



## 法定免費除舊服務條款

1)	適用條件	凡顧客向本公司購買《產品環保責任條例》所指定的受管制電器，包括空調機、洗衣機、抽濕機、乾衣機、電冰箱、電視機、電腦、列印機、掃描器及顯示器，可要求安排免費移走與所購買相同種類及數量的舊電器（須屬同類受管制電器 <sup>註 1</sup> ）（抽濕機及乾衣機 - 於2024年7月1日生效）
2)	除舊地點	適用於全港任何處所
3)	選取期限	(a) 顧客可於購貨時簽署「除舊服務選取紀錄」即可；或 (b) 於交易後 3 日內致電 3183 0600 向本公司提出要求，逾期作放棄除舊服務處理。
4)	除舊服務時間	(a) 一般情況下，須預留 3 個工作天安排除舊服務 (b) 在顧客指定的日期，到顧客指定的地點移走舊件 (c) 星期一至星期六（星期日及公眾假期休息）
5)	注意事項	(a) 除舊服務與送貨及安裝服務將 <b>分開</b> 處理，等待移除的舊件可按需要較先移走，或短暫存放於移除地點，稍後才移走，顧客可與職員作適當安排 (b) 舊件一經收取，恕不退回 (c) 舊件必須獨立放置，脫離任何裝置、連接系統、或有障礙的存放位置 (d) 若舊件有嚴重的衛生問題（例如：有餛飩殘渣、蟑螂、螞蟥），工作人員有權拒絕移走該舊件，消費者亦不會再享有免費的除舊服務 (e) 顧客如需更改已約定的除舊服務地點或時間，請於至少 2 個工作天前致電通知 (f) 如遇上黑色暴雨警告 / 八號或以上熱帶氣旋警告信號，除舊服務將會暫停，並另作安排 (g) 於約定的除舊時間，因交通或天氣情況，或其它因素影響有所延誤、暫緩或改期，本公司恕不負任何責任 (h) 顧客、聯絡人的個人資料只作除舊服務用途，本公司將會遵守《個人資料（私隱）條例》（香港法例第 486 章）處理 (i) 如有任何爭議，本公司保留最終的決定權

### 註 1

- 空調機：包括獨立式及分體式空調機，屬氣冷式或氣暖式(或兩者)，其額定製冷量不超過 7.5 千瓦(即 3匹)。
- 洗衣機：其額定洗衣量 10 公斤至不超過 15 公斤。
- 電冰箱：其額定總容積500公升至不超過900公升。
- 抽濕機：使用蒸氣壓縮循環方式操作，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：藉在滾筒內翻滾紡織品將紡織品弄乾，額定乾衣量不超過 15 公斤
- 電視機：其顯示屏幕的尺寸不超過 100 吋(以對角斜角量度)。
- 電腦：包括個人電腦、桌上電腦、平板電腦、手提電腦及筆記簿電腦。
- 列印機：其重量不超過 30 公斤；如同時用作影印機、圖文傳真機或掃描器，仍視作列印機。
- 掃描器：其重量不超過 30 公斤。
- 顯示器：不具備儲存電子數據或運算的功能；其顯示屏幕的尺寸為 5.5 吋至 100 吋內(以對角斜角量度)。

**請注意：** 以上法定免費除舊服務由歐綠保綜合環保（香港）有限公司（「歐綠保」）提供。Vertex 僅負責代客人向歐綠保預約法定免費除舊服務，並提交相關客戶資料以作預約之用。



## Statutory Free Removal Service

1)	Applicable conditions	Customers who purchase regulated electrical appliances, including air conditioners, washing machines, dehumidifiers, tumble dryers, refrigerators, televisions, computers, printers, scanners and monitors, as specified in the Producer Eco-Responsibility Ordinance, can request free removal service for the same type and quantity of used electrical appliances (only applicable to the same type of regulated electrical appliances <sup>Note 1</sup> ). (Dehumidifiers & Tumble dryers - effective from July 1, 2024)
2)	Location	Any premises in Hong Kong.
3)	When to make request	(a) When a customer signs the Record of Choice of Removal Service at the time of purchase; or (b) Customers can request removal service by calling us at 3183 0600 within 3 days after the transaction. No requests for the removal service shall be made after.
4)	Timing of the removal service	(a) Under normal circumstances, 3 working days are required for arranging the removal service. (b) The old items at the customers' designated locations will be removed on the date specified by the customers. (c) Mondays to Saturdays (No removal service on Sundays and public holidays).
5)	Remarks	(a) The removal service may not take place at the same time as delivery and installation. The old items pending removal can be removed in advance or placed temporarily at the premises for collection later as appropriate. Customers can contact us for appropriate arrangement. (b) The old items will not be returned once collected. (c) The old items must be stand-alone ready for removal and be freed from other connections or obstacles. (d) If the old items have serious hygiene issues (e.g. food residues, presence of cockroaches and ants, etc.), our staff will have the right to refuse to remove such items, and no free removal service for the customers will subsequently be arranged. (e) Customers shall give no less than 2 working days' notice in respect of any request for change of delivery time, date and/or place for the removal service. (f) In the event of a Black Rainstorm Warning / Tropical Cyclone Warning Signal No. 8 or above, the removal service will be suspended and rescheduled. (g) The company shall not be liable for any delay, suspension or rescheduling of the removal service due to traffic or adverse weather conditions or any other factors. (h) All personal data are for the purpose of arranging removal service only and the company shall comply fully with the obligations and requirements under the Personal Data (Privacy) Ordinance (Cap. 486). (i) In case of any disputes, the decision of the company shall be final.

### Note 1

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| Air conditioners | - including single package type and split type air conditioners, air-cooled or air heated (or both), with a rated cooling capacity not exceeding 7.5 kilowatts (3HP).                                      |
| Washing machines | - with a rated washing capacity from 10 kg to not exceeding 15 kg.   |
| Refrigerators    | - with a total storage volume from 500 litres to not exceeding 900 litres.   |
| Dehumidifiers    | - operate by using vapour compression cycle with a rated dehumidifying capacity not exceeding 35 litres per day, but do not include those operate by using desiccant materials.                            |
| Tumble dryers    | - dry textile by tumbling in a rotating drum with a rated drying capacity not exceeding 15 kg.   |
| Televisions      | - the size of its display screen not exceeding 100 inches (measured diagonally).   |
| Computers        | - generally including personal computer, desktop computer, tablet computer, laptop computer and notebook computer.   |
| Printers         | - not exceeding 30 kg in weight; one that can be used as a photocopier, facsimile transmitter or scanner is nevertheless regarded as a printer.  |
| Scanners         | - not exceeding 30 kg.   |
| Monitors         | - not having the function of storing electronic data or computing, the size of the display screen is not smaller than 5.5 inches (measured diagonally) but not exceeding 100 inches (measured diagonally). |

**Important note:** The above Statutory Free Removal Service is provided by ALBA Integrated Waste Solutions (Hong Kong) Limited ("ALBA-IWS"). Vertex is only responsible for making appointments and passing the relevant customer information to ALBA-IWS on behalf of the customer in respect of the Statutory Free Removal Service.