

Effective on 1<sup>st</sup> April 2018

**Customer Protection for Shanghai Roller Shades**

If an issue of product quality is proven upon checking by the manufacturer to be a factory defect, the customer may exchange for goods of identical specification.

<b>Product</b>	<b>Protection Period Counting from Date of Delivery</b>
EasyRise Ball Chain	Within 7 days
PowerView	Within 30 days

\* All Shanghai Roller Shades are not eligible to our 3-year Operation Warranty.

Maintenance service fee after Protection Period:

<b>Counting from Date of Order</b>	<b>Labour Charge</b>	<b>Parts Charge</b>
First 36 months	HK\$320	Free of Charge
After first 36 months	<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 (not include electronic 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>**All other electronic components to be quoted upon request**</p>	

1. This Maintenance Service Fee Table is subject to change without prior notice.
2. Counting from date of Maintenance Service, Hunter Douglas shall provide one-month guarantee of the components.
3. 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, Plam Spaigns, Barker Road, Hong Kong Parkview, Redhill Peninsula etc.
4. Service order for drill hole charge HK\$100/set.
5. Extra visit service order for drill hole charge HK\$250/set. For the second set of blind & up, each set shall charge HK\$150
6. Terms and conditions apply.