



ZyXEL 產品保養條款

ZyXEL Product Warranty Terms and Conditions

多謝選購永佳科技有限公司(下稱「本公司」)代理之產品。

Thank you for choosing product(s) distributed by Everbest Technologies Ltd.

本公司對 ZyXEL 產品(下稱「本產品」)，基於以下特定條款，將會為用戶(下稱「客戶」) 提供保養服務。

Everbest Technologies Ltd. would provide warranty services for products of ZyXEL to customers under the following conditions.

保養範圍 Warranty Coverage

1. 本產品必須由永佳科技有限公司代理。

The product should be distributed by Everbest Technologies Ltd.

2. 本產品的保用期限自購買日開始計算。客戶必須自行保留購買收據及產品盒標籤以作紀錄。

Warranty coverage started from the date customer purchased the product. Customers should retain their sales receipt and warranty label.

3. 本公司保養服務包括在保養期內正常使用情況下之零件故障，如因所須零件停產、缺貨或其他原因導致無法維修或即時更換，本公司有權以同級相近之產品代替。

Warranty would be valid under normal use for the applicable period. If the product cannot be repaired under the conditions of no stock, off production or any other reasons, Everbest Technologies Ltd. would replace the product with functionally equivalent model.

4. 本公司不保證本產品能兼容日後市場推出之軟件或硬件或產品。

Everbest Technologies Ltd. bears no responsibilities to guarantee the product will be compatible with future versions of software or hardware or products.

保養期限 Warranty Period

1. 本產品享有自攜有限保養服務。(NBG 系列-18 個月；交換機系列-24 個月；其他系列 12 個月。)

Everbest Technologies Ltd. provides carry-in limited warranty. Everbest would provide repairs at no additional charge within the warranty period. (NBG series – 18 months; Switch series – 24 months; Other series – 12 months.)

豁免保養責任 Exclusions to the warranty

1. 基於以下條件，本產品將不獲保修：

Warranty does not apply under the following conditions:

a. 不依照說明書指示使用之損壞。

Misuse by not following the instructions properly.

b. 基於任何原因(包括意外)，人為損毀、跌撞、不正當之安裝或操作所造成之損壞。

Any accidental, misuse or intentional damages causing malfunction.

c. 自行拆裝或曾經被非本公司認可之修理、更換所產生之問題及故障。

Unauthorized repairing or modification done to the product.

d. 因輸入不當電壓所導致之零件失靈。

Improper voltage supply

e. 硬件正常耗損。

Normal wear and tear

f. 非原購買者的產品擁有權轉讓。

Transfer of ownership

g. 因不可抗力造成損壞的，如火災、水災、地震、雷擊、颱風等自然災害。

Damage caused by acts of nature or natural disasters, such as fire, flood, earthquake, lightning, typhoons and other natural disasters

h. 對非產品本身品質問題不滿意的，如：對產品顏色、外觀、形狀不滿意等。

Dissatisfaction on the product other than its quality, e.g. product color, outlook, shape.

i. 同時，本公司不負責承擔因本產品之品質問題所造成的其他間接損失、花費及其它附帶損害，包括但不限於資訊遺失，預期利益損失等等。

At the same time, Everbest Technologies Ltd. is not liable for any indirect loss, cost, or consequential damages caused by the quality problem of the product, including but not limited to loss of data, expected benefits and etc

j. 產品存放在高溫或潮濕的位置、或經浸沒在水中所造成的損壞。

Damage by storing the product in a hot or humid location, or by submerging the product (water, coffee, beverage and etc.)

2. 客戶未能提供產品有效保養標籤及購買發票/收據。

Customers could not present their sales receipt with valid warranty label.

3. 隨本產品附上之贈品或配件。

Accessories or gifts are not being covered.

4. 如有任何爭議，本公司保留最終決定權。

In case of any dispute, Everbest Technologies Ltd. reserves the rights for any final decision.

保養須知 Everbest service

1. 用戶享用維修服務時需出示購買發票及本公司產品盒標籤，並須提供聯絡姓名、電話、產品序號、產品購買日期等資料。

Customers should provide product information and their contact information with the presentation of the warranty label and sales receipt.

2. 產品經本公司測試後，沒有任何故障情況或能正常運作及通過原廠設定，即判定為維修完成。

Products would be labeled as "Passed" in condition of passing the product investigation in default settings as instructed by the manufacturer.

3. 測試中如有損壞或損失，本公司一概不負責及賠償。

Everbest would not take any responsibilities on the damage of the product during product investigations.

4. 用戶可透過電話查詢維修進度，請於發出取回維修品通知後起計六十天內取回有關維修產品，否則將視用戶為放棄該產品之擁有權，本公司將自行處理並不會發還有關產品。

Customers can inquire about the repairing progress via phone. Please collect the product within 60 days after being notified. Otherwise Everbest has the rights to handle the product without further notification.

5. 所有因維修所更換之零件為本公司之財產。

All repaired parts are the properties of Everbest Technologies Ltd.

保養中心詳情 Details of Service Center

永佳服務中心(香港) -地址 Everbest Service Center (Hong Kong) - Address

香港中環永吉街 11 號永亨保險大廈 15 樓 B

15 B, Wing Hang Insurance Building, 11 Wing Kut Street,

辦公時間：

Central, Hong Kong.

星期一至五 - 上午九時至十二時 下午一時半至五時 Office Hour:

星期六、日及公眾假期休息

技術支援熱線：2544-0103

電郵：support@everbesthk.com

Mon – Fri: 9:00am-12:00noon; 1:00pm-5:00pm

Closed on Saturday, Sunday and Public holidays

Support Hotline: 2544-0103

Email: support@everbesthk.com

保養條款聲明 Disclaimer

本公司保留修改此保用證條款及細則的權利而無須事先通知。

Everbest Technologies Ltd. reserves the rights to amend these terms and conditions without prior notice.

如有任何爭議，本公司保留最終決定權。

In case of any dispute, Everbest Technologies Ltd. reserves the rights for any final decision.