

**Maintenance Service Fee Table**

Counting from Date of Order	Labour Charge	Parts Charge
First 12 months	Free of Charge	
Subsequent 24 months	HK\$320	Free of Charge
After first 36 months (Non-warranty period)	<p>HK\$600(minimum charge) including HK\$300 labour charge, and HK\$280 inspection fee of the first set of blind plus replacement of one component.</p> <p>For the second set of blind &amp; up, each set shall charge HK\$300 including inspection fee of one set of blind plus replacement of one component.</p> <p>For the replacement of additional component of each set of blind, each item of component replacement shall charge HK\$100.</p> <p>Electronic component extra charges: (including Duette / Silhouette / Pirouette / Luminette)</p> <ul style="list-style-type: none"> <li>- HK\$350 for Motor of Motorization</li> <li>- HK\$500 for Motor of PowerRise</li> <li>- HK\$100 for Receiver</li> <li>- HK\$150 for Remote Control</li> <li>- HK\$600 for DC Power</li> </ul> <p><b>**All other electronic components to be quoted upon request**</b></p>	
<ol style="list-style-type: none"> <li>1. This Maintenance Service Fee Table is subject to change without prior notice.</li> <li>2. This Maintenance Service Fee Table is an integral part of the 3-year Operation Warranty.</li> <li>3. Counting from date of Maintenance Service, Hunter Douglas shall provide one-month guarantee of the components.</li> <li>4. A transportation fee of HK\$100 per service visit will be charged to remote districts such as Tung Chung, Outlying Islands, Discovery Bay, Sai Kung Sheung Sze Wan, Lung Ha Wan, Plum Spains, Barker Road, Hong Kong Parkview, Redhill Peninsula etc.</li> <li>5. Service order for drill hole charge HK\$100/set.</li> <li>6. Extra visit service order for drill hole charge HK\$250/set. For the second set of blind &amp; up, each set shall charge HK\$150</li> </ol>		

**For assistance, please call our Consumer Service Hotline at (852) 2635 8399 or service\_hk@hunterdouglas.asia .**

Please visit <http://www.hunterdouglas.com.hk>

To activate warranty: (Warranty Activation)

To get current fee: (Customer Service → Warranty Inquiries → Maintenance Service Fee Table)

### **3-year Operation Warranty**

Hunter Douglas China/Hong Kong Limited (HDC/HK) warrants that all Hunter Douglas window fashion products are free from assembly defects, provided that such products were properly installed in residential dwellings in the Hong Kong Special Administrative Region. The obligation of HKC/HK is limited to repair or replacement of defective components. Repairs will be made with like or similar parts. Fabrics and slats are NOT considered as components/parts in this warranty.

This warranty is limited to the original purchaser for a period of 36 months, counting from date of order. Repair or replacement of defective components will be made without charge during the first 12 months. Repair or replacement of defective components during the subsequent 24 months will be subject to labour charge. After the first 36 months, repair and replacement of components will be subject to charges on parts and labour.

A transportation fee of HK\$100 per service visit will be charged to remote districts such as Tung Chung, Outlying Islands, Discovery Bay, Sai Kung Sheung Sze Wan, Lung Ha Wan, Plum Spains, Barker Road, Hong Kong Parkview, Redhill Peninsula etc.

Warranty claims must be accompanied by valid Hunter Douglas warranty service number as well as details regarding the nature of the problem.

### **Condition**

This warranty does not cover any usual variations in openings and closures of vanes and slats, including gaps and overlapping as well as in the alignment of fabric pleats. This warranty does not include any conditions or damages resulting from accidents, alteration, exposure to the elements, misuse, abuse, motorized devices, or failure to follow Hunter Douglas instructions with respect to measurement, installation, cleaning or maintenance.

This warranty does not cover any condition or damage resulting from the removal of the product from the window in front of which it was originally installed, nor from any attempt to install it for another window. This warranty also does not apply to conditions caused by normal wear and tear, blind size exceeding the maximum width and drop specified or battery renewal and the remote control unit of the Motorization System or PowerRise® System.

This warranty is exclusive and in lieu of all other obligations, liabilities or warranties. In no events shall HDC/HK be liable or responsible for incidental or consequential damages or for any other direct or indirect damage, loss, cost, expense or fee.

This warranty is subject to change without prior notice.