

Product Warranty Service

Thank you for choosing the quality products from Toptech Co. Limited (hereunder "Toptech"). Cimatech and Roblin products supplied by Toptech are warranted for ONE-YEAR free warranty service while Gorenje products are warranted for THREE-YEAR warranty service from the date of delivery.

Terms and Conditions:

1. This warranty service is in lieu of all other warranties, expressed or implied, and of all other obligations on our part. No representative or other person is authorized or permitted to make any warranty or assume for this company any liability not strictly in accordance with the foregoing.
2. The attached warranty card MUST be fully completed and returned to Toptech within 30 days commencing from the date of delivery. If the warranty card is failed to return, Toptech reserves the right to reject any warranty service request.
3. Warranty card **AND** the original invoice **MUST** be presented to the technician or representative during the service. Service fee will be charged if any one of the documents cannot be presented.
4. This warranty service only applies to the appliances located in the Hong Kong and Macau Special Administrative Regions.
5. The Customer shall notify Toptech in writing immediately if the appliances shall not be kept at the address specified in the warranty card.
6. This warranty service shall not apply to appliances located on boat, vehicle or movable objects.
7. The warranty will be automatically null and void immediately if:
 - i. The appliances have been damaged due to any negligence, misuse, improper installation, accident or non-genuine spare parts or accessories.
 - ii. The appliances have been tampered with or subjected to repair or modification by any other person not authorized by Toptech.
 - iii. The damage of the appliances related to improper electricity/gas supply, water supply/drainage or exhaust pipes connected to the appliances.
 - iv. The Customer does not use the appliances according to the instruction and operation manual from Manufacturers/Toptech and resulting damage to the appliances.
 - v. The appliances are used commercially or located at commercial premises.
 - vi. The serial number of the appliances has been altered, effaced and/or removed.
 - vii. Any circumstance beyond the control of Manufacturers /Toptech or Customer including Acts of God.
 - viii. Toptech is not promptly informed of any change of address or ownership of the product.
 - ix. The appliances are re-located outside the Hong Kong and Macau Special Administrative Region.
8. Free replacement of spare parts within warranty period does not cover the following consumable, wearable and/or non-functional parts and/or accessories:
 - i. Light bulb, fluorescent lamp, battery, filter, door seal for refrigerator/freezer and etc.
 - ii. Handle and knob, glass shelf, wire shelf, tray, turntable, coffee jug, refrigerator and freezer accessories, power cord and power plug and etc.
 - iii. External body, panel and cover, varnish and enamel, decorative materials, non-functional spare parts and accessories and etc.
 - iv. Cleaning, reconditioning and lubrication and etc.
 - v. Defects and damage due to sunray, temperature, humidity or other natural calamities (e.g. color deterioration, rusting, water condensation etc.)
9. Toptech only provides service during normal business hours and under safety environment.
10. The Customer shall provide a reasonable, sufficient and safe working space to access the appliances for service. The Customer is liable to remove any blockage or move the appliances to an appropriate location with electricity/gas supply, water supply/drainage for testing the appliances. Toptech reserves the right not to provide any service if the working space is limited, non-sufficient, unsafe or should there be a risk to create damage of any kind due to the working space.
11. Toptech shall not be liable for procuring or otherwise ensuring that the appliances shall after being serviced by Toptech, be fully restored to its proper working order. Toptech shall not be liable to restore the appliances to proper working order should there be unavailable parts from factory, or non-repairable and/or non-replacing parts or any circumstances beyond the control of Toptech.
12. Toptech shall not be liable for any cost, expense, injury, direct, indirect or consequential loss, damage or liability whatsoever caused by or arising directly or indirectly from or in connection with any defect in the appliances before or after being serviced by Toptech.
13. The Customer shall bear the risk and be responsible for all loss and damage (including consequential loss, damage or loss of profit) arising directly or indirectly from or in connection with the service, delivery or use of the appliances.
14. The maximum liability of Toptech under this warranty shall be limited to the replacement value of the relevant appliances.
15. For service on outlying islands, the Customer will be charged additional service fee on each visit. For area without public transportation, the Customer will be liable for sending the appliances to and from the workshop of Toptech for inspection and/or repair.
16. Toptech shall, as soon as practicable upon request by the Customer, render service in such manner and to such extent as Toptech may in its sole and absolute discretion determine. Toptech shall not be liable for any cost, expense, injury, direct or indirect or consequential loss, damage or liability whatsoever caused by or arising directly or indirectly from or in connection with its failure to carry out any of its obligations under this warranty due to anything beyond the control of Manufacturers/Toptech.
17. Replaced parts belong to Toptech's property.
18. The Customer shall use the appliances according to the instruction manual from Manufacturers/Toptech.
19. All data stated on this warranty card, such as model number and serial number, etc. are registered according to customer's self-declaration. If there is any discrepancy found, Toptech shall have the rights to amend or to terminate the validity of this warranty.
20. No warranty card or supplementary copy will be issued in case of damage or loss. Toptech reserves the rights to charge the customer for new issue.
21. This warranty is not transferable.
22. The rights of issue and cease of this warranty card belong to Toptech. For any uncertain or doubtful occasion, after examination, Toptech has the right to refuse the issue of or to cease this warranty.
23. Toptech reserves the rights to amend the terms and conditions of this warranty and without prior notice.
24. This warranty card is issued in bilingual terms. In case of any inconsistency or difference, the English version shall prevail.

Cimatech® gorenje



Ref. No. :

Customer Copy

Please retain this portion for your record.

Brand:_____

Product:_____

Model No.:_____

Serial No.: _____
(S/N; Ser Nr.; N Serie; F. Nr.)

Date of Delivery: _____

Please keep the original invoice for future reference.

Customer Service Hotline :
(852) 8203 1488



Please detach along the dotted line 請沿虛線剪下



Please detach along the dotted line 請沿虛線剪下

To: Toptech Co. Limited
Suite 3002-3, Great Eagle Centre,
23 Harbour Road,
Wanchai, Hong Kong

Stamp
請貼郵票