

1-Year Hardware Warranty Terms and Conditions*

Active Learning Solutions Limited ("ALS") would provide warranty services for hardware to customers under the following conditions.

1. Warranty Coverage

1.1. This 1-year hardware warranty ("Warranty") covers defects in materials and workmanship of the hardware product ("Product") for a period of one (1) year from the delivery date.

2. Warranty Services

2.1. Depending on the **Type** of hardware purchased (Details please refer to Appendix 1. for hardware list), the following warranty services will be provided:

a) ALS Warranty Service: For hardware **Type A**, ALS will provide a hotline and checking service for any warranty claims. If a defect arises in the Product, ALS will diagnose and repair the Product or replace it with a new or refurbished Product of the same or similar model.

b) Return-to-Repair Center Service: For hardware **Type B**, all warranty services will be provided by a third-party repair center. ALS will provide the contact point of the repair center. The customer is responsible for contacting or bringing the product directly to the repair center.

3. Exclusions to the warranty

3.1. Warranty does not apply under the following conditions:

- Damage caused by accidents, misuse, abuse, negligence, or improper installation or handling of the Product.
- Damage caused by unauthorized repair or modification of the Product.
- Normal wear and tear of the Product.
- Damage caused by acts of nature or natural disasters, such as fire, flood, earthquake, lightning, typhoons or any other external factors beyond our control.
- Damage caused by the use of unauthorized accessories or incompatible third-party products.
- Cosmetic damage, such as scratches, dents, or stains that do not affect the functionality of the Product.
- Consumable parts, such as batteries, unless the defect is due to a manufacturing defect.
- Dissatisfaction on the product other than its quality, e.g. product color, outlook, shape.

- ALS would not take any responsibilities on the damage of the product during product investigations.

4. Warranty Claim Process

4.1. To initiate a warranty claim, customer must contact ALS customer support within the warranty period and provide proof of purchase.

4.2. For hardware **Type A** (ALS warranty service), ALS customer support will schedule a visit by an authorized technician to the customer's location.

4.3. For hardware **Type B** (return-to-repair center service), ALS customer support will provide the customer with the contact details and address of the designated repair center.

4.4. The customer may be required to provide additional information or documentation to validate the warranty claim.

5. Warranty Extension

5.1. If customer wishes to extend their warranty period, they must contact ALS before the end of the first year of the warranty.

5.2. The extended warranty period will be subject to additional terms and conditions, which will be provided upon request.

6. Limitation of Liability

6.1. ALS liability under this Warranty is limited to the repair or replacement of the defective Product as described in Section 2.

6.2. In no event shall ALS be liable for any indirect, incidental, consequential, or punitive damages arising out of the use or inability to use the Product.

6.3. ALS total liability for any claim under this Warranty shall not exceed the original purchase price of the Product.

7. Governing Law and Jurisdiction

7.1. This Warranty Terms and Conditions are governed by and shall be construed in accordance with the laws of HKSAR.

7.2. Any disputes arising out of or in connection with this Warranty shall be subject to the exclusive jurisdiction of the courts of HKSAR.

8. Disclaimer

8.1. ALS reserves the rights to amend these terms and conditions without prior notice.

8.2. In case of any dispute, ALS reserves the right for any final decision.

1 年產品保養條款與條件*

香港欣學教育科技有限公司 (下稱「本公司」)，基於以下特定條款，將會為用戶 (下稱「客戶」) 提供保養服務。

1. 保養範圍

1.1. 本 1 年產品保養 (下稱「保養」) 涵蓋產品 (下稱「產品」) 的材料和工藝缺陷，保養期為自交貨日期起一 (1) 年。

2. 保養服務

2.1 根據購買的硬體類型 (詳細資訊請參考附件 1 的硬體清單)，將提供以下保
修服務：

a) ALS 保修服務：對於 A 型硬體，本公司將提供熱線和檢修服務以處理任何保
修索賠。如果產品出現缺陷，本公司將診斷並修復產品，或者用同型號或相似
型號的新產品或翻新產品進行替換。

b) 送修服務：對於 B 型硬體，所有保修服務將由指定第三方維修中心提供。本
公司將提供指定第三方維修中心的聯繫方式，由客戶直接聯繫或將產品帶到維
修中心。

3. 豁免保養責任

3.1. 基於以下條件，本產品將不獲保修：

- 因事故、誤用、濫用、疏忽或未正確安裝或處理產品而導致的損壞。
- 因未經授權的維修或修改產品而導致的損壞。
- 產品的正常磨損。
- 因不可抗力而導致的損壞，如、火災、水災、地震、雷擊、颱風等自然災害或其他無法控制的外部因素。
- 因使用未經授權的配件或不相容的協力廠商產品而導致的損壞。
- 不影響產品功能的刮痕、凹痕或汙漬等外觀損壞。
- 耗材部件（例如電池），除非缺陷是由於製造缺陷引起。
- 對非產品本身品質問題不滿意的，如：對產品顏色、外觀、形狀不滿意等。
- 測試中如有損壞或損失，本公司一概不負責及賠償。

4. 保養索償程式

4.1. 為啟動保養索償，客戶必須在保養期內聯繫本公司的客戶支援並提供購買證明。

4.2. 對於 **A 型**硬體（ALS 保修服務），本公司的客戶支援將安排授權技術人員前往客戶所在地進行檢測。

4.3. 對於 **B 型**硬體（送修服務），本公司的客戶支援將提供客戶指定維修中心

的聯絡方式和位址。

4.4. 客戶可能需要提供其他資訊或檔以證明保養索償。

5. 保養延長

5.1. 如客戶希望延長保養期限，請在第一年保養期結束之前聯繫本公司。

5.2. 延長保養期將受到額外的條款與條件約束，詳情請向本公司提出要求時獲取。

6. 責任限制

6.1. 根據本保養條款，本公司的責任僅限於根據第 2 部份所述進行產品的修復或更換。

6.2. 在任何情況下，本公司對於因使用或無法使用產品而產生的間接、附帶、衍生或損害概不負責。

6.3. 對於本保養條款下的任何索賠，本公司的總責任不得超過產品的原始購買價格。

7. 管轄法律及司法管轄權

7.1. 本條款及細則受香港特別行政區法律管轄，並按此詮釋。

7.2. 因本保養條款引起的 或 與本保養條款相關的任何爭議均受香港特別行政區法院的專屬管轄。

8. 保養條款聲明

8.1. 本公司保留修改此保養條款及細則的權利而無須事先通知。

8.2. 如有任何爭議，本公司保留最終決定權。

Appendix 1. 附件一

*Hardware Type 硬體類型

Type A (A 型硬體)

1. 藍牙智能跳繩 Bluetooth skipping rope
2. 熱感式列印機 Thermal printer
3. QR 碼掃描儀 (Kiosk USB 版) QR code scanner (Kiosk USB version)
4. QR 碼掃描儀 (考勤 WIFI 版) QR code scanner (Wifi version)
5. RFID 手帶 RFID bracelet
6. 遊蹤 BLE BLE Checkpoint Beacon (for orienteering use)
7. 考勤 BLE BLE Beacon (for attendance use)
8. SmartFit 手錶 SmartFit watch

Type B (B 型硬體)

1. 特大 42" 直立式觸控螢幕 42" EDX Kiosk (Vertical touch screen)
2. 特大 42" 水平式觸控螢幕 42" EDX Kiosk (Horizontal touch screen)
3. Visbody 3D 磅 Visbody 3D scale
4. BlazePod 反應燈 (一套 4 件) BlazePod Standard Kit (Set of 4)
5. RFID 掃描器+落地支架 RFID scanner with floor stand