



J Lock Company Ltd.

迪注智能居有限公司

香港新界火炭坳背灣街 57-59 號利達工業中心 8 樓 808 室

電話：3845 5600

# 電子門鎖

## 電子門鎖(“門鎖”)

### <一般細則及條款>

1. 本保養服務只適用於港澳區。
2. 由購買日起計兩年內可享零件保養服務；首年可享免費上門保養服務。
3. 產品必須由 J Lock Company Limited 認可技術人員安裝，才可享本保養服務。
4. 保養期內，客人需妥善保存購買的單據及保養證，如果購買的單據和/或保養證有任何修改、更改或刪除，本保養將自動失效。
5. 如遺失保用證，恕不補發。
6. 如安裝或維修地區屬偏遠地區(本公司保留最終決定權)，將產生額外的偏遠地區交通費用。
7. 免費保養服務並不包括下列情況：
  - 7.1 更換門鎖任何外部配件，包括但不限於門鎖的外殼、按鍵和鍵盤；任何非門鎖內部零件及第三方軟件。
  - 7.2 客人要求在新位置上重新安裝門鎖或鎖口片。
  - 7.3 門鎖或其任何部件由第三方而非本公司認可的技術人員安裝或維修、使用不當、疏忽使用、未按照用戶手冊中的說明使用、濫用、改動、損壞、遭受不可抗力事件，包括但不限於事故、電池電解液洩漏、洪水、火災、自然災害或不可抗力事件，包括但不限於天災，或任何序列號被更改、污損或刪除。
  - 7.4 產品於正常情況下正常運作，或門鎖的一般日常使用和操作，包括更換電池和用戶設置。
  - 7.5 產品安裝在室外或半露天的地方。
8. 保養期內的服務及零件必須由 J Lock Company Limited 提供，而所有更換出的損毀零件均屬本公司所有。
9. 所有已預約的服務，如果在沒有至少一 (1) 個工作日通知的情況下取消或重新安排保修服務的預訂，或預約時間內未能聯絡客人，該預約會被取消，客人需支付手續費才能重新預約。
10. 我方責任事故賠償限額為購買單據上所列產品價值的 50%。
11. 緊急情況下，如客人未能提供機械鑰匙而技術人員只能以破壞方式解鎖時，將產生開鎖服務費。
12. 必須使用同批次的鹼性電池，否則本保養將失效。對於因客戶未使用同一批次的鹼性電池導致而造成的任何損失、費用或損壞，本公司概不負責。
13. 一般條款和條件如有更改，恕不另行通知。
14. 本公司保留最終決定權。



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## 15. 中文譯本僅供參考，如與英文有歧異，概以英文本為準。

### Smart Door Lock (“Lock”)

#### General Terms and Conditions

1. Subject to clauses 2 and 3, J Lock Company Limited (“Company”) warrants the Lock to be free from defects in materials and workmanship (“Warranty”). This Warranty is valid in Hong Kong and Macau only. There are no further warranties, whether express or implied, save and except the Warranty. There is no express or implied warranty of merchantability or a warranty of fitness for a particular purpose.
2. Subject to clause 3, the Company provides this Warranty for two years starting from the date of purchase as shown on purchase invoice. This Warranty includes free on-site maintenance service and component replacement for the first year and component replacement for the second year.
3. This Warranty shall apply only when the Lock was installed by the Company’s approved technician(s).
4. Please keep the purchase invoice and warranty card carefully. Both the original purchase invoice and the original warranty card must be presented when requesting for warranty services. This Warranty will be voided automatically if there is any amendment, alteration, or erasure of the purchase invoice and/ or warranty card.
5. No additional warranty card will be provided for any loss of the warranty card.
6. Additional transportation charge(s) will be incurred if the Company’s approved technicians are to provide warranty services at a remote location which is difficult to be reached by public transport.
7. This Warranty DOES NOT cover:
  - 7.1 Replacement of any external parts of the Lock including but not limited to the outer case, keypad, and button of the Lock; any accessories and parts that are not included in the Lock’s body; and the mobile apps.
  - 7.2 Reinstallation of the Lock at a new location.
  - 7.3 The Lock, or any part thereof, which has been installed or repaired by third parties but not the Company’s approved technicians, improperly used, negligently used, used not in accordance with the instructions in the User Manual, abused, altered, damaged, subjected to force majeure events including but not limited to accident, electrolyte leakage from battery, flood, fire, natural calamities or acts of Gods including but not limited to natural calamities, or on which any serial number has been altered, defaced or removed.
  - 7.4 Invalid request for warranty services, e.g., the Lock is functioning normally, or general daily use and operation of the Lock including change of batteries and user settings.
  - 7.5 The Lock which has been installed in an outdoor or semi-outdoor area.
8. All warranty services within the warranty period shall be rendered by the Company’s approved technician(s) only. In case of product discontinuation or unavailability of component(s) during the warranty period, the Company will provide compatible component(s) for maintenance.
9. If booking for warranty services is cancelled or re-scheduled without at least one (1) working day’s notice, or if our technician cannot contact the customer prior to the booking time, administration charge will be incurred.



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10. Notwithstanding any provision herein and to the extent permitted by law, the Company's total liability to a customer arising out of, under or in connection with this Warranty shall not in any circumstance exceed a sum equal to 50% of the Lock's actual selling price as shown in the purchase invoice. The Company shall not be liable to any customer by way of indemnity or by reason of any breach of this Warranty or of statutory duty of by reason of tort (including but not limited to negligence) or otherwise for: (i) any indirect or consequential damage; (ii) loss of profit; (iii) loss of use; (iv) loss of production; and (v) loss of contracts or any financial or economic loss.
11. Whenever a mechanical key is not available from the customer, a service charge will be incurred for urgent lock breaking.
12. Alkaline batteries of the same batch must be used for the Lock, otherwise this Warranty will be voided. The Company bears no responsibility for any loss, cost or damage caused by the customer not using the same batch of alkaline batteries for the Lock.
13. General Terms and Conditions are subject to change without notice.
14. The Company reserves all rights to make the final decision.
15. The Chinese translation is for reference only. In case of any discrepancy between the English version and the Chinese version, the English version shall prevail.



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# 智能門眼

本公司代理之智能門眼均可享有 1 年自攜維修服務產品保養。

智能門眼 ( “門眼” )

<一般細則及條款>

1. 此一年保養服務只適用於香港。
2. 使用保養服務時需出示保養證及購買時的發票。
3. 實際售價不包括安裝費、上門保養服務費和運輸費。
4. 如遺失保養證，恕不重發。
5. 如將本公司之家用產品用於商業用途，或將不適用於戶外的產品安裝到戶外或半露天地點使用，產品保養即時失效。
6. 本保養不適用於任何不當使用、疏忽使用、未按照用戶手冊中的說明使用、濫用、更改、損壞、遭受不可抗力事件，包括但不限於事故、電池問題、洪水、火災、自然災害或天災，包括但不限於自然災害，或任何序列號已被更改，污損或刪除。
7. 若保養期內產品停止生產或遭淘汰及/或再沒有零件供應用於維修，本公司將為客戶更換相容的產品以覆行餘下的保養期。
8. 細則及條款如有任何更改，恕不另行通知。
9. 本公司技術員在進行安裝及維修服務時，於任何情況下直接或間接導致貴客承擔之任何間接或間接損失、損壞、所有開支或物業的損壞及損傷都不在本公司的保障範圍內。
10. 本服務之責任償付的最高金額以貴客購買時銷售發票上所列的產品原價（不包括任何安裝費用）為上限，並且不會超過有關數目。
11. 一般條款和條件如有更改，恕不另行通知。
12. 本公司保留最終決定權。
13. 中文譯本僅供參考，如與英文有歧異，概以英文本為準。

Smart Door Viewer ( “Viewer” )

The Terms & Conditions of the Warranty

1. Subject to clause 2, J Lock Company Limited ( “Company” ) warrants the Viewer to be free from manufacturing defects in materials and workmanship ( “Warranty” ). This one-year Warranty is valid in Hong Kong only. There are no warranties, express or implied, which extend beyond the description on the face hereof. There is no express or implied warranty of merchantability or warranty of fitness for a particular purpose.



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2. Both the original purchase invoice and the original warranty card must be presented when requesting for warranty services.
3. Actual selling price of the Viewer does not include installation charges, on-site maintenance service charges and transportation charges.
4. No additional warranty card will be provided for any loss of the warranty card.
5. This Warranty will be voided automatically for any improper uses of the Viewer, including but not limited to where the Viewer which is intended for home use is used for commercial purposes or where the Viewer which is intended to be used indoor is used in an outdoor or semi-outdoor area.
6. This Warranty shall not apply to the Viewer, or any part thereof, which has been installed or repaired by third parties but not the Company's approved technicians, improperly used, negligently used, used not in accordance with the instructions in the User Manual, abused, altered, damaged, subjected to force majeure events including but not limited to accident, electrolyte leakage from battery, flood, fire, natural calamities or acts of Gods including but not limited to natural calamities, or on which any serial number has been altered, defaced or removed.
7. In case of product discontinuation or unavailability of component(s) during the warranty period, the Company will provide compatible component(s) for maintenance.
8. The Terms and Conditions of this Warranty may be varied or modified without prior notice to the customer.
9. The Company shall not be liable to any customer by way of indemnity or by reason of any breach of this Warranty or of statutory duty of by reason of tort (including but not limited to negligence) or otherwise for: (i) any indirect or consequential damage; (ii) loss of profit; (iii) loss of use; (iv) loss of production; and (v) loss of contracts or any financial or economic loss. For the avoidance of doubt, to the fullest extent permitted by law, the Company shall not be liable to any customer for any loss, cost and damage arising from the provision of warranty services by the Company's approved technicians.
10. Notwithstanding any provision herein and to the extent permitted by law, the Company's total liability to a customer arising out of, under or in connection with this Warranty shall not in any circumstance exceed a sum equal to the Viewer's actual selling price as shown in the purchase invoice (exclusive of any installation charges).



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11. The Terms and Conditions of the Warranty are subject to change without notice.
12. The Company reserves all rights to make the final decision.
13. The Chinese translation is for reference only. In case of any discrepancy between the English version and the Chinese version, the English version shall prevail.