銷售及安裝服務 Sales and Installation services

Bosch家用電器各項服務時間及查詢電話如下:
Bosch Home Appliances Limited service hours and enquiry hotline numbers as follows:

服務項目 Services	電話 Telephone	服務時間 Operation Hour
落單及查詢 (銷售/安裝/睇位) Order placement and enquiry on item delivery, installation and site-measurement service	2102 4421^	星期一至五 Monday to Friday 9:00 am – 1:00 pm & 2:00 pm – 6:00 pm
截單時間 (翌日送貨/安裝/睇位) * Cutoff time of order placement for next day item delivery, installation and site-measurement service 獨立式電器產品 Freestanding home appliances 嵌入式電器產品 Built-in home appliances	-	星期一至五 Monday to Friday 5:00 pm 3:00pm
當日送貨查詢 Enquiry of delivery status on the day of delivery	8108 8826	星期一至六 Monday to Saturday 9:00 am – 1:00 pm & 2:00 pm – 7:00 pm
當日安裝/睇位查詢 Enquiry of installation or site-measurement status on the day of service 獨立式電器產品 Freestanding home appliances 嵌入式電器產品 Built-in home appliances	8108 2863 2102 4421^	星期一至六 Monday to Saturday 9:00 am – 1:00 pm & 2:00 pm – 7:00 pm 星期一至五 Monday to Friday 9:00 am – 1:00 pm & 2:00 pm – 6:00 pm
維修及客户服務 Customer care and repair service hotline	2626 9655	星期一至六 Monday to Saturday 9:00 am – 6:00 pm

^ 只供內部及零售商使用，不可給與客戶
Only for internal use, please do not disclose to end customer
* 假日安裝需要提前三個工作天通知
3 working days' prior notice is needed for Sunday or holiday installation

網址 Website：**https://www.bosch-home.com.hk/en/shop** **Official Website 官方網站**

Bosch家用電器各項服務內容如下:
Bosch Home Appliances Limited service scope as follows:

	服務項目 Services	內容 Description
1.	**所有產品 All Items**	
1.1	**送貨服務** **Delivery**	– 各區送貨時段請參考分區送貨行程表(附表 1) For delivery schedule of different districts, pls refer to Appendix 1 – 額外送貨服務收費詳情請參考送貨服務額外收費表(附表 2) For additional delivery service charges, pls refer to Appendix 2
1.2	**睇位及安裝服務** **Site-measurement and Installation service**	– 收費詳情請參考睇位及安裝收費表 (獨立式產品 - 附表 3 /嵌入式產品 - 附表 4) For site-measurement and installation charges, pls refer to Appendix 3 for freestanding appliances and Appendix 4 for Built-in appliances – 離島訂單注意事項: • 睇位及安裝需預先預約確認 (馬灣及愉景灣除外) • 馬灣及愉景灣睇位或安裝日子如下: ➢ 獨立式產品: 只限星期一至五 ➢ 嵌入式產品: 只限星期一、二、四 • 貨品必須於安裝前一天送到 Points to note for outlying island orders: • Site-measurement or installation schedule must be confirmed by BSH before service could be provided (except Ma Wan and Discovery Bay) • For Ma Wan and Discovery Bay, site-measurement or installation will be arranged in the following days: ➢ Freestanding items: Monday to Friday ➢ Built-in items: Monday, Tuesday, Friday – 熱水爐安裝服務需於下午四時前進行 Installation for water heater must be completed before 4 pm
1.3	**假日睇位及安裝服務** **Holiday installation service**	– 客戶可安排於星期日或假日(法定假期例外) 12:00pm–6:00p 睇位或安裝 Service could be provided on Sunday or bank holiday except Statutory holiday within 12:00pm to 6:00pm – 安裝師傅會收取$100 附加費用 Additional charge $100 will be collected at site by technician – 必須提前三個工作天落單並註明 Request must be made 3 working days prior to the service date – 需要安裝之貨品必須於安裝日之前一天送到客戶家中 Related items must be delivered to the installation site one day before service date – 個別地區未能提供此服務，詳情請參考分區送貨行程表 (附表 1) Not applicable to some districts as indicated in the Delivery Schedule (Appendix 1)

1.4	**黃昏安裝服務** **Evening installation service**	- 黃昏時段安裝時間如下: 獨立式產品 • 貨品由本公司送貨並需於 7pm 前送到: 7:00 - 9:00pm • 貨品由經銷商送貨並需於 6pm 前送到: 6:00 - 8:00pm 嵌入式產品 • 貨品必須於安裝日之前一天送到客戶家中: 6:00 - 8:00pm Evening installation service could be provided at below time slot: Freestanding items • Item delivered by BSH and arrived installation site before 7:00pm: 7:00pm – 9:00 pm • Item delivered by dealer and arrived installation site before 6:00pm: 6:00pm – 8:00pm Built-in items • Item delivered to installation site one day before service date: 6:00pm – 8:00pm – 必須於落單時註明 Request must be made during placement of purchase order – 不適用於星期日及公眾假期 Not applicable to Sunday and public holiday – 不適用於熱水爐型號之產品 Not applicable to water heater models – 個別地區未能提供此服務，詳情請參考分區送貨行程表 (附表 1) Not applicable to some districts in Hong Kong as indicated in the Delivery Schedule (Appendix 1)
1.5	**棄置原有電器產品服務** **Disposal of old appliances**	- 顧客可獲棄置原有同類型舊電器產品一件之服務 ，方案詳情及收費可參考相關服務條款(附表 5) Customer could enjoy disposal of similar type of old appliance on every new purchase. Pls refer to related terms & conditions of each available plans for service details & surcharge in Appendix 5 - 已選擇之除舊方案必須於落單時註明 Old unit removal plan must be stated during order placement

2.	**只限獨立式產品 Freestanding Items only**	
2.1	**同日送貨安裝服務 Same day delivery and installation service**	– 只限於各型號之洗衣機、乾衣機、洗衣乾衣機 Applicable to washing machine, dryer, washer-dryer – 必須於落單時註明 Request must be made during placement of purchase order – 貨品需於以下時間前送到 • 由本公司送貨: 7pm • 由經銷商送貨 6pm Appliance must arrive installation site before the following time: • Delivered by BSH: 7pm • Delivered by dealer: 6pm – 個別地區未能提供此服務，詳情請參考送貨行程表 (附表 1) Not applicable to some districts in Hong Kong as indicated in Delivery Schedule (Appendix 1)
2.2	**廚櫃檯底產品安裝 Built-under appliances installation**	- Bosch 家用電器備有各款符合香港安全標準之原廠廚櫃檯底配件以安裝前置式洗衣機及洗碟機於櫃檯底 Bosch Home Appliances supplies various standard built-under kits complied with safety regulations of Hong Kong for built-under installation of front-loading washing machines and dishwashers - 櫃底高度必須為 82-85cm 或 32.5-33.5 吋 The cabinet worktop should have a height of 82-85cm (32.5 to 33.5 inches) from ground

3. 本公司不會提供之服務 Service not Covered

- 送貨或安裝於任何流動性物件或地方，如船上、汽車等
  Delivery and Installation services on movable objects or at locations including boat, yacht, vehicles etc
- 搬移舊機到室外走廊
  Move old machine to area outside the apartment
- 安裝收費表或相關睇位報告上未有提及之服務
  Services not mentioned in the installation service charge list or respective site-measurement report
- 喉管在牆內、地面之下、穿出外牆、屋外、無法直接接觸或未有足夠空間改動之接駁或改動工程
  Install or modify pipe inside the wall, underground, pass through the wall, outdoor area, unable to make direct contact of or not enough space to perform service
- 鉛水喉管拆移或接駁
  Remove of modify iron cast pipe
- 排水渠閘隔氣淤塞之拆裝及清理工作
  Repair for damaged or blocked drain outlet
- 電源總掣、插座、灰士或釘裝電源工程
  Services related to electrical mains switch, socket, fuse or wiring extension
- 如現場環境潛在危險或可能導致任何損毀
  Services with estimated danger or possible damages due to the constraints of site conditions

備註Remarks :

- ❖ 如有任何爭議，一切以博西華家用電器有限公司的最終決定為準
  BSH Home Appliances Limited has the absolute rights of discretion in case of dispute
- ❖ 本公司有權更改內容而不作另行通知
  BSH Home Appliances Limited reserves the right to alter any content without notice
- ❖ 如有任何疑問，敬請致電各營業代表查詢
  Should there be any query, please contact our Sales Representatives

附表1 – 分區送貨行程表
Appendix 1 - Delivery Schedule of Various Districts

送貨地點 Delivery Area	時間 Time	
1. 香港區 Hong Kong Island		
石澳#,金鐘 Shek O#, Admiralty	星期一至六 Mon to Sat	10:00 - 13:00
灣仔北 (告士打道為界), 跑馬地 Wan Chai North (Gloucester Road as boundary), Happy Valley	星期一至六 Mon to Sat	11:00 - 14:00
淺水灣#, 深水灣#, 大潭#, 赤柱#, 大坑, 渣甸山, 小西灣 Repulse Bay#, Deep Water Bay#, Tai Tam#, Stanley#, Tai Hang, Jardine's Lookout, Siu Sai Wan	星期一至六 Mon to Sat	12:00 - 15:00
筲箕灣, 鴨利洲, 山頂#, 柴灣, 灣仔南 (告士打道為界), 銅鑼灣, 黃竹坑 Shau Kei Wan, Ap Lei Chau, The Peak#, Chai Wan, Wan Chai South (Gloucester Road as boundary), Causeway Bay, Wong Chuk Hang	星期一至六 Mon to Sat	13:00 - 16:00
西灣河, 康山, 鰂魚涌, 香港仔, 半山# Sai Wan Ho, Kornhill, Quarry Bay, Aberdeen, Mid-Level#	星期一至六 Mon to Sat	14:00 - 17:00
太古城, 數碼港, 博扶林 Tai Koo Shing, Cyberport, Pok Fu Lam	星期一至六 Mon to Sat	15:00 - 18:00
北角, 天后, 堅尼地城, 西營盤, 中環, 上環, 西環, 炮台山 North Point, Tin Hau, Kennedy Town, Sai Ying Pun, Central, Sheung Wan, Sai Wan, Fortress Hill	星期一至六 Mon to Sat	16:00 - 19:00
2. 九龍區 Kowloon		
西貢#, 九龍塘, 何文田 Sai Kung#, Kowloon Tong, Ho Man Tin	星期一至六 Mon to Sat	11:00 - 14:00
清水灣#, 大角咀, 太子, 油麻地, 九龍仔 Clear Water Bay#, Tai Kok Tsui, Prince Edward, Yau Ma Tei, Kowloon Tsai	星期一至六 Mon to Sat	12:00 - 15:00
樂富, 黃大仙, 九龍城, 將軍澳北, 旺角, 佐敦, 尖沙咀 Lok Fu, Wong Tai Shin, Kowloon City, Tseung Kwan O North, Mong Kok, Jordan, Tsim Sha Tsui	星期一至六 Mon to Sat	13:00 - 16:00
鑽石山, 慈雲山, 尖沙咀東, 黃埔, 深水埗 Diamond Hill, Tsz Wan Shan, East Tsim Sha Tsui, Whampoa, Sham Shui Po	星期一至六 Mon to Sat	14:00 - 17:00
新蒲崗, 牛池灣, 將軍澳南, 長沙灣, 紅磡 San Po Kong, Ngau Chi Wan, Tseung Kwan O South, Cheung Sha Wan, Hunghom	星期一至六 Mon to Sat	15:00 – 18:00
土瓜灣, 馬頭圍, 彩虹, 彩雲, 九龍灣, 啟德, 牛頭角, 觀塘, 秀茂坪, 油塘, 藍田, 荔枝角, 美孚 To Kwan Wan, Ma Tau Wai, Choi Hung, Choi Wan, Kowloon Bay, Ngau Tau Kok, Kwun Tong, Sau Mau Ping, Yau Tong, Lam Tin, Lai Chi Kok, Mei Foo	星期一至六 Mon to Sat	16:00 - 19:00

送貨地點 Delivery Area	時間 Time	
3. 新界區 New Territories		
粉嶺, 新田(錦繡花園,加州豪園, 加州花園)# Fanling, San Tin (Fairview Park, Royal Palms, Palm Springs)#	星期一至六 Mon to Sat	10:00 - 13:00
上水,石崗, 馬鞍山(大水坑,恆安), 荃灣, 新田(錦繡花園,加州豪園, 加州花園)# Sheung Shui, Shek Kong, Ma On Shan (Tai Shui Hang, Heng On), Tsuen Wan, San Tin (Fairview Park, Royal Palms, Palm Springs)#	星期一至六 Mon to Sat	11:00 - 14:00
大埔(康樂園,林村,九龍坑)#, 大尾篤, 馬鞍山, 烏溪沙, 錦田, 八鄉, 荃灣(東) Tai Po (Hong Lok Yuen, Lam Tsuen, Kau Lung Hang)#, Tai Mei Tuk, Ma On Shan, Wu Kai Sha, Kam Tin, Pat Heung, Tsuen Wan (East)	星期一至六 Mon to Sat	12:00 - 15:00
西沙公路, 青龍頭, , 元朗(市中心, 大棠, 橫洲, 屏山) Sai Sha Road, Tsing Lung Tau, Yuen Long (Town, Tai Tong, Wang Chau, Ping Shan)	星期一至六 Mon to Sat	13:00 - 16:00
大埔市, 沙田南(城門河右), 流浮山, 天水圍 (北), 汀九, 深井, 東涌(南)# Tai Po Town, Shatin South (right of Shing Mun River), Lau Fau Shan, Tin Shui Wai (North), Ting Kau, Sham Tseng, Tung Chung (South)	星期一至六 Mon to Sat	14:00 - 17:00
天水圍 (南), 馬料水, 九肚山, 沙田北(城門河左), 青衣, 東涌(北), Tin Shui Wai (South), Ma Liu Shui, Kau To Shan, Shatin North (left of Shing Mun River), Tsing Yi, Tung Chung (North)	星期一至六 Mon to Sat	15:00 - 18:00
洪水橋, 藍地, 虎地(富泰邨,叠茵庭), 火炭, 大圍, 葵涌, 梨木樹, 屯門碼頭(蝴蝶邨, 湖景邨, 悅湖山莊), 屯門, 龍鼓灘, 三聖, 黃金海岸, 掃管笏, 小欖, 大欖, Hung Shui Kiu, Lam Tei, Fu Tei (Fu Tai, Parkland), Tuen Mun Pier (Butterfly Estate, Wu King Estate, Yuet Wu Villa), Fo Tan, Tai Wai, Kwai Chung, Lei Muk Shue, Tuen Mun, Lung Kwu Tan, Sam Shing, Gold Coast, So Kwun Wat, Siu Lam, Tai Lam	星期一至六 Mon to Sat	16:00 - 19:00
4. 離島 Outlying Islands		
馬灣# Ma Wan#	星期一、三、五 Mon, Wed, Fri	11:00 - 14:00
愉景灣# Discovery Bay#	星期一、三、五 Mon, Wed, Fri	12:00 - 16:00
如服務日為法定假期，服務將順延至下一工作天 Service would be provided the next working day if service day is a bank holiday		

地區未能提供以下服務:

- 同日送貨安裝 (東涌地區如由博世華家用電器負責送貨除外)
- 黃昏安裝
- 星期日及假日安裝

Below services could not be provided to district marked with#:

- Same day delivery-installation (except Tung Chung district if delivery service is provided by BSH Home Appliances)
- Evening installation
- Sunday or holiday installation

附表2 – 送貨服務額外收費表
Appendix 2 – Additional Delivery Service Charges

服務項目 Service	費用 Charge
運送新/舊機如有樓梯(每層十六級，第一層過六級開始收費) Stair fee for delivery of new or disposal items (Sixteen steps counted as one storey, charging starts incurred after six steps): – 所有廚師機、獨立式及嵌入式產品，對門雪櫃除外 Kitchen machines, all freestanding and built-in items except side-by-side refrigerator – 對門雪櫃 Side-by-side refrigerator	 $60 (每層 per storey) $120 (每層 per storey)
不能直接從地面推進安裝位置，需將電器向上或向下提起十吋以上(俗稱「抽針」「插針」) 或跨過離地超過十吋或以上的障礙物如廁盆、櫃等到安裝位置 Appliance cannot be installed directly on the floor, but needs to be lifted up or down, or over obstacles such as basin or closet etc. 10 inches or more to the installation place	$150 (每次 per time)
拆卸雪櫃門 Refrigerator door removal	$200 (每次 per time)
推送路程 (對門雪櫃除外) Carry by Trolley (Except Side-by-Side Refrigerator)	$60 (每一百米 per 100 meters) *首一百米免費 *Waive for first 100 meters
推送路程 (對門雪櫃) Carry by Trolley for Side-by-Side Refrigerator	$120 (每一百米 per 100 meters)
額外人手搬運 Extra Manpower for delivery	$900 (每人 per manpower)

附表3 – 獨立式電器睇位及安裝收費表
Appendix 3 –Site-measurement and Installation Charges for Freestanding Appliances

1. 睇位
Site-measurement

產品 Items	費用 Charge
同一時間及地址最多三件以下類別之產品： 洗衣機 / 洗衣乾衣機 / 乾衣機 / 雪櫃 One-off service for maximum three products under the following product categories for the same address: Washing machine / Washer-dryer / Dryer / Refrigerator	$200 (每次 per time)
洗碗碟機 Dishwasher	$200 (每件 per pc)
對門雪櫃 Side-by-side Refrigerator	$200 (每次 per time) *首次豁免 *Free of charge for the 1st visit
熱水爐 Water Heater *備註: 客人在報單店鋪購買熱水爐及成功由 Bosch 家用電器安裝，可享有睇位費回贈，並於安裝費上扣回。 *Remarks: customer who purchased hot water heater and has been successfully installed by Bosch Home Appliances can enjoy rebate for the site-measurement fee (only applies when site-measurement and installation order was placed at the same shop, will be deducted from the installation charge).	$200 (每件 per pc)
抽油煙機 Cooker hood *備註: 客人在報單店鋪購買抽油煙機及成功由 Bosch 家用電器安裝，可享有睇位費回贈，並於安裝費上扣回。 **Remarks: customer who purchased cooker hood and has been successfully installed by Bosch Home Appliances can enjoy rebate for the site-measurement fee (will be deducted from the installation charge).	$200 (每件 per pc)

2. 安裝 Installation

2.1 洗衣機 / 洗衣乾衣機 / 洗碗機 Washing machine / washer-dryer / dishwasher

安裝詳情 Installation details	安裝收費 Installation charge
• 半吋直徑標準銅水管/曲 5 呎接駁直至洗衣機 (每曲喉當一呎計) (不包括拆舊水喉) Includes five feet of 1/2" diameter standard copper water pipe/elbow connecting water supply to appliance (Each elbow counted as one foot) (Exclude dismantling of old hoses/pipes) • 1.25 ~ 1.5 吋直徑 PVC 膠管/曲 5 呎接駁至排水渠或洗衣機專用排水管 (每曲喉當一呎計) (不包括拆舊水喉) Five feet of 1.25" ~ 1.5" diameter PVC pipe/elbow from the appliance to the drainage (Each elbow counted as one foot) (Exclude dismantle of old hoses/pipes) • 如客人連接洗衣機/洗碗機之水龍頭因損壞而未能使用，安裝時可免費提供牙咀水龍頭一個 1 water tap for the appliance if the original water tap at site is found defective • 基本電源接駁 (如需把電源線接駁至電源連接盒上，必須於落單時註明) Basic connection to electricity supply (If the appliances needs an electricity connection to a spur connection box, dealer should make the request at the time of ordering) • 完成基本測試: 入水，運行，排水，脫水 Basic tests on the appliance – water inlet, operation, drainage and spin dry • 指導基本使用及保養 Instruction on basic operation and maintenance	標準安裝免費 Standard installation free of charge *凡超出標準則必須另付費用, 請參考下列安裝收費 *Additional materials or services not included in the standard installation will be subjected to extra charges as listed below
• 牙咀水龍頭 Water tap for the appliance	$150 (每個 per pc)
• 半吋直徑銅喉管 (每曲喉當一呎計) 1/2" diameter standard copper water pipe/elbow (Each elbow counted as one foot)	$40 (每呎 per feet)
• 1.25 吋 ~ 1.5 吋直徑 PVC 膠管每呎 (每曲喉當一呎計) 1.25" ~ 1.5" diameter PVC pipe/elbow (Each elbow counted as one foot)	$40 (每呎 per feet)
• 開叉 T 銅喉管 及 PVC 膠管接駁 (來或去水中途接駁) T-joint copper pipes and PVC pipes for water inlet and drainage connection	$100
• 拆/改舊水喉管 (10 呎內) Dismantle or modify old hoses/ pipes (within 10 feet)	$80

安裝詳情 Installation details	安裝收費 Installation charge
• 拆換防臭安裝 (更換排水隔氣) Replace old waste trap	$120
• 拆除接駁電源連接盒上的電源線 Disconnect or connect power cords to the spur connection box	$150 (每次 per time)
• 更新 13A/15A 藏牆電源面板 (供電電線需符合所需電量) Change new 13A/15A wall power socket (power supply electric wires should meet rated power of the socket)	$150 (每個 per pc)
• 櫥櫃隔板鑽孔穿喉 2 吋半直徑 Drill hole of 2.5" diameter on kitchen cabinet/partition	$80 (每孔 per hole)
– 1 吋仿石開孔 (孔闊直徑約 2.5 吋，由於現場環境所限及工人工藝所致，孔邊可能出現微小凹凸不平(即非完美平整))，不包括含石質仿石) Drill hole on 1 inch solid surface for (hole diameter about 2.5", there may be uneven edge around the hole, due to limitations of the on-site environment and skill of the workers, there may be slight unevenness on the edge of the hole (that is, it is not perfectly flat) , excludes stone-containing imitation stone)	$300 (每孔 per hole)
– 1 吋石英/麻石/雲石/不銹鋼開孔 (孔闊直徑約 2.5 吋，由於現場環境所限及工人工藝所致, 孔邊可能出現微小凹凸不平(即非完美平整)) Drill hole on 1 inch solid surface for Quartz / Granite / Marble / Stainless steel (hole diameter about 2.5", due to limitations of the on-site environment and skill of the workers, there may be slight unevenness on the edge of the hole (that is, it is not perfectly flat)	$1,400 (每孔 per hole)
• 上門飛頂重裝 Installation metal cover and reinstallation	$600 (每次 per time)
• 還原洗衣機頂蓋 (安裝少於 1 個月) Reinstall washer machine cover (Installation less than 1 month)	$200 (每次 per time)
• 還原洗衣機頂蓋 (安裝多於 1 個月) Reinstall washer machine cover (Installation less than 1 month)	$300 (每次 per time)

• 疊架裝拆 (請落單時註明)
Dismantle and install stacking kit for double deck machines (should make request during placement of order)
  • 如同時購買新乾衣機及新疊架
With the purchase of a brand new Bosch dryer and stacking kit
  • 拆疊架 (包卸下乾衣機)
Dismantle stacking kit (include stack down of old dryer)
  • 裝回疊架 (重疊乾衣機)
Install stacking kit (include stack up of old dryer)
  • 同時拆裝疊架 (包卸下及重疊乾衣機)
Dismantle and install stacking kit at the same time (include stack down and up of old dryer)
	免費 Free of charge
	$200 (每次 per time)
	$200 (每次 per time)
	$300 (每次 per time)

• 不能直接從地面推進安裝位置，需將電器向上或向下提起十吋以上(俗稱「抽針」「插針」) 或跨過離地超過十吋或以上的障礙物如廁盆、櫃等放到安裝位置(落單時請註明) Appliance cannot be installed directly on the floor, but needs to be lifted up or down, or over obstacles such as basin or closet etc., 10 inches or more to the installation place	$150 (每次 per time)
• 如水壓大於 10 bar 或 142 psi，須加裝減壓器 Installation of water pressure regulator is needed if local hydraulic pressure is higher than 10 bar / 142psi	$800 (每個 per pc)

2.2 乾衣機 Dryer

安裝詳情 Installation details	安裝收費 Installation charge
• 安裝隨機附有之排氣喉或排水喉 Install original exhaust hose or drainage kit • 同時安裝全新購買的乾衣機疊架 (乾衣機疊架另購) Install new purchased stacking kit at the same time (stacking kit is optional accessory) • 基本電源接駁 Basic connection to electricity supply • 指導基本使用及保養 Instruct on basic operation and maintenance	標準安裝免費 Standard installation free of charge *備註: 乾衣機需裝置在乾淨、堅固平穩的平面上 * Remarks: The dryer should be placed on a clean, firm and stable surface
• 安裝鋁喉排氣喉(包八呎鋁喉一條) Install aluminum exhaust hose (include one 8 feet aluminum exhaust hose)	$300 (每次 per time)
• 安裝排水喉 Install condenser drainage kit • 安裝排水喉, 如同時購買全新洗衣機及在落單時註明 Install condenser drainage kit, provided that a washing machine is purchased at the same time and indicate during placement of order	$300 (每次 per time) 免費 Free of charge
• 更新 13A/15A 藏牆電源面板 (供電電線需符合所需電量) Change new 13A/15A wall power socket (power supply electric wires should meet rated power of the socket)	$150 (每個 per pc)
• 特定型號乾衣機左右門改裝 (須在落單時註明，額外預留一個工作天) Left-right hinge modification for certain models of dryer (must indicate during placement of order, one extra working day is needed) • 如送貨安裝後，要求上門進行左右門改裝 Left-right hinge modification requested after appliance has been delivered	免費 Free of charge $200 (每次 per time)

2.3 熱水爐
Water Heater

安裝詳情 Installation details	安裝收費 Installation charge
即熱式 **Instantaneous hydraulically controlled:** • 標準安裝:包括 3 相電源接駁,電線 3 呎,銅喉 4 呎,拆舊爐 (同類型機) Standard installation: includes 3 phase power connection, power cable 3 feet, copper pipe 4 feet, dismantling same type of old water heater (disposal not included)	$480 (每件 per pc)
小型即熱式 **Small Instantaneous:** • 標準安裝:包括電源接駁,電線 9 呎,銅喉 4 呎或竹節喉一對(每條 2 呎),拆舊爐 (同類型機，不包棄置) Standard installation: includes power connection, power cable 9 feet, copper pipe 4 feet or adjustable hose 1 pair (2 feet each), dismantling for same type of old water heater (disposal not included)	$480 (每件 per pc)
• 竹節喉一對 (每條 2 呎) Adjustable hose 1 pair (2 feet each)	$200 (每對 per pair)
• 拆/改舊水喉管 (10 呎內) Dismantle or modify old hoses/ pipes (within 10 feet)	$80 (每 10 呎 per 10 feet)
• 延長電線 Extend power cable	$30 (每呎 per feet)
• 加長銅/曲喉 Extend Copper pipe / elbow	$30 (每呎 per feet)
• 拆裝電源開關掣 Dismantle and install power On/Off switch	另議 Quote separately

2.4 雪櫃
Refrigerator

安裝詳情 Installation details	安裝收費 Installation charge
• 左右門改裝 (須在落單時註明，額外預留一個工作天) Modify left-right hinge (must indicate during placement of order, one extra working day is needed)	免費 Free of charge
• 送貨安裝後，要求上門進行左右門改裝 Left-right hinge modification to be done at site after appliance has been delivered	$700 (每次 per time)
• 送貨安裝後，要求左右門改裝而需回工場進行 (需時四個工作天) Left-right hinge modification is requested after product has been delivered. And due to site condition that the appliance needs to be sent back to warehouse for processing the modification (4 days lead time is required)	$900 (每次 per time)
• 客人遺失跟機改門配件而需配回 (如相關配件沒有存貨，則需要額外 2 星期處理) Spare part for door hinge modification has been lost and needs to be reordered (if related spare part is in shortage, extra 2 weeks' processing lead time is needed)	$200 (每個 per pc)

2.5 對門雪櫃
Side-by-side Refrigerator

安裝詳情 Installation details	安裝收費 Installation charge
• 安裝濾水器連接駁原廠膠管 Install water filter with original tube set • 半吋銅喉 10 呎 10 feet of 1/2"copper pipe • 水龍頭一個 One water tap • 拆裝雪櫃門 Dismantle & reinstall refrigerator door	標準安裝免費 Standard installation free of charge
• 加長銅/曲喉 Extend copper pipe / elbow	$40 (每呎/ per feet)
• 加裝不銹鋼濾水器 (裝工) (濾水器由客人提供) Labor for installation of stainless steel water filter (filter provided by customer)	$400 (每個 per pc)
• 如水壓大於 10 bar 或 142 psi，須加裝減壓器 Installation of water pressure regulator is needed if local hydraulic pressure is higher than 10 bar / 142psi	$800 (每個 per pc)

2.6 抽油煙機
Cooker Hood

安裝詳情 Installation details	安裝收費 Installation charge
標準安裝 **Standard installation** • 5 或 6 吋直徑排氣鋁喉 8 呎 8 feet of 5" or 6" diameter aluminum exhaust hose • 開玻璃孔一個於 2 分厚 2 平方呎內光面透明玻璃上 (不包括落地玻璃) Drill one hole on 1/4 inch glossy transparent glass within 2 sq. ft. (exclude French glass window) • 掛機安裝/廚櫃底安裝 Install on wall or under cabinet • 拆舊油煙機連喉 (不包括棄置舊機) Dismantle old cooker hood and old aluminum exhaust hose (Disposal not included) • 指導基本使用及保養 Instruct on basic operation and maintenance *備註:若受安裝環境限制以致玻璃開孔後未能安全取出玻璃碎片，我司將不能提供玻璃開孔服務 *Remarks: If the glass fragments is estimated not being able to be removed after glass opening due to restricted condition at site, glass opening service will not be provided	$400 (每次 per time)
• 加開玻璃孔/木孔 Drill hole on glass / cabinet	$100 (每個 per hole)
• 拆舊抽氣扇換 2 分玻璃 (2 平方呎內)連開玻璃孔 Dismount old ventilating fan and replace with 1/4" glass (maximum 2 Sq ft) including drilling hole on glass	$250 (每個 per hole)
• 額外排氣鋁喉(加駁直徑排氣鋁喉 8 呎), 如需排氣鋁喉 (原條), 需另行報價 Extra Aluminum exhaust hose, If you need exhaust aluminum hose (original), need to quote separately	$300 (每條 per pc)
• 單邊鋁架吊裝 : 窗口位置 Aluminum mounted installation on each side of the window	另行報價 By quotation
• 重裝抽氣扇 (只限圓形抽氣扇) Reinstall old ventilating fan (circular type only)	$200 (每個 per pc)
• 拆除非台式油煙機連喉 (不包括棄置舊機) Dismantle old non-Asian type cooker hood (Disposal not included)	$150 (起 up)

2.7 其他額外收費
Additional charges

安裝詳情 Installation details	安裝收費 Installation charge
離島額外出勤費 (愉景灣及馬灣免收) Outlying islands additional charge (exclude Discovery Bay & Ma Wan)	$400 (每次 per time)
一般拆除舊機 General dismantle of old appliances	$150 起 up (另外報價) (Quote separately)
重新安裝舊機 Reinstall old appliances	$300 起 up (另外報價) (Quote separately)
一般搬移舊機 (不在同一區域) General removal of old appliances (at a difference location)	$150 起 (另外報價) (Quote separately)
拆卸及重裝洗衣機頂蓋或/及洗衣機門 (只適用於安裝時移動空間不足的情況) Remove and reload washer top cover or/ and washer door (Only applicable when space is insufficient during installation)	$150 (每部 per unit)

備註Remarks：

1. 所有上列項目必須於安裝時進行及即時使用
   All materials / service listed above must be installed and used immediately

2. 所有電器產品的安裝費用計算方法或安裝情況跟此資訊有別，需於上門睇位後才能提供
   Installation charges and conditions of all appliances would be different with the information mentioned in this service pack under different site situations. Information could only be provided after taken the site measurement service.

3. 本價目表純屬參考之用，如遇情況特殊，價目將會另議
   This price list is for reference purpose only. Price will be quoted separately under special circumstances

附表4 – 嵌入式電器睇位及安裝收費表
Appendix 4 – Site-measurement and Installation Charges for Built-in Appliances

1. 嵌入式洗衣乾衣機 / 嵌入式洗碗機
Built-in washer-dryer / Built-in dishwasher

安裝詳情 Installation details	安裝收費 Installation charge
標準安裝 **Standard installation** 半吋直徑標準銅水管/曲 5 呎接駁直至洗衣機 (每曲喉當一呎計) (不包括拆舊水喉) Includes five feet of 1/2" diameter standard copper water pipe/elbow connecting water supply to appliances (Each elbow counted as one foot) (Exclude dismantle of old hoses/pipes) 1.25 ~ 1.5 吋直徑 PVC 膠管/曲 5 呎接駁至排水渠或洗衣機專用排水管 (每曲喉當一呎計) Five feet of 1.25" ~ 1.5" diameter PVC pipe/elbow from the appliances to the drainage (Each elbow counted as one foot) 如客人連接洗衣機/洗碗機之水龍頭因損壞而未能使用，安裝時可免費提供牙咀水龍頭一個 1 water tap for the appliance if the original water tap at site is found defective 基本電源接駁 (如需把電源線接駁至電源連接盒上，必須於落單時註明) Basic connection to electricity supply (If the appliances needs an electricity connection to a spur connection box, dealer should make the request at the time of ordering) 完成基本測試 – 入水，運行，排水 Basic tests on the appliances – water inlet, operation, drainage and spin dry 指導基本使用及保養 Instruction on basic operation and maintenance 所有物料必須於安裝進行時即時使用 All materials included in the standard installation should only be used during installation immediately.	請參考嵌入式電器安裝服務收費表 Please refer to the service charges for Built-in appliances

洗衣機牙咀水龍頭 Water tap for washing machine	$150 (每個 per pc)
半吋直徑銅喉管 (每曲喉當一呎計) ½" diameter standard copper water pipe/elbow (Each elbow counted as one feet)	$40 (每呎 per feet)
1¼ 吋 ~ 1½ 吋直徑 PVC 膠管每呎 (每曲喉當一呎計) 1¼ " ~ 1½" diameter PVC pipe/elbow (Each elbow counted as one feet)	$40 (每呎 per feet)
開 T 銅喉管 及 PVC 膠管接駁 (來或去水中途接駁) T-joint copper pipes and PVC pipes for water inlet and drainage connection	$100 (每個 per pc)
拆/改舊水喉管 (10 呎內) Dismantle or modify old hoses/ pipes (within 10 feet)	$80 (每次 per time)
拆換防臭安裝 (更換排水隔氣) Replace old waste trap	$120 (每個 per pc)
櫥櫃隔板鑽孔穿喉 2 吋半直徑 Drill hole of 2½ " diameter on kitchen cabinet/partition	$80 (每孔 per hole)
底板開孔 Cut hole at the cabinet bottom	$400 (每孔 per hole)
廚櫃底部安裝額外木板封孔 Install extra wooden plate to cover cabinet base	$600 (每個 per pc)
1 吋仿石開孔 (孔闊直徑約2.5 吋，由於現場環境所限及工人工藝所致, 孔邊可能出現微小凹凸不平(即非完美平整))，不包括含石質仿石) Drill hole on 1 inch solid surface for (hole diameter about 2.5", there may be uneven edge around the hole, due to limitations of the on-site environment and skill of the workers, there may be slight unevenness on the edge of the hole (that is, it is not perfectly flat), excludes stone-containing imitation stone)	$300 (每孔 per hole)
1 吋石英/麻石/雲石/不銹鋼開孔 (孔闊直徑約2.5 吋，由於現場環境所限及工人工藝所致, 孔邊可能出現微小凹凸不平(即非完美平整)) Drill hole on 1 inch solid surface for Quartz / Granite / Marble / Stainless steel (hole diameter about 2.5", due to limitations of the on-site environment and skill of the workers, there may be slight	$1,400 (每孔 per hole)
更新 13A/15A 藏牆電源面板 (供電電線需符合所需電量) Change new 13A/15A wall power socket (power supply electric wires should meet rated power of the socket)	$150 (每個 per pc)
不能直接從地面推進安裝位置，需將電器向上或向下提起十吋以上(俗稱「抽針」「插針」) 或跨過離地超過十吋或以上的障礙物如廁盆、櫃等放到安裝位置(落單時請註明) Appliance cannot be installed directly on the floor, but needs to be lifted up or down, or over obstacles such as basin or closet etc., 10 inches or more to the installation place	$150 (每次 per time)
如水壓大於10 bar 或 142 psi，須加裝減壓器 Installation of water pressure regulator is needed if local hydraulic pressure is higher than 10 bar / 142psi	$800 (每個 per pc)

2. 嵌入式雪櫃 / 酒櫃
Built-in Cooling / Wine Cooler

安裝詳情 Installation details	安裝收費 Installation charge
標準安裝 **Standard installation** 左右門改裝 (必須於安裝時即時進行) Modify left-right hinge (must be done during installation) 固定門板 (門板需由客人提供) Fixing door panel (door panels provided by customer) 基本電源接駁 (如需把電源線接駁至電源連接盒上，必須於落單時註明) Basic connection to electricity supply (If the appliances needs an electricity connection to a spur connection box, dealer should make the request at the time of ordering) 完成基本測試 Basic tests on the appliances 指導基本使用及保養 Instruction on basic operation and maintenance	請參考嵌入式電器安裝服務收費表 Please refer to the service charges for Built-in appliances
送貨安裝後，要求上門進行左右門改裝 Left-right hinge modification to be done at site after appliance has been delivered and installed	$900 (每次 per time)
更新 13A/15A 藏牆電源面板 (供電電線需符合所需電量) Change new 13A/15A wall power socket (power supply electric wires should meet rated power of the socket)	$150 (每個 per pc)
上下門連接及安裝門板 Connect and install the upper & lower door panels	$700 (每個 per pc)
更改門板, 連封邊條 Door panel changed with end-molding	$1,400 (每個 per pc)
底板開孔 Cut hole at the cabinet bottom	$500 (每個 per pc)
百葉修口 Louver / Plinth	$500 (每個 per pc)
廚櫃底部安裝額外木板封孔 Install extra wooden plate to cover cabinet base	$600 (每個 per pc)
櫃內籠額外加裝木方 Extra flitch beams inside cabinet	$400 (每條 per pc)

3. 嵌入式抽油煙機
Built-in Hood

安裝詳情 Installation details	安裝收費 Installation charge
標準安裝 **Standard installation** 5 或 6 吋直徑排氣鋁喉 10 呎 10 feet of 5” or 6” diameter aluminum exhaust hose 掛牆 / 天花 / 枱面 / 吊櫃底安裝 (視乎型號) Install on wall or ceiling or countertop or under wall cabinet 基本電源接駁 (如需把電源線接駁至電源連接盒上，必須於落單時註明) Basic connection to electricity supply (If the appliances needs an electricity connection to a spur connection box, dealer should make the request at the time of ordering) 完成基本測試 Basic tests on the appliances 指導基本使用及保養 Instruct on basic operation and maintenance 所有物料必須於安裝進行時即時使用 All materials included in the standard installation should only be used during installation immediately.	請參考嵌入式電器安裝服務收費表 Please refer to the service charges for Built-in appliances
額外排氣鋁喉(加駁直徑排氣鋁喉 8 呎), 如需排氣鋁喉 (原條), 需另行報價 Extra Aluminum exhaust hose , If you need exhaust aluminum hose (original), need to quote separately	$300 (每條 per pc)
修改煙囪式抽油煙機之不銹鋼囪 Cutting stainless steel chimney for chimney hood	$400 (每條 per pc)
底板開孔 / 背板 (小於560x300mm) Cut hole at the cabinet bottom (<560x300mm)	$500 (每個 per pc)
更新 13A/15A 藏牆電源面板 (供電電線需符合所需電量) Change new 13A/15A wall power socket (power supply electric wires should meet rated power of the socket)	$150 (每個 per pc)

4. 嵌入式焗爐 / 微波爐 / 蒸焗爐 / 暖櫃
Built-in Oven / Built-in Microwave / Steam Oven / Warming Drawer

安裝詳情 Installation details	安裝收費 Installation charge
標準安裝 **Standard installation** 基本電源接駁 (如需把電源線接駁至電源連接盒上，必須於落單時註明) Basic connection to electricity supply (If the appliances needs an electricity connection to a spur connection box, dealer should make the request at the time of ordering) 固定電器到指定的廚櫃位置 Fix the appliance to designated cabinet position 完成基本測試 Basic tests on the appliances 指導基本使用及保養 Instruct on basic operation and maintenance	請參考嵌入式電器安裝服務收費表 Please refer to the service charges for Built-in appliances
更新 13A/15A 藏牆電源面板 (供電電線需符合所需電量) Change new 13A/15A wall power socket (power supply electric wires should meet rated power of the socket)	$150 (每個 per pc)
更新 20A 藏牆接線蘇面(供電電線需符合所需電量) Change new 20A wall spur connection socket (power supply electric wires should meet rated power of the socket)	$200 (每個 per pc)
更新 32A 藏牆接線蘇面(供電電線需符合所需電量) Change new 32A wall spur connection socket (power supply electric wires should meet rated power of the socket)	$400 (每個 per pc)
修改側板 Cut the side wooden plate on kitchen cabinet	$300 (每刀 per cut)
廚櫃底部安裝額外木板封孔 Install extra wooden plate to cover cabinet base	$600 (每個 per pc)
廚櫃內籠額外加裝木方 Extra flitch beams inside kitchen cabinet	$400 (每條 per pc)
額外不鏽鋼修板 Extra stainless steel plate for hole coverage	$1,500 (每個 per pc)
百葉修口 Louver / Plinth	$500 (每個 per pc)
額外不鏽鋼佛蘭 Extra stainless steel flange	$900 (每個 per pc)

5. 嵌入式氣體煮食爐 / 電爐 / 電磁爐
Hob (Built-in Gas hob / Electric hob / Induction hob)

安裝詳情 Installation details	安裝收費 Installation charge
標準安裝 **Standard installation** 軟喉及電池 Flexible hose and battery 基本電源或氣體接駁(如需把電源線接駁至電源連接盒上，必須於落單時註明) Basic connection to electricity supply or gas supply point (If the appliances needs an electricity connection to a spur connection box, dealer should make the request at the time of ordering) 完成基本測試 Basic tests on the appliances 指導基本使用及保養 Instruct on basic operation and maintenance 所有物料必須於安裝進行時即時使用 All materials included in the standard installation should only be used during installation immediately.	請參考嵌入式電器安裝服務收費表 Please refer to the service charges for Built-in appliances
更新 13A/15A 藏牆電源面板 (供電電線需符合所需電量) Change new 13A/15A wall power socket (power supply electric wires should meet rated power of the socket)	$150 (每個 per pc)
更新 20A 藏牆接線蘇面(供電電線需符合所需電量) Change new 20A wall spur connection socket (power supply electric wires should meet rated power of the socket)	$200 (每個 per pc)
更新 32A 藏牆接線蘇面(供電電線需符合所需電量) Change new 32A wall spur connection socket (power supply electric wires should meet rated power of the socket)	$400 (每個 per pc)
32A線入膠燈喉安裝 32A Single phase power cable with PVC Conduit	$950起/另議 (up/negotiable)
廚櫃仿石檯面爐口孔增大 (櫃面位置由於現場環境所限及工人工藝所致,孔邊可能出現微小凹凸不平(即非完美平整)) Hole enlargement of the kitchen cabinet countertop (due to the limitations of the on-site environment and the skill of the workers, there may be slight unevenness on the edge of the hole (that is, it is not perfectly flat))	$250 (每層及每刀 per layer & per cut)
廚櫃石英/麻石/雲石/不銹鋼檯面爐口孔增大 (櫃面位置由於現場環境所限及工人工藝所致,孔邊可能出現微小凹凸不平(即非完美平整))) Hole enlargement of the kitchen cabinet countertop for Quartz / Granite / Marble / Stainless steel (due to the limitations of the on-site environment and the skill of the workers, there may be slight unevenness on the edge of the hole (that is, it is not perfectly flat))	$800 (每層及每刀 per layer & per cut)

安裝/修改一米內的氣喉 (包喉及配件) Install or amend the gas pipe < 1 meter (including pipes & accessories)	$500 (每次 per time)
修改煮食爐開口 Modify the cooktop opening	$200起/另議 (up/negotiable)
封煤氣位+改電位 Cut the seal the gas pipe + electrical socket	$500 (每個 per pc)
廚櫃檯面爐口孔縮小(原有邊長少於900毫米) Hole reducing of the kitchen cabinet countertop (original edge less than 900mm)	$1,600起/另議 (up/negotiable)
百葉修口 Louver / Plinth	$500 (每個 per pc)

6. 嵌入式咖啡機
Built-in Coffee Machine

安裝詳情 Installation details	安裝收費 Installation charge
標準安裝 **Standard installation** 基本電源接駁 (如需把電源線接駁至電源連接盒上，必須於落單時註明) Basic connection to electricity supply (If the appliances needs an electricity connection to a spur connection box, dealer should make the request at the time of ordering) 完成基本測試 Basic tests on the appliances 指導基本使用及保養 Instruct on basic operation and maintenance	請參考嵌入式電器安裝服務收費表 Please refer to the service charges for Built-in appliances
更新 13A/15A 藏牆電源面板 (供電電線需符合所需電量) Change new 13A/15A wall power socket (power supply electric wires should meet rated power of the socket)	$150 (每個 per pc)

7. 嵌入式電器睇位及安裝收費表
Site-measurement and Installation Charges for Built-in Appliances

產品種類 PRODUCT CATEGORY		拆除 DISMANTLE (HK$)	安裝 INSTALLATION (HK$)
Hood 抽油煙機			
	掛牆式煙囪抽油煙機 Wall-mounted chimney hood	**$1,000**	**$1,000**
	島式抽油煙機 Island hood	**$1,000**	**$1,800**
	檯面下排式抽油煙機 Downdraft hood	**$1,000**	**$1,800**
	拉趟式抽油煙機 & 隱藏式抽油煙機 Telescopic hood & Canopy Hood	**$1,000**	**$10,00**
Oven 焗爐			
	所有嵌入式焗爐 All built-in oven	**$600**	**$600**
Microwave Oven, Steam oven and Warming Drawers 微波爐、蒸爐及暖櫃			
	微波爐、蒸爐及暖櫃 Built-in Microwave, Steam oven and Warming Drawers	**$600**	**$600**
Fully automatic built-in coffee machine 嵌入式全自動咖啡機			
	嵌入式全自動咖啡機 Fully automatic built-in coffee machine	**$500**	**$800**
Hob 煮食爐			
	所有氣體煮食爐、電爐及電磁爐 All built-in gas hob, electric hob and induction hob	**$600**	**$600**
	二合一抽油煙機電磁爐 Induction Hob with Integrated Ventilation Module **所有氣體煮食爐必須由博世授權的燃氣安裝人員安裝)* **All gas hobs must be installed by Bosch Authorized Gas Installer*	**$1,000**	**$1800**
Dishwasher 洗碗碟機			
	所有嵌入式洗碗碟機 All Built-in dishwasher	**$600**	**$900**
Refrigerator 雪櫃			
	嵌入式雪櫃 Built-in refrigerator	**$900**	**$900**
Washer-dryer 洗衣乾衣機			
	嵌入式洗衣乾衣機 Built-in washer dryer	**$600**	**$600**

其他附加費 Additional charges

1. 安裝前上門度尺費
   Pre-installation site measurement fee
   - 以單一地址，不多於 5 件電器 **$600**
     For one site with less than 5 items
   - 以單一地址，多於 5 件電器後，每件附加費 **$100**
     For one site more than 5 items, surcharge per item starting from the 6th item

2. 電器及配件訂購總額港幣$2,000 或以下之額外運輸費
   For one single delivery address, order of appliances & accessories with total amount less than HK$2,000 **$300**

3. 離島額外出勤費 (愉景灣及馬灣免收)
   Outlying islands additional charge (exclude Discovery Bay & Ma Wan) **$400**

備註Remarks：

1. 所有額外費用將獨立報價
   All the additional charges will be quoted separately

2. 本價目表純屬參考之用，如遇情況特殊，價目將會另議
   This price list is for reference purpose only. Price will be quoted separately under special circumstances

附表5 – 除舊服務
Appendix 5 – Removal Service

除舊服務選項及條款:

	法定除舊服務 <產品環保責任條例>	升級除舊服務	
		方案一^	方案二^
服務收費	免費	•免費 (只適用於指定受管制電器**) • HK $150 /件 •HK $550 /件#	• HK $400 /件 • HK $800 /件#
服務提供者	歐綠保綜合環保(香港)有限公司	博西華家用電器有限公司	
適用條件	顧客凡購買 Bosch 家用電器《產品環保責任條例》以下所指定的受管制電器，可安排同類受管制電器除舊服務: 洗衣機, 洗衣乾衣機及獨立式乾衣機 - 其額定洗衣量不超過 15 公斤; 電冰箱 - 其總容量不超過 900 公升	顧客凡購買任何 Bosch 家用電器，可安排電器除舊服務	
繳費方式	不適用	現場以現金支付	
除舊電器種類及數量	與所購買相同種類及數量的舊電器	與所購買同種類電器，並包括非受管制電器	
地點範圍	適用於全港任何處所，可與新購電器送貨地點不同	適用於全港任何處所，不包括離島及可移動處所（船隻、遊艇或車輛） *必須與新購買電器送貨地點相同	適用於全港任何處所，不包括離島及可移動處所（船隻、遊艇或車輛）
選取期限	購貨當天顧客可於購貨時簽署「除舊服務選取紀錄」；或交易後三個工作天向銷售商提出要求，逾期作放棄除舊服務處理	顧客可於購貨時簽署「除舊服務選取紀錄」	顧客可於自購貨日起, 至收到新購買電器後的一個月內，聯絡銷售商提出要求
除舊安排	一般需三個工作天安排，星期一至六，早上 8 點至晚上 7 點，公眾假期除外 *具體時間由服務供應商確定，並在指定除舊服務日期的早晨電話告知顧客	送貨當天, 送貨及除舊同時進行	一般需一個工作天安排，各區服務時間可參考分區送貨行程表(附表一)

服務提供者之聲明	(1) 除舊服務與送貨及安裝服務分開處理，等待移除的舊件可按需要較先移走，或短暫存放於移除地點，稍後才移走 (2) 舊件必須獨立放置，脫離任何裝置、連接系統或有障礙的存放位置 (3) 舊件一經收取，恕不退回 (4) 此免費服務並不適用於以下情況，包括：舊件尚未拆除水喉及電線、舊件被狹窄的門，地面突出等障礙物阻礙, 舊件體積尺吋大於廚房門口、或有嚴重衛生問題(例如：大量餸汁、甲由或螞蟻等等)。以上情況若在收集舊件當日發現，舊件將不會被移除，而消費者亦不會再享有免費的除舊服務 (5) 如有需要，顧客可更改一次已約定的除舊服務地點或日期，請於至少2個工作天內致電通知 (6) 如遇上黑色暴雨警告/八號或以上熱帶氣旋警告信號，除舊服務將會暫停，並另作安排 (7) 於約定的除舊時間，因交通或天氣情況，或其它因素影響有所延誤、暫停或改期，本公司恕不負任何責任 (8) 因以下情況引致除舊延誤或遺漏而造成任何直接或間接的損失，本公司將一概不負責： • 在確認之除舊日期及時段內，收件人不在預約的除舊地址 • 在確認之除舊日期及時段內, 司機等候時間不會超過 15 分鐘 • 顧客提供之地址不正確或有誤 • 顧客提供收件人之聯絡電話不正確或無效 如因上述情況引致遺漏，消費者亦不會再享有免費的除舊服務 (9) 顧客、聯絡人的個人資料只作除舊服務用途，本公司將會遵守《個人資料（私隱）條例》（香港法例第486章）處理 (10) 如有任何爭議，本公司保留最終的決定權 (11) 本公司保留權利修改條款和細則，恕不另外 通知	(1) 舊件必須獨立放置，脫離任何裝置、連接系統或有障礙的存放位置 (2) 舊件一經收取，恕不退回 (3) 若舊件有嚴重的衛生問題（例如：有大量餸汁、甲由或螞蟻等等），工作人員有權拒絕移走該舊件 (4) 如需額外工作以完成除舊服務 (如上下樓梯，抬起電器等)，可能會產生額外費用，詳情可參閱送貨服務額外收費表(附表二) (5) 如需拆卸電器 (如: 嵌入式家電, 熱水爐, 抽油煙機等), 須另外安排拆卸日期及收費 (6) 顧客可至多兩次更改已約定的除舊服務地點或時間，請於至少1個工作天前致電通知 (7) 如遇上黑色暴雨警告//八號或以上熱帶氣旋警告信號，除舊服務將會暫停，並另作安排 (8) 於約定的除舊時間，因交通或天氣情況，或其它因素影響有所延誤、暫停或改期，本公司恕不負任何責任 (9) 顧客、聯絡人的個人資料只作除舊服務用途，本公司將會遵守《個人資料（私隱）條例》（香港法例第486章）處理 (10) 如有任何爭議，本公司保留最終的決定權 (11) 本公司保留權利修改條款和細則，恕不另外通知

^ 此服務由博西華家用電器有限公司提供，並受相關的條款及細則所約束。博西華家用電器有限公司保留最終之決定權。
** 指定受管制電器包括：洗衣機, 洗衣乾衣機及獨立式乾衣機- 其額定洗衣量不超過15公斤。雪櫃 - 其總容量不超過900公升。(不包括#)
# 2米或以上之嵌入式冷凍櫃, 嵌入式雪櫃, 嵌入式冷藏櫃, 酒櫃或美式洗衣乾衣機預先上上門拆卸雙層洗衣機乾衣機，費用HK$250 (現場以現金支付) 。如需額外工作以完成除舊服務 (如上落樓梯，抬舉電器等) ，詳情可參閱 “獨立式電服務收費表” 及 “嵌入式電器收費表”。

Removal Service options and terms:

	Removal Service under Producer Responsibility Scheme	Upgraded Removal Service	
		Plan A^	**Plan B^**
Charge rate	Free of charge	•Free of charge (Specified regulated electrical appliances**) •HK $150 / unit •HK $550 / unit #	•HK $400 / unit •HK $800 / unit #
Service Provider	ALBA Integrated Waste Solutions (Hong Kong) Limited	BSH Home Appliances Limited	
Applicable Conditions	Upon purchase of any of below Bosch regulated electrical appliances as specified in the Producer Eco-Responsibility Ordinance, customer could enjoy removal service for the same types of regulated electrical appliances: • Washing machines, washer dryers and stand-alone tumble dryers - with a rated washing capacity not exceeding 15 kg • Refrigerators - with a total storage volume not exceeding 900 liters	Upon purchase of any Bosch Home Appliances	
Payment Method	Not applicable	Paid by cash at site	
Service scope and quantity	Same type and quantity of purchased appliance	Same type and quantity of purchased appliance, including non-regulated electrical appliances	
Service location	Any premises in Hong Kong. Collection address can be different from the delivery address of the newly purchased appliance	Any premises in Hong Kong excluding outlying islands and movable objects (boats, yachts or vehicles) *Collection address must be same as delivery address	Any premises in Hong Kong excluding outlying islands and movable objects (boats, yachts or vehicles)
Disposal request	Customer sign the Record of Choice of Removal Service at the time of purchase or make the request within 3 business days after the date of purchase. Late request will be deemed as no request for the removal service	Customer sign the Record of Choice of Removal Service at the time of purchase	Customer can contact seller to arrange disposal within one month after delivery of the new appliance
Service date	Normally three business days after date of purchase from Monday to Saturday 8:00am to 7:00pm, excluding public holidays *Collection time is determined by the service provider. Customer will be notified in the morning of the service date by phone call	Same as delivery date, delivery and disposal can be performed concurrently	Normally one business day in advance for arrangement, please refer to Appendix 1 for details of the delivery schedule

Statement from Service Provider	(1) The removal service is a separate service from the delivery and installation service. The old items pending removal can be removed before new items delivery and installation, or placed temporarily at the premises for collection (2) The old item must stand-alone and be freed from other connections or obstacles (3) The old item will not be returned once collected (4) The free removal service will be abandoned without re-arrangement if the old items are found at the appointed date of removal service: connected to water supply or electricity supply; hindered by any obstacles like narrow door, ground protruding etc.; have serious hygiene issues (e.g. rancid foods, presence of cockroaches and ants, etc.). (5) Customers is entitled to change the appointed removal service date or address with 2 working days' prior notice for one time (6) In the event of a Black Rainstorm Warning / Tropical Cyclone Warning Signal No. 8 or above, the removal service will be suspended and rescheduled. (7) The company shall not be liable for any delay, suspension or rescheduling due to traffic or adverse weather conditions or other factors	(1) The old items must stand-alone and be freed from other connections or obstacles (2) The old items will not be returned once collected (3) If the old items have serious hygiene issues (e.g. rancid foods, presence of cockroaches and ants, etc.), our staff will have the right not to remove such items (4) Additional charge may apply if additional efforts are required to perform the removal service (climbing stairs, lifting the appliance, etc.). Please refer to Appendix 2 Additional Delivery Service Charges for details (5) Customer can request dismantling services separately for the old items, for example built-in appliances, water heater, cooker hood etc. Please refer to Appendix 3 and 4 respectively on related charges for freestanding and built-in items (6) Customers are entitled to change the appointed date of removal service, maximum for two times, with no less than 1 working days' prior notice (7) In the event of a Black Rainstorm Warning / Tropical Cyclone Warning Signal No. 8 or above, the removal service will be suspended and rescheduled (8) The company shall not be liable for any delay, suspension or rescheduling due to traffic or adverse weather conditions or other factors (9) All personal data are for the purpose of arranging removal service for the old items only and the company shall comply fully with the obligations and requirements of the Personal Data (Privacy) Ordinance (Cap. 486) (10) In case of any disputes, the decision of the company shall be final (11) The company reserves the final rights to revise the terms and conditions herein without prior notice

Statement from Service Provider	(8) The company shall not be liable for direct or indirect loss resulted by any delay or omission of removal service due to following reasons: • On the appoint date and time, the contact is not present • On the appoint date and time, our driver will not wait for longer than 15 min. • The address provided by customers is incorrect or misleading • The phone number provided by customers is incorrect or invalid And in the event of omission for above reasons, there will be no re-arrangement of disposal service (9) All personal data are for the purpose of arranging removal service for the old items only and the company shall comply fully with the obligations and requirements of the Personal Data (Privacy) Ordinance (Cap. 486) (10) In case of any disputes, the decision of the company shall be final (11) The company reserves the final rights to revise the terms and conditions herein without prior notice.	

^ This service is provided by BSH Home Appliances Limited, and subject to terms and conditions. In case of any disputes, the decision of the company shall be final

** Specified regulated electrical appliances: Washing machines, washer dryers and Stand-alone tumble dryers - with a rated washing capacity not exceeding 15 kg. Refrigerators - with a total storage volume not exceeding 900 liters. (Excluded#)

2meters or above's Built-in Refrigerator, Built-in Fridge, Built-in freezer and wine cooler or American style washer dryer combo

HK$250 applies for detaching already-stacked washing machine and dryer before removal day, to be paid in cash onsite.