

HKT EXTENDED WARRANTY SERVICE (FOR MOBILE AND TABLET) TERMS AND CONDITIONS

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**", "**we**", "**our**" or "**us**") as indicated in your application for the Service. The Company has arranged Bolttech Device Protection Hong Kong Limited ("**boltttech**") as its service provider to manage and deliver the Service.

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**").

The Service will only cover one (1) designated eligible Device as indicated on your EW Contract, which must be a brand new Device which you have purchased from the Company ("**Device**") at a designated retail store, which Device must be used in the Hong Kong SAR ("**Hong Kong**"), solely for your household and personal use.

The Service must be subscribed within thirty (30) days from the date of your purchase of the Device. You may be required to provide the original HKT Sales Memo of the Device and/or any other documents as we may require for verification purposes, including but not limited to when subscribing to the Device and when exercising any benefit under the EW Contract.

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 Device ("**Manufacturer's Warranty**").

1. How To Activate the Service Plan

By Redemption

You will receive the service activation code within around five (5) working days after service activation (i) in your 1010 / csl App "My Wallet & Rewards > Offers and Rewards > Rewards" (applicable for 1010 or csl customers) or (ii) in your My HKT App "My Wallet" (applicable for NETVIGATOR, HKT Home Phone or Now TV 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 thirty (30) days upon receiving activation code. Upon successful registration, you will receive a confirmation email from boltttech.

To enjoy the Service, customers can access the Company's designated redemption website (powered by boltttech): <https://hkt-device.boltttech.hk/>, 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

HKTEW/T&C/V2.0/SEP24

Collection Statement and the HKT Group's Privacy Statement (available at HKT Home page at www.hkt.com).

The Device must be a newly purchased Device from HKT (and must meet our specific requirements which may be updated from time to time) and you must subscribe to the Service within thirty (30) days from the date of the purchase of the Device. You are required to complete the registration of the Device to render it a "Registered Device" includes completion of verification process online, whereby you will be asked to provide the IMEI number of the Device. You will not be eligible for any service request if your Device is not duly and timely registered with the aforesaid timeframe. If you complete the registration within the aforesaid timeframe, you will enjoy the entitlement under the Service from the time of successful registration.

2. Scope of Service Plan

2.1 Extended Warranty Service

During the Extended Warranty Period, you are eligible for an unlimited number of repair services with an unlimited repair value and/or one time-replacement service (one-time replacement service is only offered where the Product cannot be repaired or is Beyond Economic Repair (BER)). Repair services and/or one-time replacement service 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.

If the failure of the under repair is not due to inherent mechanical and electronic defects and/or failures of the Registered Device, the Company or bolttech will nonetheless cover the inspection fee charged by Manufacturer but the Company or bolttech shall not be liable to service or bear the cost of the actual repair. If you decide to proceed with any suggested repair after the inspection, you shall bear the repair cost separately. The Company and bolttech will not be responsible for any costs incurred beyond the said inspection fee.

For necessary repair requests during the Extended Warranty Period, you are required to present the relevant sales memo for the Registered Device from the Company, the relevant application form for the Service from the Company, and such other documents as the Company or bolttech may request.

2.2 Screen Replacement

You are eligible for Screen Replacement service once a year to replace the screen of your Registered Device For each Screen Replacement, you will be required to pay a Screen

HKTEW/T&C/V2.0/SEP24

Replacement fee of 3% of the recommended retail price of the Registered Device at the time of the service.

2.3 Battery Replacement

You are eligible for one (1) time battery replacement during the first year of the Extended Warranty Period as Extended Warranty Period requested by You for the replacement of battery where the battery capacity of the Registered Device to hold an electrical charge is less than eighty percent (80%) of the battery's original specification. For battery replacement request, you are required to present the relevant repair report and other supporting documents to show the battery capacity of your Registered Device as the Company or bolttech may request.

3. Other Key Conditions

3.1 Beyond Economic Repair

In the event that the Registered Device is Beyond Economic Repair (BER) (meaning that the cost of repair exceeds 85% of the Registered Device's recommended retail price as stated in the application form of the Service) or where there is unavailability of spare parts for repair, you shall be entitled to one (1) replacement of the Registered Device. For such replacement, it will be limited to 100% of the Registered Device's recommended retail price you purchased for Extended Warranty Service, if the cost of replacement device exceed 100% of the Registered Device's recommend retail price, you shall be responsible for paying the difference between the purchase price of the replacement Device. . Upon replacement of the new Device, the Service shall automatically terminate.

3.2 "DOA" or "Dead on Arrival"

In the event that the Registered Device (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 Device you subsequently obtain, provided that you notify the Company and bolttech in writing of the details of the replacement Device within 30 days from the date of your receipt of the replacement Device. The replacement Device shall then become the Registered Device covered under the Extended Warranty you purchased from the Company.

4. Exclusions

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 Registered Device 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. Registered Device 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 Registered Device.
- d. Replacement of or support for data, software, music etc. i.e., any data stored on the Registered Device.

HKTEW/T&C/V2.0/SEP24

- e. Replacement of any consumable items or accessories like chargers, headphones, etc.
- f. Damage to any electronic data and/or Registered Device software/operating system, storage media, data/records or similar intangible items and damage to the SIM card/memory card of the Registered Device not caused by manufacturing defect.
- g. Damage to the appearance of the Registered Device, such as paint peeling, surface wear and tear, dents, or scratches.
- h. Any defects that lead to the manufacturer's Registered Device recall.
- i. Any fraudulent or deceptive service requests discovered by the Company.
- j. 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.
- k. Serious defects caused by common reasons for component failure.
- l. Repair costs incurred by any unauthorised repairer.
- m. Any form of loss or inability to trace the Registered Device, or any consequential or incidental loss suffered as a result of the Registered Device.
- n. Any repairs carried out on the Registered Device by unauthorized personnel before reporting the fault, or if the Registered Device has been repaired by non-authorized personnel.
- o. Malfunctions caused by nuclear reactions, nuclear radiation, or radioactive contamination.
- p. Malfunctions caused by overload, experimentation, or abnormal testing of the Registered Device.
- q. Any defects, deficiencies, cracks, or local fractures that gradually form and may require repair or replacement of affected components in the future.
- r. Aging, wear and tear, damage or scratches caused by external forces, or natural wear and tear caused by normal use or long-term exposure.
- s. Damage caused by any intentional act on the Registered Device, including but not limited to incorrect installation or incorrect setup.
- t. Any malfunctions caused by accidents, fires, floods, natural disasters, terrorism, or voltage surges.
- u. Damage caused by accidental or intentional physical or liquid damage to the Registered Device, Device explosion or theft, liquid spillage, corrosion, animal and insect infestation.
- v. Any malfunction, damage or defects not arising from inherent mechanical and electronic defects and/or failures of the Registered Device.
- w. Any failure of the Registered Device to operate as a result of problems with respect to the network infrastructure, Your network subscription or similar service issues.

5. Termination

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.

The EW Contract will be automatically terminated after the Registered Device is replaced due to Beyond Economic Repair (BER) or the Registered Device cannot be repaired or upon the expiry of the Extended Warranty Period. There will be no extension of EW Contract under any circumstances.

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. In

HKTEW/T&C/V2.0/SEP24

case of any dispute regarding the terms and conditions of the Service, decisions made by the Company will be final and binding.

6. Service Request Process

6.1. Extended Warranty Service and Battery Replacement

For Extended Warranty Service and Battery Replacement service requests, you are required to notify boltech by email or calling the hotline within seven (7) business days of the occurrence of the failure to or problems of the Registered Device 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's authorized repair centre directly to arrange inspection and repair services. You will first be charged for inspection, repair, and any service fees by the Authorized Repair Centre upon completion of the repair. Subsequently, you can contact boltech by email or calling the hotline for cost reimbursement by providing the receipt issued by the Authorized Repair Centre.

6.2. Screen Replacement

For Screen Replacement service request, you are required to make a request by email or calling the hotline and pay the service fee (as defined in clause 2.2 above) when you submit the service request. We will use reasonable endeavors to replace the screen of your Registered Device. We will use reasonable endeavor to complete the Screen Replacement journey from collection to delivery after Screen Replacement within the below timeframes, but we do not guarantee that we can always complete it within these timeframe and will not be liable for any delay:

	Selected location in Hong Kong Island, Kowloon and New Territories (Subject to our courier service area availability)	Other Locations
Turnaround Time	As soon as 24 hours – subject to parts availability and operating hours from our service provider. (Excluding Sunday and Public Holiday)	Within 1 week – subject to parts availability and operating hours from our service provider. (Excluding Sunday and Public Holiday)

Selected location Hong Kong Island, Kowloon and New Territories means a residential or office address that our dedicated logistics providers will be able to provide on-demand logistics service. This is subject to the on-demand serving area availability by our dedicated logistics providers. Please contact our hotline for details (see below).

Longer collection and delivery times may apply in the case of adverse weather conditions or other events outside our control. We will not be liable for any delay or failure in collecting the Registered Device from you or delivering the Registered Device after Screen Replacement to you where such delay or failure is caused by an event outside our control and no refund of any subscription or other fees will be made in the event of such delay or failure. Longer Screen Replacement time may be required depending on screen availability, or we and our service provider's requests for information from you including to access your phone, such as unlocking password, unlocking activation lock etc.

All data stored in your Registered Device may be lost or deleted after the repair service. Such data includes, but not limited to, Phone Book, SMS, MMS, Photo, Downloaded Ring Tone, Calendar, any Apps, To Do List. Before handing over your Registered Device to our courier or bolttech service agent for service, we strongly recommend that you should, at your own costs (if any), create and store a separate backup copy of your data or information stored in your Registered Device and disable any security passwords. You acknowledge and agree that data or information may be altered or deleted from your Registered Device during Extended Warranty repair or Screen Replacement. The Company and bolttech shall not be responsible or liable for any data stored on your Registered Device that is lost, altered, deleted, or is otherwise inaccessible after Extended Warranty repair or Screen Replacement.

During Screen Replacement, the repair agent may require access to your Registered Device and the data stored in your Registered Device may be lost. The replaced part(s) is/are non-returnable. The Company and bolttech reserve the right to reject any request for written or verbal report in relation to the Extended Warranty repair or Screen Replacement of your Registered Device. You acknowledge and do not object to the fact that we and our service provider do not warrant any uninterrupted or error-free operation of your Registered Device and is not under any obligation to support your Registered Device for all operating environments, including but not limited to, compatibility with all current and/or future versions of software or hardware, after the Extended Warranty repair or Screen Replacement.

7. General

The Company may change or amend these Terms and Conditions and/or the Service (or any part thereof) at any time without prior notice. In case of discrepancies between the English and Chinese versions of the EW Contract, the English version shall apply and prevail. In case of any dispute in relation the Service, we shall always have the final right of determination.

The General Terms and Conditions of us shall apply, please refer to the followings for details:-

Brand	General Terms and Conditions
csl	https://www.hkcsll.com/en/mobile-service-agreement-consumer-customers/
1010	https://1010-style.com/assets/terms_and_conditions/TC1010%20220323E.pdf

Netvigator	https://www.netvigator.com/assets/doc/general_conditions_telecommunications_service_consumer_eng.pdf
Now TV	https://nowplayer.now.com/setting-sn-termsnconditions-ve
HKT Home	https://www.hkt.com/assets/HKTCorpsite/files/terms/General%20Conditions%20of%20Telecommunications%20Service%20(Consumer%20Customers)_Eng_Sep%202024.pdf

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.

HKT 延長保養服務 (適用於手機和平板) 條款及細則

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) 有限本公司及其子本公司, 可能包括但不限於香港電訊 (HKT) 有限本公司, 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。

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”)。

該服務僅涵蓋您在延長保養服務合約中指定的一 (1) 個符合條件的裝置, 該裝置必須是您從本公司的指定零售店購買的全新裝置 (“裝置”), 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。

該服務必須在您購買裝置的日期起 30 天內申請。您可能需要提供裝置的原始銷售收據和/或我們可能需要進行驗證的其他文件, 包括但不限於訂閱裝置和行使延長保養服務合約下任何權益時。

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”), 即在裝置製造商 (“製造商”) 提供的原廠保養到期後立即生效。

1. 如何啟動服務計劃

透過啟動代碼

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 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 (ii) 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 (iii) 短訊, 每個服務啟動代碼只能使用一次, 以兌換一個指定合資格產品的服務。請按照指示並於 30 天內註冊。成功註冊後, 您將收到 bolttech 的確認電子郵件。

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>, 輸入在手機應用程式中“我的錢包”或短訊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)。

裝置必須是從 HKT 購買的全新裝置 (且您的裝置符合我們的特定要求), 該延長保養服務合約必須在裝置購買日期起三十 (30) 天內完成。客戶需在線完成驗證過程以登記其裝置以使其成為「註冊裝置」, 屆時您將被要求提供裝置的 IMEI 號碼。如果您的裝置沒有完成登記, 您將不被允許提出任何服務請求。

2. 服務計劃範圍

2.1 延長保養服務

在延長保養期內，您可以享受無限次數及額度之維修服務和/或一次性更換服務(僅在裝置無法維修或維修不合乎經濟效益 (BER) 範圍的情況下提供一次性更換服務)。維修服務和/或一次性更換服務僅針對裝置固有機械和電子缺陷和/或故障提供，不得超出製造商保修的範圍。

如果維修中的註冊裝置故障不是由裝置固有的機械和電子缺陷和/或故障引起，公司或 **boltttech** 將承擔檢查費用，但本公司或 **boltttech** 不負責維修裝置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。本公司和 **boltttech** 將不負責檢查以外所產生的任何費用。

如在延長保養期內需要進行必要的維修請求時，您需出示本公司提供的裝置相關銷售單據、本公司提供的服務相關申請表以及本公司或 **boltttech** 可能要求的其他文件。

2.2 屏幕更換

在延長保養合同期間，您有資格每年獲得一次 (1) 次屏幕更換服務，以更換您註冊裝置的屏幕。在每次屏幕更換時，您需支付此服務時註冊裝置的建議零售價的 3% 作為屏幕更換費。

2.3 電池更換

在延長保養期的第一年內，當裝置的電池容量低於其原始規格的百分之八十 (80%) 時，您可以要求申請一次 (1) 次電池更換。在提出電池更換請求時，本公司或 **boltttech** 可能要求您出示相關維修報告和其他證明文件。

3. 其他重要條件

3.1 維修不合乎經濟效益 (BER) 範圍

如果登記裝置被認定為維修不合乎經濟效益 (BER)(指維修費用較登記裝置建議零售價之 85% 為高) 或無法獲取維修所需的零件，您則有權獲得一 (1) 次登記裝置更換。此更換將限於登記裝置建議零售價格的 100%，您需負責支付更換新裝置的購買價格之間的差額。新裝置更換後，服務將自動終止。

3.2 “DOA” 或 “Dead on arrival”

如果登記裝置 (i) 是購買後未立即從本公司的指定零售店提取並在後來交付給您；(ii) 交付時發現完全無法操作；以及 (iii) 立即退回給製造商進行更換。本服務將繼續覆蓋您隨後獲得的更換登記裝置，前提是您須在收到已更換裝置後的 30 天內以書面形式通知本公司和 **boltech** 該更換裝置的詳細資訊。該更換裝置將成為您從本公司購買的延長保養服務所涵蓋的登記裝置。

4. 不受保障範圍

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登記裝置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/或異常使用造成的登記裝置損壞。
- c. 登記裝置的定期耗損及破裂或逐漸老化。
- d. 數據、軟件、音樂等的更換或支持，即任何存儲在登記裝置上的數據。
- e. 更換任何消耗品或配件，如充電器、耳機等。
- f. 登記裝置非因製造之缺陷而引致的任何電子數據及 / 或流動裝置之軟件 / 操作系統、儲存媒介、數據 / 記錄或類似之無形物品的損壞，以及登記裝置裝置之 SIM 卡 / 記憶卡的損壞。
- g. 登記裝置裝置外觀之損壞，例如油漆剝落、表面磨光之耗損、凹痕或刮花等。
- h. 任何導致製造商登記裝置回收之缺陷。
- i. 任何 HKT 發現之欺騙和欺詐的服務請求。
- j. 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。
- k. 因部件常見原因造成的故障而引起的重大瑕疵。
- l. 任何由第三方提供之維修服務所產生的維修費用。
- m. 登記裝置任何形式之遺失或無法追蹤，或因登記裝置而遭受任何形式之後果性或附帶性損失。
- n. 您在未有呈報該故障前對登記裝置進行任何維修，或登記裝置已由非認可人員曾經對裝置進行過維修。
- o. 任何核反應、核輻射或放射性污染引起的故障。
- p. 因超負荷、實驗或要求對登記裝置施加異常測試而引起的故障。
- q. 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。
- r. 裝置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。
- s. 由任何故意行為造成的對登記裝置的損壞，包括但不限於不當安裝或不當設置。
- t. 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。
- u. 因對裝置造成意外或故意的物理或液體損壞、裝置被爆竊或盜竊、液體溢出、腐蝕、動物及昆蟲侵擾。

- v. 並非由登記裝置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。
- w. 因網絡之基礎建設問題、閣下之網絡訂閱或類似之服務問題而導致登記裝置無法運作。

5. 終止服務

如果延長保養合約在延長保養期到期之前因任何原因被終止，您將不會獲得退還任何服務費（無論您是按月支付還是一次性支付服務費）；如果您是按月支付服務費，則需支付提前終止費用，該費用為延長保養期內剩餘的月服務費總和，計算時少於一（1）個日曆月將視為一（1）整個月。

如果登記裝置因維修不合乎經濟效益（BER）被更換或無法維修，，或者在延長保養期到期時，延長保養合約將自動終止。在任何情況下，延長保養合約不會延長。

本公司不會對 **boltttech** 作為本公司服務供應商提供的服務或由此產生的任何事項承擔任何責任。與 **boltttech** 提供的服務相關的任何爭議或投訴應提交給 **boltttech**，並由 **boltttech** 獨自處理。如對服務的條款和條件有任何爭議，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。

6. 服務請求流程

6.1 延長保養服務及電池更換服務請求

關於延長保養期內的延長保養服務及電池更換服務請求，請在登記裝置發生故障內七（7）個工作日內以電子郵件或致電以下熱線通知 **boltttech**，否則，本公司保留拒絕服務請求的權利。您必須直接向授權維修中心提出服務請求，安排檢查和維修服務。維修完成後，授權維修中心將首先向您收取檢查、維修和任何服務費。隨後，您可以通過電子郵件或致電 **boltttech** 熱線，提供授權維修中心的收據，以進行相關維修所產生的費用退還。

6.2 屏幕更換

對於屏幕更換服務請求，您需要通過電子郵件或致電熱線提出請求，並在提交服務請求時支付服務費（定義見上文第 2.2 條）。我們將使用合理的時間更換您註冊裝置的屏幕。我們盡可能在以下時間範圍內完成送收及更換屏幕：

指定香港島、九龍及新界地址 (視快遞服務情況而定)	其他地址
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所需時間	快至24小時—視我們服務提供商的零件供應情況和營業時間而定。(不包括星期日及公眾假期)	1週內—視我們服務提供商的零件供應情況和營業時間而定。(不包括星期日及公眾假期)
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指定地點香港島、九龍和新界是指我們的物流供應商將能夠提供物流服務的地址。這取決於物流供應商提供的服務區域。請聯繫我們的熱線了解詳細信息(請參閱下面的聯繫方式)。

如遇惡劣天氣或超出我們控制範圍的其他事件，送貨時間可能更長。如有超出我們控制範圍的其他事件導致屏幕更換延遲或失敗，我們對此延遲或失敗概不負責，並且不退還任何登記費或其他費用。

如屏幕的供應不足或我和我們的提供商要求您提供信息以開啟您的手機，例如需解鎖密碼及解鎖激活鎖等，屏幕更換時間可能更長。

您登記裝置中存儲的所有內存資料有可能於維修後遺失或刪除。內存資料包括但不限於電話簿、短信、多媒體訊息、相片、下載鈴聲、日曆、任何應用程序、記事簿等。在將您的登記裝置交給我們的遞送員或 **boltech** 服務代理進行屏幕更換服務之前，我們強烈建議您自行及自費(如適用的話)預先製作一份獨立的資料備份，並取消任何保安密碼。用戶同意和明白在延長保養維修或屏幕更換期間，登記裝置上的所有資料都有可能會被刪除或改動。對於儲存在登記裝置上的任何資料發生遺失、改動、刪除或無法存取的問題，我們和我們的服務供應商概不負責，也不承擔任何責任。

在屏幕更換期間，維修人員可能需要連接您的登記裝置，存儲在您登記裝置中的數據可能會丟失。更換的零件不可退貨。本公司和 **boltech** 保留權利拒絕任何與您登記裝置延長保養維修或屏幕更換之書面或口頭報告。我們和我們的服務供應商不會保證任何登記裝置在延長保養維修或屏幕更換後不會出現作業中斷或作業錯誤的問題，也沒有確保任何登記裝置在所有的作業環境下都能得到支援的義務，包括但不限於與所有軟硬體及其將來版本的相容性問題，用戶對此明白並且不會異議。

7. 一般條款

本公司可隨時更改與服務相關的任何條款及細則，恕不另行通知。如延長保養合約的英文及中文版本有所差異，須以英文版本為準。

本公司的一般條款及細則適用，詳情請參閱以下內容

Brand	General Terms and Conditions
csl	https://www.hkcsl.com/mobile-service-agreement-consumer-customers/
1010	https://1010-style.com/assets/terms_and_conditions/TC1010%20220323E.pdf
Netvigator	https://www.netvigator.com/assets/doc/general_conditions_telecommunications_service_consumer_eng.pdf
Now TV	https://nowplayer.now.com/setting-sn-termsnconditions-ve
HKT Home	https://www.hkt.com/assets/HKTCorpsite/files/terms/General%20Conditions%20of%20Telecommunications%20Service%20(Consumer%20Customers)_Eng_Sep%202024.pdf

如需提出服務請求或查詢有關服務，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；不包括星期日及公眾假期)，或發送電子郵件至 device.support@boltttech.hk。

HKT EXTENDED WARRANTY SERVICE (FOR TV) 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 ("**bolttch**") 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 activation (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 bolttch.
7. To enjoy the Service, customers can access to the Company's designated redemption website (powered by bolttch), 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 bolttch 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

HKTEW/T&C/V2.0/SEP24

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.

HKTEW/T&C/V2.0/SEP24

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 (適用於電視) 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) 有限本公司及其子本公司 · 可能包括但不限於香港電訊 (HKT) 有限本公司 · 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。

HKTEW/T&C/V2.0/SEP24

6. 您將在服務啟動後約五 (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、香港寬頻或 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) 通過手機短訊，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. 為享受此服務，客戶可以訪問本公司指定的兌換網站 (由 bolttech 提供)，輸入在手機應用程式中“我的錢包”中或手機短訊上顯示的服務啟動碼。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**，以提交產品因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。

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