

WARRANTY CONDITIONS

IT IS RECOMMENDED THAT YOU KEEP THE ORIGINAL PACKAGE OF THE PRODUCT IN ORDER TO OBTAIN A PROPER WARRANTY SERVICE.

The warranty obligations for this product are limited to the terms set forth below: Homertek (HK) Ltd ("Homertek") , iRobot authorized distributor in Hong Kong, warrants this product against defects in material and workmanship for a period of two (2) years from the date of original purchase ("Warranty Period"). If a defect arises and a valid claim is received within the Warranty Period, Homertek will, at its option, 1) repair the product by using new or refurbished replacement parts, 2) exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product, or 3) exchange the product with a product that is new and upgraded model which has at least equivalent or upgraded function to the original product.

Replacement will be offered at Homertek's discretion and the warranty will continue from the date of original purchase. When a product or part is exchanged, any replacement item becomes your property and the removed item becomes Homertek's property and non-returnable.

Warranty service handling instructions:

Please have the serial number ready before making any call.

In case a product defect is established and after confirming the warranty conditions, the product can be brought to the Authorized Services Center. NOTE: Before you deliver your product for warranty service it is your responsibility to prepare a proper packaging by using the original package (or equivalent). Inside the package you must include the defect product and all accessories such as charger, virtual wall units (if applicable), self-charging homebase and remote (if applicable) together with the original purchase voucher (cash-receipt, invoices or equivalent document) to the Authorized Services Center.

After the repairing service is completed, the product shall be collected by the bearer of and on presentation of the validated "Repairing Sheet" issued by the Authorized Services Center and its holder shall be deemed to the rightful owner of the products. Should the customer fail to present the validated "Repairing sheet" upon collection, Homertek may reject to deliver the product to the customer.

Any product left for repair not reclaimed by the customer within 90 calendar days from the date of collection notice issued by Homertek may be handled or disposed by Homertek in any way whatsoever without prior notice to the customer and Homertek shall not be liable or responsible to the customer for such product or for any losses or damages whatsoever incurred in such event.

Exclusions and Limitations:

This warranty does not apply:

a) to any consumable parts such as brushes, filters, etc; b) to the battery supplied with the robot. Original and iRobot branded batteries only are entitled to a 6-month warranty from date of purchase provided proper care has been taken to maintain a healthy battery. Also note that use of a non-original battery may void warranty; c) to damage caused by accident, misuse, neglect, fire, water, lightning or other acts of nature, unauthorized modification or failure to follow instructions supplied with the product; d) to repair or attempted repair by anyone not authorized by iRobot; e) in case of unintended usage or bad maintenance including but not limited to cleaning of the product; f) if any serial number has been removed or defaced; g) the warranty does not cover of any damage of cosmetic nature; h) the product does not function properly because it was not originally designed, manufactured, approved and / or authorized for the country where you used the product, which might occur in instances where the product has been purchased in another country or region (not in Hong Kong) than that of its intended used; (i) extreme or external causes beyond our reasonable control including, but not limited to, breakdowns, fluctuations, or interruptions in electric power, ISP (internet service provider) service, wireless networks, or Bluetooth® connectivity issues (j) weak and/or inconsistent wireless signal strength in your home.

Homertek makes no guarantee to replace any spare parts of the products that is damaged, broken or malfunctioned such as but not limited to in situations where the affected spare parts of which are not available to Homertek for any reason whatsoever.

Your statutory rights are not affected by the terms of warranty.

Others:

- 1) In case of dispute relating to the warranty, the maintenance service and / or any information contained herein, Homertek's decision shall be final. The terms and conditions contained herein are for general reference only and are subjected to change without notice.
- 2) The warranty begins on the date of purchase shown on the purchase voucher (cash-receipt, invoices or equivalent document)
- 3) If there is any inconsistency or conflict between the English and the Chinese version, the English version shall prevail.

保修條款

建議閣下保留產品的原廠包裝，以便享有妥善的保修服務。

恆煒(香港)有限公司(下稱「本公司」)為iRobot授權的香港區總代理，提供的保修服務限於以下條件：自購買日起計兩年內（「保修期」），就本產品因不良物料或製造工藝上的缺陷而產生的故障提供保修。如產品在保修期內出現故障，本公司在接獲有效的保修要求後，將選擇提供以下解決方案：1) 以全新或翻修過之更替零件修理產品，或2) 為閣下更換另一台全新產品，或經維修且功能完全一樣之產品，或3)為閣下更換全新及型號較新的產品，而功能相等於或更高於原有產品。

而產品更換的安排只會在本公司的同意及決定下進行，更換產品的保修有效期仍然以原購買日期計算。所有在維修或更換過程中被拆除之零件部份或其他組件均屬本公司所有及不會退還。

保修服務細則：

在撥打任何保修熱線前，請先準備好產品序號。

在確認產品的缺陷情況及確認保修條款後，閣下可以把產品送交恆煒(香港)有限公司授權的服務中心。注意：在您把產品送往保修前，請確保產品以原廠包裝（或同等）妥善包裝。在產品包裝盒內，必須連同有缺陷的產品和所有配件，如充電器、虛擬牆(如適用)、充電座和遙控器(如適用)等配件。另外，請連同購買憑證原本(收據、發票或同等文件)一同送交維修中心。

保修完畢後，您可以憑本公司授權的服務中心發出之有效維修單提取您的產品，而維修單持有人會被視為該產品的合法持有人。若客戶無法出示有效維修單，本公司有權拒絕將產品交付給取貨人士。

若任何留作維修的產品自本公司發出提取通知之日起九十個日曆日內未被客戶提取，本公司可將產品作任何方式處理而不需事先通知客戶，以及本公司不就該等產品或因該等事件引致的任何損失或損害承擔責任。

不受保障範圍：

本保修不適用於：

1) 任何可消耗部份配件，如刷子和濾網等；2) 隨機附送的電池，因原廠和iRobot品牌的電池只享有從購買日起計首六個月的保修服務，而該電池必須在適當的情況下使用及保養，確保電池運作正常。另請注意，使用其他非原廠電池會使保修無效；3) 因意外、誤用、疏忽、火災、水災、雷電或其他自然災害、未經授權的修改或不依照產品提供的使用說明所導致的損壞；4) 由未獲iRobot授權的任何人士所作出的維修或試圖維修；5) 誤用或沒有適當的保養，包括但不限於清潔本產品；6) 產品序號被更改、塗污、刪除或模糊不清；7) 保修服務不涵蓋任何表面性質的損壞；8) 非自恆煒(香港)有限公司或其授權之經銷商所購買之產品。9) 過度使用或者任何不可抗拒的外在因素包括(但不僅限)以下幾點而導致產品在您的家裡電源故障、跳電或者受到干擾，或數據網路服務、無線網路或藍芽訊號連結收訊不良/斷斷續續等問題。

產品使用已逾保固年限而發生故障時，若本公司已無庫存零件則恕難服務。

本保修條款不影響閣下根據地方法律所賦予消費者的權益

其他事項:

- 1) 維修服務如有任何爭議，本公司保留最終的決定權。以上條款及細則只作一般參考，如有更改，恕不另行通知。
- 2) 保修期以授權經銷商發票或收據上之日期作出計算
- 3) 若中英文版本的條款及細則有任何不一致或衝突，以英文版本為準