

產品登記表格 Warranty Registration Form



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客戶資料 Customer Details

稱謂 先生 女士 小姐 名字 姓氏
Title: Mr. Mrs. Miss. Name: _____ Last Name: _____
地址
Address: _____
聯絡電話 手提號碼 傳真號碼
Phone: _____ Mobile: _____ Fax: _____
電郵地址
E-mail: _____

公司資料 Company Details 只適用於公司客戶 (Corporate User Only)

公司名稱
Company: _____
地址
Address: _____
聯絡電話 分機號碼 傳真號碼
Phone: _____ Ext.: _____ Fax: _____
聯絡人 電郵地址
Contact: _____ E-mail: _____

購買資料 Purchase Details

零售商名稱
Reseller Name: _____
零售商地址
Reseller Address: _____
聯絡電話 傳真號碼 電郵地址
Phone: _____ Fax: _____ E-mail: _____

登記產品 Product to be Registered

廠家名稱 Vendor	產品型號 Part #:	產品序列號 S/N:	發票號碼 Invoice #:	購買日期 Date of Purchase 日/月/年 (dd/mm/yy)
_____	_____	_____	_____	_____

附加信息 Additional Information

你是否對在Altech Computers或其他分銷商購買此產品有任何意見或建議？
Do you have any comments about your experience with Altech Computers or the company you purchased this product from ?

你是否希望通過電郵將Altech Computers的市場推廣和促銷資料發送給你？
Do you want to receive Altech Computers promotional materials by e-mail ?
是 Yes 否 No

條款和條件 Terms and Conditions

我已經閱讀和同意產品保養登記表格背面上的條款和條件。
I have read and agreed with the terms and conditions of the Warranty Registration Form on the reverse page.
名字 簽名 日期
Name: _____ Signature: _____ Date: _____
你也可以在我們的網站上登記你的產品。網址: www.altech.com.hk/warranty.aspx
Alternatively you can visit our website at www.altech.com.hk/warranty.aspx and register on-line.
日/月/年(dd/mm/yy)

Altech Computers (Hong Kong) Ltd.

Terms & Conditions:

1. WARRANTY COVERAGE

Warranty coverage commences from the date you purchased the Product. Please retain your sales or delivery receipt with warranty card or label.

Altech Computers (Hong Kong) LTD warrants the Product against defects in material or workmanship under normal use for the applicable warranty period listed below ("Warranty Period"), beginning from the date of original purchase by the Purchaser. If the Product becomes defective during the Warranty Period, Altech Computers (Hong Kong) LTD will, at its option and as specified below, repair the Product with new or reconditioned components or parts, or replace the Product with a new or reconditioned Product of the same or functionally equivalent model.

1.1 WARRANTY PERIOD

Stated period (Beginning from the date of purchase) on the warranty card or label.

2. WARRANTY SERVICE

2.1 Carry-in Warranty Service

Altech Computers (Hong Kong) LTD offers the Purchaser a "Carry-In" Warranty Service for the applicable Warranty Period which includes repair of all defects in materials and/or workmanship (i.e. labour and parts or labour only that stated on the warranty card); provided that the fault has occurred under the operation of the Product as described in the User's Manual. Parts removed from a Product during Warranty Service will become the property of Altech Computers (Hong Kong) LTD. The spare parts used during Warranty Service assume the remaining warranty coverage of the Product they are used on.

The Product shall be considered as repaired when it fulfils tests performed according to the original Product specifications and when the operating system has been restored. Altech Computers (Hong Kong) LTD's Limited Warranty does not include backup and/or restoring backups of any customer data or software.

Transportation and insurance cost of the Product to/from the designated service centres are to be covered by the Purchaser. Service and turnaround time depends on the spare parts availability.

2.2 How to obtain Warranty Service

Should your Altech Computers (Hong Kong) LTD Product become defective within the warranty period, contact our support department. When you contact our support department, you will be asked for the following information:

- A. Your name, contact address and a contact phone number.
- B. Product model name and serial number, you can find these on the labels on the product or on the warranty card/label.
- C. The proof of purchase including the date and the place.
- D. A brief description of the problem.

Help Desk will help to sort out if the product require a carry-in inspection/repair service or not.

Before you return the Product to the nominated return point, please remember to include the following information:

- A. You send the Product in proper packing, preferably in the original packing case.
- B. Backup all your data & software before send to us. Altech Computers (Hong Kong) LTD will not be liable to retain any data stored in the storage. Note that only the original factory installed system software supplied by Altech Computers (Hong Kong) LTD will be restored under warranty.
- C. A copy of the proof of purchase.
- D. Your personal passwords are included to make it possible to log-in to your computer if necessary.
- E. A brief description of the problem.

3. Altech Computers (Hong Kong) LTD WARRANTY LIABILITY

3.1 Pre-installed or Bundled Software

Altech Computers (Hong Kong) LTD and its affiliates, suppliers, service providers, and resellers disclaim all warranties, conditions and representations, whether express, implied or statutory, with respect to software and documentation provided with the Product and licensed to Purchaser, its quality, performance, merchantability, or fitness for a particular purpose. Altech Computers (Hong Kong) LTD and its affiliates, suppliers, service providers, and resellers do not warrant that the functions contained in the software will be uninterrupted or error free. The software and documentation are provided "AS IS", except if expressly warranted by the licensor in the applicable software license agreement, and are subject to the terms and conditions of the software license agreement contained in or accompanying the software. In no event will Altech Computers (Hong Kong) LTD, its affiliates, suppliers, service providers, or resellers be liable for direct, indirect, special, incidental, or consequential damages resulting from any defect in the software or documentation however caused, even if advised of the possibility of such damages.

3.2 Exclusions to the Altech Computers (Hong Kong) LTD Warranty

This warranty does not apply to the following:

- A. Defects caused by the operation outside the usage parameters stated in the User's Manual.
- B. Malfunctions caused by misuse or abuse, by improper installation, operation or maintenance, by improper connections or peripherals, by use of non-authorized spare parts, by service modifications or repairs performed by a person not authorized by Altech Computers (Hong Kong) LTD, or by other conditions not arising from defects in product materials or workmanship.
- C. Malfunction or failure caused by accidental or intentional damage.
- D. Defects resulting from normal wear and tear.
- E. Diskettes, CD-ROM, carrying cases or other parts of a consumable nature.
- F. Any transfer of ownership. Warranty is provided only to the original Purchaser.
- G. Damaged by third party peripherals, memory expansion cards, PC cards or accessories are excluded from the Warranty.
- I. Preventive maintenance such as conditioning hard disk, recovering data from software VIRUS attacks, checking software VIRUS attacks, running hardware diagnostics tests and cleaning are excluded from the Warranty.
- J. Free Accessories (e.g. Carrying Case, Mouse, Cables and etc.) : No Warranty Coverage.

4. WARRANTY DISCLAIMER AND LIMITATIONS

The warranties stated herein are in lieu of all conditions and warranties, express, implied, or statutory, including but limited to any implied conditions or warranties of merchantability or fitness for a particular purpose on the part of Altech Computers (Hong Kong) LTD and its affiliates, suppliers, service providers, and resellers. All implied or statutory conditions and warranties to the extent that they cannot be excluded are limited as set forth herein. If the product is defective in materials or workmanship, the original purchasers sole and exclusive remedy shall be repair or replacement as provided above. However, if that remedy fails of its essential purpose, Altech Computers (Hong Kong) LTD reserves the right to refund the purchase price of the product to the original purchaser in exchange for the return of the product. Except to the extent prohibited by law, Altech Computers (Hong Kong) LTD and its affiliates, suppliers, service providers, and resellers shall not be liable for any damages including, but not limited to, direct, indirect, incidental or consequential damages, loss of use or data, loss of profits, or interruption of business, whether such alleged damages are based on warranty, condition, tort, or contract (even in the nature of breach of fundamental term). Except to the extent prohibited by law, this is the exclusive written limited warranty of the original Purchaser.

5. DATA STORAGE MEDIA

The only effective protection of the data stored in a computer, such as on a hard disk, is to regularly back up that data by Purchaser. Altech Computers (Hong Kong) LTD and its affiliates, suppliers, service providers and resellers shall not be responsible for any software programs, data or other information stored or used on any media or part of any Product returned to Altech Computers (Hong Kong) LTD or its service providers for Warranty Service or other repair, including but not limited to the costs of recovering such programs, data, or other information. It is solely your responsibility as the Purchaser to back up any software programs, data, or information stored on any storage media or any part of a Product returned for Warranty Service or repair to the designated service centres.

6. GOVERNING LAW

Where the Purchaser has taken delivery of the Product in any other country, this warranty shall be governed by the laws of the Hong Kong Special Administrative Region.