchased from the Company.
12. In the event that the Product is Beyond Economic Repair (BER) (meaning that the cost of repair exceeds 85% of the Product's recommended retail price) or where there is unavailability of spare parts for repair, you shall be entitled to one (1) replacement of the Product. If during the Extended Warranty Period your Maximum Repair Value is insufficient to cover the purchase price of a replacement new product, you shall be responsible for paying the difference between the purchase price of the replacement new product and your Maximum Repair Value. If there is remaining balance of Maximum Repair Value after replacement, there will be no refund of the price difference. Upon replacement of the new product, the Service shall automatically terminate.
13. For the avoidance doubt and regardless of any provision in the Service, the scope of repair and/or replacement services provided by the Service shall be limited to inherent mechanical and electronic defects and/or failures of the Product and shall not exceed the scope of the Manufacturer's Warranty. The following items are not covered by the Service:
 - a. Covered by the Manufacturer's Warranty, any other maintenance or warranty, or any other effective maintenance plan.
 - b. Product damage caused by violation of the Manufacturer's Warranty, abuse, negligence, illegal use, and/or abnormal use.
 - c. Regular wear and tear, breakage, or gradual aging of the Product.
 - d. Replacement of any consumables or accessories, such as power cords, transformers, casings, batteries, remote controls, covers, etc.
 - e. Damage to the appearance of the Product, such as paint peeling, surface wear and tear, dents, or scratches.
 - f. Any defects that lead to the manufacturer's product recall.
 - g. Any fraudulent or deceptive service requests discovered by the Company.
 - h. Confiscation, detention, destruction, or requisition by customs, police, any government or public agency, or authority due to prohibited items, stolen goods, or due to illegal acts or activities or for any other reason.
 - i. Serious defects caused by common reasons for component failure.
 - j. Repair costs incurred by any unauthorised repairer.
 - k. Any form of loss or inability to trace the Product, or any consequential or incidental loss suffered as a result of the Product.
 - l. Any repairs carried out on the Product by unauthorised personnel before reporting the fault, or if the Product has been repaired by non-authorised personnel.
 - m. Malfunctions caused by nuclear reactions, nuclear radiation, or radioactive contamination.

- n. Malfunctions caused by overload, experimentation, or abnormal testing of the Product.
 - o. Any defects, deficiencies, cracks, or local fractures that gradually form and may require repair or replacement of affected components in the future.
 - p. Aging, wear and tear, damage or scratches caused by external forces, or natural wear and tear caused by normal use or long-term exposure.
 - q. Damage caused by any intentional act on the Product, including but not limited to incorrect installation or incorrect setup.
 - r. Any malfunctions caused by accidents, fires, floods, natural disasters, terrorism, or voltage surges.
 - s. Damage caused by accidental or intentional physical or liquid damage to the Product, product explosion or theft, liquid spillage, corrosion, animal and insect infestation.
 - t. Any malfunction, damage or defects not arising from inherent mechanical and electronic defects and/or failures of the Product.
14. You are required to notify bolttech by email or calling the hotline below within seven (7) business days of the occurrence of the failure due to inherent mechanical and electronic defects and/or failures within the Extended Warranty Period. Otherwise, the Company reserves the right to refuse the service request. You must raise the service request with the Manufacturer directly to arrange on-site inspection and delivery repair services. You will be charged for inspection, repair and delivery service fees by an on-site authorised technician of the Manufacturer after completion of the repair. The Company shall be responsible for the applicable costs of on-site service and delivery repair service which shall be deducted from your Maximum Repair Value. Any costs exceeding the Maximum Repair Value shall be borne by you separately. You can then contact bolttech for the applicable cost settlement. For service request or inquiries regarding the Service, please call the bolttech hotline at +852 5803 2496 (Office hours: Monday to Saturday, 9:00 am to 6:00 pm; excluding Sundays and public holidays) or email to device.support@bolttech.hk.
15. If the EW Contract is terminated for whatever reason prior to the expiry of the Extended Warranty Period, you shall not be refunded any service fee paid under the EW Contract (whether you are subject to monthly or one-off payment of service fees under the EW Contract); and if you are subject to monthly payment of service fees under the EW Contract, you will be required to pay an early termination charge, which is the sum of the remaining monthly services fees within the Extended Warranty Period for the Service, whereby less than one (1) calendar month shall be regarded as one (1) full month for calculation purpose.
16. The EW Contract will be automatically terminated after the Product is replaced due to Beyond Economic Repair (BER), if no repair limit remains, or upon the expiry of the Extended Warranty Period. There will be no extension of EW Contract under any circumstances.
17. The Company will not assume any responsibility related to the Service provided by bolttech as the Company's service provider or any matters arising there from or related to. Any disputes or complaints related to bolttech's provision of services shall be submitted to bolttech and solely handled by bolttech.
18. Subject to [Paragraph 17](#) above, in case of any dispute regarding the terms and conditions of the Service, decisions made by the Company will be final and binding.
19. The Company may change any terms and conditions related to the Service at any time without prior notice.
20. In case of discrepancies between the English and Chinese versions of the EW Contract, the English version shall apply and prevail.

HKT 延長保養服務條款及細則

1. HKT 延長保養服務 (“服務/ “延長保養”) 由香港電訊集團的成員提供 (包括香港電訊 (HKT) 有限公司及其子本公司，可能包括但不限於香港電訊 (HKT) 有限公司，CSL Mobile Limited 和 PCCW Media Limited (“本公司” 或 “我們”))。本公司已安排 Bolttech Device Protection Hong Kong Limited (“bolttech”) 作為其服務供應商來管理和提供服務。
2. 通過申請該服務，表示您同意遵守與該服務相關的所有條款及細則，包括這些條款及細則以及服務申請表、銷售發票或其他相關文件中所列明的條款及細則 (“延長保養服務合約”)。
3. 該服務僅涵蓋您在延長保養服務合約中指定的一 (1) 個符合條件的產品，該產品必須是您從本公司的指定零售店購買的全新產品 (“產品”)，並且必須在香港特別行政區 (“香港”) 內使用，僅供您的家庭和個人使用。
4. 該服務必須在您購買產品的日期起 30 天內申請。您可能需要提供產品的原始銷售收據和/或我們可能需要進行驗證的其他文件，包括但不限於訂閱產品和行使延長保養服務合約下任何權益時。
5. 本服務下的延長保養期的生效日期為一 (1) 年/兩 (2) 年 (或您的延長保養合約中特定的任何其他期限) (“延長保養期”)，即在產品製造商 (“製造商”) 提供的原廠保養到期後立即生效。
6. 您將在申請服務後五 (5) 個工作日內收到服務啟動代碼 (i) 在您的 My HKT 手機應用程式 “我的錢包” 中 (適用於網上行、HKT 家居電話或 Now TV 客戶) 或 (ii) 在您的 1010 / csl 手機應用程式 “我的錢包和獎賞 > 優惠與獎賞” 中 (適用於 1010 或 csl 客戶) 或 (iii) 短訊，每個服務啟動代碼只能使用一次，以兌換一個指定的合格產品的服務。請按照上述說明並於 30 天內註冊。成功註冊後，您將收到 bolttech 的確認電子郵件。
7. 為啟動此服務，客戶需訪問本公司指定的兌換網站 (由 bolttech 提供) <https://hkt-device.bolttech.hk/hk/%E5%85%8C%E6%8F%9B/device-details>，輸入在手機應用程式中 “我的錢包” 中顯示的服務啟動碼。使用本公司的兌換網站，代表您同意並承認本公司可能正在收集某些個人數據。有關詳細信息，請參閱本公司相關的個人信息收集聲明和香港電訊集團的隱私聲明 (可在香港電訊主頁 www.hkt.com 上找到)。
8. 如在延長保養期內需要進行必要的維修請求時，您需要向本公司提交有關產品的相關銷售收據，本公司的產品的送貨單據、本公司的相關服務申請表、製造商的保養證書以及本公司或 bolttech 可能要求的其他文件。
9. 在延長保養期內，服務將提供產品維修及/或一次更換服務 (僅在產品無法維修或維修不合乎經濟效益 (BER) 的情況下提供一次更換服務)，必須在香港進行。如果產品在延長保養期內發生故障，您可享受無限次數的維修服務，總維修價值不超過產品的建議零售價的 125% (“最高維修總額”)。維修服務和/或一次更換服務僅提供產品的固有機械和電子缺陷和/或故障，不得超出製造

商的保養範圍，以及超過最高維修總額的任何維修服務費用，均將由您另行承擔。本公司及 bolttech 將不會負責相關的額外費用。

10. 如果維修中的產品故障不是由產品固有的機械和電子缺陷和/或故障引起，檢查費將從您的最高維修總額中扣除，但本公司或 bolttech 不負責維修產品或承擔實際維修費用。但倘若您決定在檢查後進行任何建議的維修，您須另行承擔維修費用（此維修費用不會從您的最高維修總額中扣除）。本公司和 bolttech 將不負責檢查以外所產生的任何費用。
11. “DOA” 或 “Damage on arrival” 是指產品 (i) 被購買後未立即從本公司指定的零售店取走並來後來交付給您；(ii) 交付時發現完全無法操作；以及 (iii) 立即退回製造商進行更換。本服務將繼續覆蓋您隨後獲得的更換產品，前提是您須在收到已更換產品後的 30 天內以書面形式通知本公司和 bolttech 該更換產品的詳細資訊。隨後，該更換產品將成為您的延長保養服務所覆蓋的產品。
12. 如產品超出維修不合乎經濟效益 (BER) 範圍 (指維修費用較產品建議零售價之 85% 為高) 或無法獲取維修所需的零件，則您有權獲得一 (1) 次產品更換。如果在延長保養期間，您的最高維修總額不足以支付替換新產品的購買價格，則您須負責支付更換新產品購買價格與您的最高維修總額之間的差額。如果更換後仍有維修可用餘額，則不會退還產品價格的差額。更換至新產品後，服務將自動終止。
13. 為避免有任何疑問，不論此服務中的任何規定，本服務所提供的維修及/或更換服務範圍僅限於產品固有的機械和電子缺陷和/或故障，並且不得超過製造商的保養範圍。以下情況均不在此服務範圍內：
 - a. 仍受原廠保養，任何其他維修保養或任何其他仍生效之保養計劃所保障；
 - b. 因違反製造商保養、濫用、疏忽、非法使用和/或非正常使用而導致的產品損壞；
 - c. 產品的定期耗損及破裂或逐漸老化；
 - d. 更換任何消耗品或配件，例如電源線、變壓器、機殼、電池、遙控器、布套等；
 - e. 產品外觀之損壞，例如油漆剝落、表面磨光之耗損、凹痕或刮花等；
 - f. 任何導致製造商產品回收之缺陷；
 - g. 任何 HKT 發現之欺騙和欺詐的服務請求；
 - h. 無論是作為違禁品、贓物，或由於非法行為或活動或其他原因，導致海關或警察或任何政府或公共機構或當局命令而沒收、扣留、銷毀或徵用；
 - i. 因部件常見原因造成的故障而引起的重大瑕疵；
 - j. 任何由第三方提供之維修服務所產生的維修費用；
 - k. 產品任何形式之遺失或無法追蹤，或因產品而遭受任何形式之後果性或附帶性損失；
 - l. 您在未有呈報該故障前對產品進行任何維修，或產品已由非認可人員曾經對產品進行過維修；

- m. 任何核反應、核輻射或放射性污染引起的故障；
 - n. 因超負荷、實驗或要求對產品施加異常測試而引起的故障；
 - o. 任何部分逐漸形成之瑕疵、缺陷、裂紋或局部斷裂，而在未來可能對受影響之部件進行維修或更新；
 - p. 產品任何部分老化或磨損或耗損、因外力導致損壞或刮花，或因正常使用或長期暴露引致之自然損耗；
 - q. 因對產品作出任何故意行為而導致之損壞，包括但不限於錯誤的安裝或錯誤的設置；
 - r. 任何其他基於意外、火災、水災、天然災害、恐怖主義或電壓飆升所引致之故障；
 - s. 因對產品造成意外或故意的物理或液體損壞、產品被爆竊或盜竊、液體溢出、腐蝕、動物及昆蟲侵擾；
 - t. 並非由產品固有的機械和電子缺陷和/或故障引起的任何故障、損壞或缺陷。
14. 您需在延長保養期內七（7）個工作日內以電子郵件或致電以下熱線通知 **boltttech**，以提交產品固有機械和電子缺陷和/或故障引起的故障。否則，本公司保留拒絕服務請求的權利。您必須直接向製造商提出服務請求，以安排上門檢查和送修服務。當維修完成後，製造商的現場授權技術人員將向您收取檢查、維修和送貨服務費用。本公司將負責上門檢查和送修服務的相關費用，而該費用將從您的最高維修總額中扣除。超過最高維修總額的任何費用均須由您另行承擔。您可聯繫 **boltttech** 進行相關維修所產生的費用退還。如需就有關服務請求或進行查詢，請致電 **boltttech** 熱線+852 5803 2496（辦公時間：星期一至星期六，上午 9:00 至下午 6:00；不包括星期日和公眾假期）或發送電子郵件至 device.support@boltttech.hk。
15. 如果在延長保養期到期前出於任何原因終止延長保養服務合約，您將不會退還在延長保養服務合約下支付的任何服務費（無論您是否受到延長保養服務合約下月費或一次性服務費的影響）；如果您受到延長保養服務合約下月費的影響，您將需要支付提前終止費用，該費用是在延長保養期內剩餘的月度服務費用之和，其中少於一（1）個日曆月將被視為一（1）個完整月份進行計算。
16. 延長保養服務合約將在產品因「維修不合乎經濟效益」（“BER”）而更換後自動終止。如沒有剩餘的維修餘額或在延長保養期屆滿時，在任何情況下延長保養服務合約將不獲延長。
17. 本公司將不承擔與 **boltttech** 作為本公司服務供應商所提供的服務或任何相關事項的責任。任何與 **boltttech** 提供服務相關的爭議或投訴均交由 **boltttech** 處理。
18. 在符合上述第 17 條的情況下，如對以上服務有任何爭議，本公司的決定將為最終決定而該決定並具有決定性和約束力。
19. 本公司保留隨時修改及修訂有關條款及細則的酌情權而毋須事先通知。
20. 一旦此等條款的英文及中文版本有所差異，須以英文版本為準。