

豐澤升級除舊服務條款*（「本服務」）

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| 1) | 適用條件 | <p>凡顧客向本公司購買《產品環保責任（受管制電器）規例》所指定的受管制電器，均可選用本服務棄置舊電器，惟豐澤收集棄置之舊電器必須與顧客購買之電器類同，並有以下限制：</p> <ul style="list-style-type: none"> • 電冰箱（額定總容積不得超過 500 公升。） • 洗衣機（額定洗衣量不得超過 15 公斤。） • 空調機（註：不包括拆卸分體式空調機，顧客須自行安排拆卸；如須豐澤安排拆卸須額外收費，分體式空調機每部收費由 HK\$90 至 HK\$400 不等，視乎實際情況而定，詳情請向店員查詢或致電顧客服務熱線 2555 5788。） • 抽濕機：額定抽濕量不超過每日 35 公升，但不包括使用乾燥劑操作的抽濕機。 • 乾衣機：額定乾衣量不得超過 15 公斤。 • 電視機（沒有限制） • 電腦 / 列印機 / 掃描器 / 顯示器（沒有限制） |
| 2) | 費用 | <p>每件\$100（費用一經收取，恕不退回） 註：如收集棄置電器須上或落樓梯，或須前往圍村、村屋、車輛不能到達、搬運路程超過 100 米或需時超過 3 分鐘之地點收集棄置電器，需額外收費，詳情請參閱額外收費表 https://www.fortress.com.hk/zh-hk/delivery-extra-fee。</p> |
| 3) | 除舊地點 | <p>此服務必須與送貨服務同時使用，回收地址必須與送貨地址相同</p> |
| 4) | 選取期限 | <p>購買新電器時即時安排</p> |
| 5) | 除舊服務時間 | <p>回收日期須與送貨日期相同</p> |
| 6) | 注意事項 | <p>(a) 顧客同意在豐澤送貨司機到達之前，將棄置電器與電源、水管、煤氣管等（視情況而定）斷開連接。</p> <p>(b) 本服務下送貨日期及收集棄置電器日期必須相同。如基於技術問題或其他非豐澤所能控制之情況（例如棄置電器與水管的連接尚未斷開），導致豐澤未能於送貨時收集棄置電器，豐澤將盡最大努力在可行的情況下盡快與顧客安排收集棄置電器。</p> <p>(c) 基於以下理由，豐澤有權拒絕收集棄置電器：</p> <ul style="list-style-type: none"> (i) 必需經露台或窗口運送棄置電器； (ii) 棄置電器尚未拆除水喉或/及煤氣喉； (iii) 當需要移動或拆除其他物件才能搬移棄置電器時，送貨司機未能成功移除該棄置電器；或 (iv) 棄置電器體積尺寸大於廚房門、大門走廊或樓梯而不能通過 <p>(d) 顧客明確同意棄置電器一經豐澤收集後，即代表放棄相關棄置電器之擁有權，顧客無權要求豐澤退回。</p> <p>(e) 顧客明白棄置電器如需棄置，豐澤將移交棄置電器至環境保護署認可的回收商處理。</p> <p>(f) 本服務受豐澤實體店或網上商店所列明之送貨服務條款所約束。</p> <p>(g) 如有任何爭議，豐澤保留最終的決定權。</p> <p>(h) 本條款的中英文本如有歧義，概以英文本為準。</p> |

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| 1) | 适用条件 | <p>凡顾客向本公司购买《产品环保责任（受管制电器）规例》所指定的受管制电器，均可选用本服务弃置旧电器，惟丰泽收集弃置之旧电器必须与顾客购买之电器类同，并有以下限制：</p> <ul style="list-style-type: none"> • 电冰箱 (额定总容积不得超过 500 公升。) • 洗衣机 (额定洗衣量不得超过 15 公斤。) • 空调机 (注：不包括拆卸分体式空调机，顾客须自行安排拆卸；如须丰泽安排拆卸须额外收费，分体式空调机每部收费由 HK\$90 至 HK\$400 不等，视乎实际情况而定，详情请向店员查询或致电顾客服务热线 2555 5788。) • 抽湿机：额定抽湿量不超过每日 35 公升，但不包括使用干燥剂操作的抽湿机。 • 干衣机：额定干衣量不得超过 15 公斤。 • 电视机 (没有限制) • 电脑 / 列印机 / 扫描器 / 显示器 (没有限制) |
| 2) | 费用 | <p>每件 \$100 (费用一经收取，恕不退回) 注：如收集弃置电器须上或落楼梯，或须前往围村、村屋、车辆不能到达、搬运路程超过 100 米或需时超过 3 分钟之地点收集弃置电器，需额外收费，详情请参阅额外收费表 https://www.fortress.com.hk/zh-cn/delivery-extra-fee。</p> |
| 3) | 除旧地点 | <p>此服务必须与送货服务同时使用，回收地址必须与送货地址相同</p> |
| 4) | 选取期限 | <p>购买新电器时实时安排</p> |
| 5) | 除旧服务时间 | <p>回收日期须与送货日期相同</p> |
| 6) | 注意事项 | <p>(a) 顾客同意在丰泽送货司机到达之前，将弃置电器与电源、水管、煤气管等（视情况而定）断开连接。</p> <p>(b) 本服务下送货日期及收集弃置电器日期必须相同。如基于技术问题或其他非丰泽所能控制之情况（例如弃置电器与水管的连接尚未断开），导致丰泽未能于送货时收集弃置电器，丰泽将尽最大努力在可行的情况下尽快与顾客安排收集弃置电器。</p> <p>(c) 基于以下理由，丰泽有权拒绝收集弃置电器：</p> <ul style="list-style-type: none"> (i) 必需经露台或窗口运送弃置电器； (ii) 弃置电器尚未拆除水喉或/及煤气喉； (iii) 当需要移动或拆除其他对象才能搬移弃置电器时，送货司机未能成功移除该弃置电器；或 (iv) 弃置电器体积尺吋大于厨房门、大门走廊或楼梯而不能通过 <p>(d) 顾客明确同意弃置电器一经丰泽收集后，即代表放弃相关弃置电器之拥有权，顾客无权要求丰泽退回。</p> <p>(e) 顾客明白弃置电器如需弃置，丰泽将移交弃置电器至环境保护署认可的回收商处理。</p> <p>(f) 本服务受丰泽实体店或网上商店所列明之送货服务条款所约束。</p> <p>(g) 如有任何争议，丰泽保留最终的决定权。</p> <p>(h) 本条款的中英文本如有歧义，概以英文本为准。</p> |

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FORTRESS Upgrade Removal Service* (“Service”)

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| 1) | Applicable conditions | <p>The Service is available to customers who purchase any regulated electrical appliances from FORTRESS under Product Eco-Responsibility (Regulated Electrical Equipment) Regulation. The waste appliance to be collected and removed by FORTRESS, which must be of the same type of appliance purchased by the customers, will be subject to the following limitations:</p> <ul style="list-style-type: none"> • Refrigerators (with a total storage volume not exceeding 500 litres) • Washing machines (with a rated washing capacity not exceeding 15 kg) • Air conditioners (Note: Does not include dismantle of split type air conditioner. Customer is required to dismantle the air conditioner before collection. If dismantle service by FORTRESS is required, additional charge is applicable. Dismantle charge for split type air conditioner ranges from HK\$90 to HK\$400 per appliance, depending on the circumstances. Please contact our staff for details or call our Customer Service Hotline 2555 5788.) • Dehumidifiers: with a rated dehumidifying capacity not exceeding 35 litres per day, but do not include those operate by using desiccant materials • Tumble dryers: with a rated drying capacity not exceeding 15 kg • Televisions (no restriction) • Computers / Printers / Scanners / Monitors (no restriction) |
| 2) | Fees | <p>\$100 per Appliance (No refund once the customers have paid for the Service) Note: For waste Appliance collection via staircase or collection destination is at villages, not accessible by truck, with walking distance more than 100m or walking time more than 3 mins, additional charges are applicable. Please refer to the list of additional charges https://www.fortress.com.hk/en/delivery-extra-fee.</p> |
| 3) | Removal Location | <p><u>Same as the designated delivery address of the new Appliance</u></p> |
| 4) | When to make request | <p>At the time of purchase of the new Appliance</p> |
| 5) | Timing of the removal | <p>FORTRESS’ delivery team shall <u>collect the waste Appliance from the customers upon the same day of delivering the new Appliance</u> purchased by the customers</p> |
| 6) | Remarks | <p>(a) Customer agrees to disconnect the waste Appliance from the mains supply, water pipe, gas pipe, etc. (as the case may be) prior to arrival of FORTRESS’s delivery team for collecting the same.</p> <p>(b) Under the Service, FORTRESS’s delivery team shall collect the waste Appliance from the customer at the same time upon delivery of the new Appliance. In case FORTRESS’s delivery team is unable to collect the waste Appliance at the first instance due to certain technical difficulties or conditions which are beyond FORTRESS’ control (for example, the waste Appliance is still connected to the water pipe), FORTRESS shall use it best endeavour to arrange another appointment with the customer as soon as practicable to collect the waste Appliance.</p> <p>(c) The Service is not available:</p> <ul style="list-style-type: none"> (i) at any delivery address which would involve the removal of the waste Appliance going through a window or balcony; (ii) when the waste Appliance is still connected to a water pipe or gas pipe; (iii) where the removal of the waste Appliance requires moving or dismantling of other objects but FORTRESS’s delivery team is unable to do so; or (iv) where the waste Appliance is too big to go through any door, corridor or staircase. <p>(d) Customer expressly agrees to give up the ownership of the waste Appliance once it has been collected by FORTRESS under the Service and Customers shall have no right to demand Fortress to return the same in any event.</p> <p>(e) Customer acknowledges that in the event the waste Appliance will be disposed of, Fortress will deliver such waste Appliance to designated recycler(s) in Hong Kong duly licensed by the Environmental Protection Department for further processing.</p> |

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| | | (f) The Service is subject to FORTRESS's terms and conditions for delivery service in respect of purchase at our physical stores or e-store (as the case may be). (g) In case of any disputes, FORTRESS's determination shall be final. |
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* This service is operated by Fortress's delivery contractor