

大華產品條款及細則

Daiwa Product Warranty Terms and Conditions

感謝定制大華金屬製作有限公司(下稱「本公司」)之產品。

Thank you for choosing product(s) distributed by Daiwa Metal Works Co. Ltd.

本公司基於以下特定條款，將會為用戶(下稱「客戶」) 提供定制服務。

Daiwa Metal Works Co. Ltd. would provide services to customers under the following conditions.

定制細則 Custom details

1. 關於定金：定金為訂單總額的百分之五十。

Deposit: 50% of the total order amount.

(若訂單總額不超過港幣壹仟元整，客戶必須繳付訂單的全部金額。)

(If the total amount does not over HK\$1,000, customers are required to pay the full amount)

2. 關於急件：客戶要求產品加急製作，本公司將視乎情況加收所屬訂單的百分之二十至一百的急件

附加費，具體詳情可向大華業務員查詢。

Urgent order: Daiwa will charge an additional 20% to 100% urgent fee depend on the production and delivery situation. Please check the detail with consultants.

3. 關於生產：

Production:

a. 繳付定金後（若產生急件附加費並需繳付連同附加費的全數款項），方可確認產品生產及出廠時間。

The production and delivery time will be confirmed after paying the deposit (Urgent order must be full paid);

b. 所有噴畫/噴漆/電鍍顏色一律以本公司的樣本為準則；而且儘管使用相同檔案，會於不同時間、天氣或濕度因素下，可能會有最少 5%-20%的顏色差別，客戶不得以此為由要求重新製作產品或退款。

Painted and printed colors are based on Daiwa samples. There are 5%-20% color difference under different weather, humidity, or other environment factors that re-manufactures or refunds are not available for those difference.

- c. 電腦或手機屏幕顯示顏色或非本公司製作的產品均會因顯示不準確造成色差，不得以此作為校對。

Computer, mobile phone or the products from other company will be appeared color difference which should not be used as color calibration or proofreading.

4. 關於取貨/送貨：

Pickup & Delivery:

- a. 客戶在訂單完成後十四天內未能全數提取貨物，本公司將不予保管或有收回貨物的權利，有關款項將不予退還。

Please collect the product within 14 days after being notified. Otherwise, Daiwa has the rights to handle the product without further notification and no payment will be refunded.

- b. 送貨費用將按照不同地區收取合理的費用，只限於路面交收貨物；若有另外的送貨需求，具體詳情請向大華業務員查詢。

The delivery fee will be charged and depend on different regions; if customers have any special requirements, please contact Daiwa consultants for further information.

- c. 客戶收到貨物後，需即時驗收貨物數量及質量，如有任何不涉及取貨/送貨的人為或意外損壞可於三個工作日內聯繫大華業務員或親臨本公司，逾期者將不予受理。

Please check the product immediately when order received, and contract Daiwa if the products have any problem within three working days except man-made damage, malfunction caused by misuse, and damage, rust, or breakdown caused by wear and tear instead of the product itself.

來稿要求 Inquire requirements

1. 輸出稿件檔案必須是以 10% 為單位的 CMYK 四色模式或 PANTONE 專色。

(如客戶稿件不符合本公司要求的色彩模式，為盡可能縮小色彩，本公司會自行轉換，而因此有關的色彩差異，本公司恕不負責。)

The document output is required CMYK, RAL or PANTONE in 10% unit.

(If not, Daiwa will not be responsible for any color difference.)

2. 稿件內的所有文字必須轉換為外框字 (Outline 字型)。

Outline is required for any typing content.

3. 本公司最高支持軟件版本為 Adobe Illustrator(2020)/Adobe Photoshop(2020)/ CorelDRAW

(GRAPHICS SUITE 2020)/AutoCAD(2012)。

ONLY support in Adobe Illustrator (CS5), Adobe Photoshop (CS5), CorelDRAW (GRAPHICS SUITE X6) and AutoCAD (2012)

4. 本公司不接受 Tiff/Jpg/Png 或其他圖像式的檔案用於數控生產的產品。

Tiff, Jpg, Png or other image format that cannot used in CNC production are not acceptable.

5. 若來稿包含註冊商標，客戶必須為商標持有人或獲得註冊商標持有人的授權，如因授權問題而引

致任何版權問題或法律責任，本公司概不負責。

If document provided by customer contains any trademark, customer must own the certain trademark or be authorized by its owner. Daiwa have no obligation in any issue or argument.

本公司對大華產品(下稱「本產品」)，基於以下特定條款，將會為用戶(下稱「客戶」) 提供保養服務。

Daiwa Metal Works Co. Ltd. would provide warranty services for products to customers under the following conditions.

保修細則 Maintenance service

1. 產品必須屬於本公司。

The product should be produced or distributed by Daiwa.

2. 客戶需全數支付本產品費用或其餘附加/工程費用，並在本產品安裝完成後一日內驗收或確認已正常運作起，保修期方可生效。

Warranty coverage started after all additional fees are paid and from the date product are installed and confirmed.

3. 本產品享有半年的有限保養服務。

Daiwa provides half year carry-in limited warranty.

4. 基於以下條件，本產品將不獲保修：

Warranty does not apply under the following conditions:

a. 不依照說明書指示使用而導致本產品損壞；

Misuse by not following the instructions properly;

b. 基於任何原因(包括意外、自然災害)，人為損毀、跌撞、不正當的安裝或操作所造成的損壞；

Any accidental, misuse or intentional damages causing malfunction;

c. 客戶自行改裝本產品內部結構及電線，與本公司生產圖或安裝圖不符；

Unauthorized repairing or modification done to the product

d. 帶電產品必須正確接駁火牛（變壓器）及配置電源，嚴禁直接使用額定電壓 220V，若因此而損

壞的本產品；

Do not connect the transformer or directly connect to the power (220V) cause damage to the product.

e. 所有 LED 產品均會有自然光衰的情況。

Natural lighting decay of the LED

5. 基於以下條件，本產品將有償補修：

Extra fee will be charged under the following conditions:

a. 本產品在非有限保養期，本公司需收取檢查費及維修費；

Extra checking and maintenance fee will be charged for expired warranty product;

b. 自行拆除或擅自更改用途而產生的故障，客戶需自行承擔所有維修費用；

Any error caused by unauthorized repairing or modification done to the product;

c. 非本公司安裝或違例安裝的本產品，本公司不提供現場維修，客戶需將產品自行送回本公司維修；

No on-site maintenance will be provided for product that not installed by Daiwa. Products are required to remove and send by customers to Daiwa;

d. 如需棚架或鋁架等安全棚架，需另外收取費用。

If scaffolding is required for safety reason, additional fee will be charged.

6. 現場維修必須於星期一至五的 9:30-18:30 時段內非假期時間進行。

On-site maintenance are only available during 9:30-18:30 from Monday to Friday excluding public holidays.

7. 如本產品所在現場不能進行維修工作，本公司有權拆除產品並送回廠房維修。

Daiwa has the right to disassemble and send the product to the Daiwa China factory to complete the repair.

保養須知 Everbest service

1. 客戶享用半年有限保養服務時需出示發票，並須提供聯絡姓名、電話、訂單序號、產品定制日期等資料。

Customers should provide product information and their contact information with the presentation of sales receipt and order number.

2. 本公司採用的 LED 燈，火牛（變壓器）等裝配用品，均由 CE 認證，如有需要，可聯絡本公司參考其原廠使用說明。

All the LED lights, transformers and other assembly applied in the products are certified by CE. The original instructions by suppliers are available upon required.

3. 本產品經本公司維修後，沒有任何故障情況或能正常運作及通過原廠設定，即判定為維修完成。

The maintenance and repair are recognized as completed if the products are operated normally and passed the factory quality test.

4. 維修中如有損壞或損失，本公司一概不負責及賠償。

Daiwa will not be responsible or compensate for any damage or loss during the maintenance.

5. 客戶可通過聯絡大華業務員查詢維修進度，請於發出取回維修品通知後起計十五天內取回有關維修產品，否則將視用戶為放棄該產品之擁有權，本公司將自行處理並不會發還有關產品，具體詳情可向大華業務員查詢。

Customers can inquire about the repairing progress via phone. Please collect the product within 15 days after being notified. Otherwise, Daiwa has the rights to handle the product without further notification. Please contact Daiwa consultants for further information.

保養條款聲明 Disclaimer

本公司保留修改此保用證條款及細則的權利，而無須事先通知。

Daiwa Metal Works Co. Ltd. reserves the rights to amend these terms and conditions without prior notice.

如有任何爭議，本公司保留最終決定權。

In case of any dispute, Daiwa Metal Works Co. Ltd. reserves the rights for any final decision.

The logo features the Chinese characters '大華製作' (Daiwa Metal Works) in a stylized font, enclosed within a circular emblem. Below this, the company name 'Daiwa metal works' is written in a large, elegant, cursive script.

Daiwa metal works