

Terms & Conditions of Removal Services

Applicable conditions	Customers who purchase regulated electrical appliances, including air conditioners, washing machines and refrigerators, as specified in the Producer Eco-Responsibility Ordinance, can request <u>free</u> removal service for the same type and quantity of used electrical appliances (only applicable to the same type of regulated electrical appliances ¹).
Location	Any premises in Hong Kong.
When to make request	a) Upon signing a " record of removal service " for confirmation of removal service after the purchase; or b) Customers can request removal service by calling us at 2388 8130 (Mongkok) / 2591 6068 (Causeway Bay) within 3 days after the transaction. Late request will be deemed as no requests for the removal service.
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) Removal services: Monday to Saturday, 8:00 am to 7:00 pm. No removal service is available on Sundays and public holidays. d) Any request for change should be treated as a new arrangement.
Remarks	a) The removal service may be different from the delivery and installation service. 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 arrangement. b) Delivery and installation service of the new items may not be at the same date of removal service. c) The old items will not be returned once collected. d) The old items should be ready for collection in the following conditions: <ul style="list-style-type: none"> ● The old items should be disconnected from electrical sockets / tap faucet prior to collection. ● The old items should be disconnected from any appliances or system. ● The old items must stand-alone and be freed from other connections or obstacles. ● The old items must be freed to move and have no serious hygiene issues (e.g. rancid foods, presence of cockroaches and ants, etc.) ● The contractor will have the right not to remove such items, and there will be no more free removal service for the customers. e) Customers can have the right to change the removal arrangement for once. They shall give no less than 2 working days' notice in respect of any request for change of delivery time, date and/or place. 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 due to traffic or adverse weather conditions or other factors. h) The company shall not be liable for any loss, direct or indirect, under the following conditions: <ul style="list-style-type: none"> ● Nobody answers in the scheduled date and place for the removal service ● Incorrect delivery address provided by the customers ● Incorrect contact person in the specified delivery address ● Incorrect or invalid contact number provided by the customers. i) All personal data are for the purpose of arranging removal service for the old items only and the company shall comply fully with the obligations and requirements of the Personal Data (Privacy) Ordinance (Cap. 486). j) In case of any disputes, the decision of the company shall be final.

Note [1]

1. **Air conditioners:** generally including single package type and split type air conditioners, air-cooled or air-heated (or both), with a cooling capacity not exceeding 7.5 kilowatts (3HP).
2. **Washing machines:** with a rated washing capacity not exceeding 10 kg.
3. **Refrigerators:** with a total storage volume not exceeding 500 liters.
4. **Televisions:** the size of its display screen not exceeding 100 inches (measured diagonally)
5. **Computers:** generally including personal computer, desktop computer, tablet computer, laptop computer and notebook computer.
6. **Printers:** not exceeding 30 kg in weight; a printer that can be used as a photocopier, facsimile transmitter or scanner is nevertheless regarded as a printer.
7. **Scanners:** not exceeding 30 kg.
8. **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).

Customers may also contact ALBA Integrated Waste Solutions (HK) Ltd. and arrange his / her own removal service.
Customers Hotline: 2676 8888