

Optional Scaffolding Care Plan Terms & Conditions

1. Optional Scaffolding Care Plan (hereinafter referred to as "this plan") is only applicable to Daikin's Residential Split Type Air Conditioner. Customers may purchase this plan within 30 days from the date of purchase. According to the terms and conditions of this plan, during the one-year coverage period, each split-type unit is entitled to up to 2 times claim on the scaffolding cost. The maximum amount of each claim is HK\$3,000 and the excess amount shall be borne by the customer.
2. The effective date of this plan will come into place on the date of purchase of the Daikin's Residential Split Type Air Conditioner for a period of one year.
3. This plan is only applicable to repair cases with confirmation from a Daikin technician that there is machine failure and the location of the unit requires scaffolding to conduct repairs. If the scaffolding has already been constructed for the split-type unit before the technician comes for inspection, no scaffolding cost can be claimed.
4. This plan does not cover the following items:
 - i. Negligence and/or improper installation of the product or parts.
 - ii. Relocation and/or reinstallation of products.
 - iii. Replacement, refurbishment or repair of outer shells, decorative parts, paint, accessories, external equipment and/or additional connected equipment and devices other than the product.
 - iv. Disassemble of any decorations, equipment and/or installations that hinder product maintenance.
 - v. Repairs, modifications, adjustments, replacements, refurbishments and/or interference with the product or parts by any individual not authorized by Daikin.
 - vi. Improper use of the product and/or failure to follow the manufacturer's operating instructions or user manuals.
 - vii. Cleansing of the heat exchanger and/or blocked pipes as well as the reinstallation and/or reconnection of the drain pipes.
 - viii. General inspection requests on fully functional air conditioning units.
 - ix. Damage caused by accident, fire, flood, shock, breakage, misuse, negligence, weather and/or environmental factors, natural disasters, riots and/or other civil disturbances, criminal damage and/or all reasons beyond Daikin's control.If any of the above items occurs and requires a follow-up, a stand-alone quotation will be made.
5. Daikin will arrange the scaffolding and prepay the scaffolding cost up to the maximum claimable amount of HK\$3,000 for customers. If the cost of constructing the scaffolding exceeds the upper limit of HK\$3,000, the customer must pay for the difference in advance.

6. If the scaffolding cost exceeds the upper limit of the amount that can be claimed each time, customers may opt to arrange a company to construct the scaffolding on their own, and the cost will be paid by the customers in advance. The customers must claim the scaffolding cost to Daikin within 30 days upon the completion of the repairs. The customers must submit an official receipt issued by the scaffolding company to Daikin. Daikin reserves the right to refuse any claims from customers after said period.
7. After the completion of constructing the scaffolding, Daikin will once again appoint Daikin technicians to inspect the unit. If the unit is found to be damaged due to the conditions listed in Clause 4, the customer must make full payment of the scaffolding fee to Daikin.
8. This plan covers general Employee's Compensation Insurance on scaffolding work and HK\$20 million Public Liability Insurance. If the customer requests to purchase additional insurance coverage, the customer is responsible for paying the relevant expenses.
9. This plan does not include payment of deposits related to any scaffolding works.
10. Coupons with a total value of HK\$200 will be allocated to each Daikin's Residential Split Type Air Conditioner with the purchase of this plan, HK\$100 for cleansing of air conditioner and HK\$100 for renewal of maintenance contract.
11. The coupons can be used in the after-sales maintenance department of Daikin Airconditioning (HK) Ltd. within the validity period.
12. Only one coupon can be used for each split unit air conditioner.
13. Coupons cannot be used in conjunction with other discounts.
14. Coupons cannot be exchanged for cash.
15. No change will be given in cash or any other form for redemption of the coupons.
16. If the coupon has expired or is lost, it will be invalid and will not be reissued.
17. The effective date of the coupons will come into place on the date of purchase of the Daikin's Residential Split Type Air Conditioner, for a period of two years.
18. Once confirmed, this plan cannot be changed or cancelled, and there are no refunds for all paid fees.
19. Daikin reserves the right of final decision of all terms and conditions in case of any dispute.
20. In case of any discrepancies between the Chinese and English versions of 'Terms & Conditions', the English version shall prevail.

IMPORTANT NOTES

- i. Please notify us of any change of address or correspondence details.
- ii. We collect and would like to use your personal data, such as your name, email address, correspondence address, telephone number and mobile phone number, for direct marketing purposes which includes sending any updates of us and the recent discounts and promotions of our services and products. If you do not wish for us to continue using your personal data for direct marketing, please inform us in writing with your signature for request to stop the usage of personal data. Please state your name, address, mobile phone no. and mark as “DO NOT WISH TO RECEIVE PROMOTION INFORMATION”.
- iii. This plan is governed by the laws of Hong Kong Special Administrative Region (“Hong Kong”). The parties agree to submit to the exclusive jurisdiction of the Hong Kong courts

搭棚自選保障計劃條款

1. 搭棚自選保障計劃(下稱「本計劃」)只適用於大金家用系列分體機組。客戶可於購買日期起30日內購買本計劃。根據本計劃條款規限下，於一年保障期內，每套分體機組可申報最多2次搭棚費用，而每次申報的金額上限為港幣\$3,000，超出上限金額由客戶自行承擔。
2. 本計劃的生效日期將按大金家用系列分體機組購買日開始計算，為期一年。
3. 本計劃只適用於由大金委派之維修員證實因機件損壞而須要搭建棚架作維修之個案。如在維修員檢查前，客戶已在該產品搭建棚架，則不可申報任何搭棚費用。
4. 本計劃不包括下列項目：
 - i. 以不適當方式或疏忽安裝產品或零件而引致之損壞；
 - ii. 拆遷、重新安裝產品；
 - iii. 更換、翻新或維修外殼、裝飾部份、油漆、配件、外部設備或產品以外之連接器材及裝置；
 - iv. 拆卸任何阻礙產品維修工作之裝飾、設備或設施；
 - v. 曾由非大金認可代表之任何人士進行修理、修改、改裝、調校、更換、翻新、干擾產品或零件而造產品損壞；
 - vi. 產品不適當使用及/或不按照廠方之操作指引或用戶手冊操作而造產品損壞；
 - vii. 清洗散熱器或清理閉塞喉管或重新安裝或接駁去水喉管；
 - viii. 空調機組可以正常運作時，客戶要求的一般檢查；
 - ix. 因意外、火災、水患、震盪、破爛、錯誤使用、疏忽、天氣或環境因素、天災、其他自然災害、暴亂或其他民眾騷動、刑事毀壞、或一切大金不能控制的原因而引致之損壞；如有上述項目需跟進，將獨立報價處理。
5. 大金會為客戶安排搭建棚架，並為客戶預先支付不多於可申報金額港幣\$3,000上限之搭建棚架費用。如搭建棚架費用超出每次可申報的金額港幣\$3,000上限，客戶則須預先支付差額。

6. 如搭建棚架費用超出每次可申報的金額上限，客戶可選擇自行安排搭棚公司搭建棚架，費用由客戶預先支付。客戶必須於完成維修工程後30天內向大金申報搭棚費用，客戶必須向大金遞交由搭棚公司發出的正式收據。大金保留權利拒絕接受客戶的逾期申報。
7. 搭建棚架後，大金會再次委派維修員檢查機組，如發現機組因條款4所列之情況而損壞，則客戶須繳付全數搭建棚架費用予大金。
8. 本計劃包括基本棚架僱員補償保險及港幣二千萬元公眾責任保險，如客戶要求購買額外保險額度，客戶須自行負責相關費用。
9. 本計劃不包括代為支付搭棚工程相關之按金。
10. 每套購買本計劃的大金家用系列分體機組將配發價值港幣\$200的優惠券，分別為清洗冷氣機優惠券港幣\$100及續保養合約優惠券港幣\$100。
11. 優惠券可於有效期內在大金冷氣(香港)有限公司之售後維修部使用。
12. 每套分體機組空調每次只可使用一張優惠券。
13. 優惠券不可與其他優惠同時使用。
14. 優惠券不能兌換成現金。
15. 優惠券不獲現金或任何形式找贖。
16. 優惠券如有過期、遺失，即作廢無效，恕不補發。
17. 優惠券有效日期將按大金家用系列分體機組購買日開始計算，為期兩年。
18. 本計劃一經確認後不得更改或取消，所有已繳付之費用不設退款。
19. 如有任何爭議，大金保留一切條款及細則之最終解釋及決定權。
20. 此中文譯本只供參考之用，如有歧異，概以英文版本為準。

重要事項

- i. 地址或通訊資料如有更改，請即通知大金。
- ii. 我們收集並將使用客戶的姓名、電郵地址、通訊地址、電話號碼及流動電話號碼等個人資料作直接營銷用途，通知貴客大金最新資料以及有關我們的服務及產品的最新優惠及推廣。倘客戶不欲我們繼續使用其個人資料，請簽署書面通知予大金註明為「不收取任何宣傳資料」並列明姓名、地址、流動電話號碼，要求我們停止使用客戶個人資料。
- iii. 本計劃受香港特別行政區（「香港」）法律管轄。各方同意接受香港法院的專有司法管轄權。