



3D 打印機服務條款

Service Terms of 3D Printer



1 有關有限保用

- 1.1 請於購買日起 30 天內，到漢科電腦公司網站 www.hornington.com/xyz_warranty 登記保用。
- 1.2 本產品的消耗性部件，包括打印模組 (Extruder Module) 和加熱平台 (Heated Bed) 的保用期為 90 天；其餘部件 (da Vinci 1.0 / 2.0 Duo) 為 6 個月及 (da Vinci 1.0A / 2.0A Duo / Jr. 1.0 / Nobel 1.0) 為 12 個月自攜保養。
- 1.3 一般情況下，保用期由上門安裝(如適用)當天起計算。如客戶在技術員上門安裝前打開包裝，保用期則由送貨當天起計算。
- 1.4 請保留單據和送貨收據作維修之用，否則將以貨品出廠日期為準，提供保用服務。
- 1.5 本產品的保用類型為「自攜」形式，客戶需自攜產品到漢科電腦公司客戶服務中心進行維修，地址為觀塘開源道 45 號有利中心 10 樓。
- 1.6 漢科電腦公司提供額外 1 年或 2 年上門維修服務可供選購，詳情可致電銷售熱線 3626 9899 查詢。

2 有關上門安裝服務 (如適用)

- 2.1 漢科電腦公司為本產品提供 1 小時免費上門安裝服務 (星期一至五 10:30 至 17:00) 。
- 2.2 請在購買產品後 30 天內致電 3626-9999 (星期一至五 10:10 至 18:30)，依次按 1、2、8，然後留下個人資料，包括姓名、聯絡電話、購買日期、產品型號、產品序號和上門地區，及後將會以電話聯絡上門日期和時間。
- 2.3 請在技術員上門安裝前不要打開產品包裝，否則保用期改由送貨當天起計算。

3 有關免費送貨服務 (如適用)

- 3.1 漢科電腦公司為本產品提供免費送貨服務。服務僅限於香港特別行政區境內，包括香港島、九龍及新界的工商及屋苑地址，並不包括機場、邊境禁區、離島、愉景灣、馬灣及東涌。
- 3.2 部分偏遠地區或未有公共交通工具直達之地方，客戶須繳付額外費用。
- 3.3 客戶訂購的貨品會於確認付款後 7 個工作天內送達。
- 3.4 送貨時間為星期一至五 (公眾假期除外)，上午 11 時至晚上 8 時，服務時間會因不同地區而有所不同，恕不能指定送貨日期及時間。
- 3.5 收貨地址之街道必須容許貨車停泊。
- 3.6 於送貨時，若送貨之貨車 (5.5公噸或以上) 不能直達樓宇大門而需要推運貨品，或樓宇沒有升降機或所購貨品不能或不獲進入升降機而需要由樓梯搬運上樓，客戶均需繳交額外費用 (請參考 4.1 & 4.2 之收費) 。
- 3.7 送貨員會先致電客人確認送貨安排。一般情況下，如未能聯絡客人，送貨服務將會自動取消。
- 3.8 如已電話確認送貨安排，但貨物到門而未能接收，需再次安排送貨的話，需另收費。
- 3.9 如惡劣天氣情況，如雷雨、八號颱風懸掛或黑色暴雨警開始生效，或因天氣影響引致船隻停航、嚴重水浸或道路阻塞或封閉，送貨服務將會暫停。送貨時間將另作安排而不需額外收費。
- 3.10 所有額外費用將由運輸人員於送貨時收取，客戶須以現金支付，不設收據。

4 額外費用

- 4.1 樓梯費：室內樓層上樓費按每層計算，樓宇外的樓梯八級為一層 (室內 1-2 級樓梯豁免收費)，首一至八層每件每層 \$200，第九層或以上每件每層 \$300。
- 4.2 推路費 (只限鄉郊村屋)：首 10 米免費，以後每 50 米收費：\$500 (平路)、\$800 (斜路)。

客戶簽署



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About Limited Warranty

- 1.1 Please register the product at www.hornington.com/xyz_warranty/ within 30 days of purchase for warranty service.
- 1.2 The consumable parts, including Extruder Module and Heated Bed (Print Bed) are warranted for a period of 90 days, other parts (da Vinci 1.0 / 2.0 Duo) are 6 months and (da Vinci 1.0A / 2.0A Duo / Jr. 1.0 / Nobel 1.0) are 12 months carry-in warranty.
- 1.3 In general situation, the warranty will be counted from the date of on-site installation (if applicable). If customer opened the product packing before our technician come for installation service, the warranty will be counted from the date of delivery.
- 1.4 Please keep the original sales invoice and delivery receipt for repairing service. Otherwise the starting date of the warranty will be counted from the manufacturer date of the product.
- 1.5 The warranty term is "carry-in", customer need to carry the product to Hornington service center for repairing. Address of the service center is 10/F, Yau Lee Center, 45 Hoi Yuen Road, Kwun Tong, Kowloon, Hong Kong.
- 1.6 Hornington offers optional 1-year or 2-years onsite service. Interested party can call sales hotline 3626-9999 for further detail.

2 About Onsite Installation Service (if applicable)

- 2.1 Hornington offers 1 hour onsite installation service for this product (Monday to Friday 10:30 to 15:00).
- 2.2 Please call 3626-9999 (Monday to Friday 10:10 to 18:30) within 30 days of purchase, press 1, 2, 8 and leave your personal information, including name, contact phone, date of purchase, purchased model, product serial number and onsite distinct. We will inform customer about the onsite installation date and time by phone.
- 2.3 Before the technician come for onsite installation service, please don't open the product packing, otherwise the warranty will be counted from the date of delivery.

3 About Free Delivery Service (if applicable)

- 3.1 Free delivery service is only applied to industry and estates address within HKSAR, including Hong Kong Island, Kowloon and New Territories, excluding Airport, Restricted Areas, Outlying Islands, Discovery Bay, Ma Wan & Tung Chung.
- 3.2 Delivery is not applied for some remote districts or district cannot be reached by public transportation service.
- 3.3 The ordered product will be delivered within 7 working days after the payment is confirmed.
- 3.4 Delivery service is from Monday to Friday 11:00 to 20:00 (excluding Public Holidays). As the delivery date and time for each distinct is scheduled, customer cannot appoint the delivery date and time.
- 3.5 Parking service must be available for the delivery address.
- 3.6 If delivery truck (5.5 tones or above) cannot reach the door of the delivery building so that the product need to be carried to the building by deliveryman, or evaluator is not available in the delivery building, or the product cannot or not allow to enter the evaluator so that the product need to be delivered through stairs, additional charge is applied. (refer to 4.1 & 4.2)
- 3.7 Deliveryman will contact customer to confirm the delivery date and time. In general situation, if we can't contact to the customer, delivery service will be cancelled.
- 3.8 If the delivery date and time is confirmed by the customer, but fail to receive the goods, additional charge will be applied for arranging the delivery again.
- 3.9 No delivery services shall be available on Saturday, Sunday and Public holidays, and delivery will be delayed or cancelled when Typhoon Signal No. 8 or above or Black Rainstorm warning signal is hoisted on the scheduled delivery date or the day before. We shall contact customer to reschedule the delivery.
- 3.10 All additional charge will be collected by the deliveryman. Customer needs to pay by cash and receipt is not available.

4 Additional Charge

- 4.1 "Stair Charge": Indoor stair charge will be counted by floor, outdoor stair 8 steps counted as 1 floor (1~2 indoor steps can be excluded). For 1st to 8th floor \$200 will be charged for each floor and each product; from 9th floor or above \$300 will be charged for each floor and each product.
- 4.2 "Push Road Charge" (**countryside/village only**): first 10m free of charge, after that each 50m charge for \$50 (level road) or \$800.

Customer Signature