

Removal Service Terms and Conditions

1. Sellers' Obligation

Customers who purchase regulated electrical equipment (REE), including air-conditioners, washing machines, refrigerators, televisions, computers, printers, scanners, monitors and dehumidifier, as specified in the Product Eco-Responsibility Ordinance, can request our company to provide free removal service in accordance to the Removal Service Plan endorsed by the Environmental Protection Department, for the same type and quantity of used REE Note 1.

2. Location

Any premises in Hong Kong.

3. When to make request

- (a) When a customer signs the Record of Choice of Removal Service; or
- (b) Customers can request removal service by calling us at 3669 4888 OR emailing to info@mideahk.com within 3 days after the transaction. Late request will be deemed as no request for the removal service.

4. Timing of the removal service

- (a) Under normal circumstances, 3 working days are required to collect the used REE after entering into the contract and receipt of the service request from the customer.
- (b) The old items at the customers' designated locations will be removed on the date specified by the customers.
- (c) No removal service is available on Sundays and public holidays.

5. Remarks

- (a) The removal service may be different from the delivery and installation services. The old items pending removal can be removed in advance or placed temporarily at the premises for collection later as appropriate. Customers can contact us for arrangement.
- (b) The old items will not be returned once collected.
- (c) The old items must stand-alone and be freed from other connections or obstacles.
- (d) 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, and there will be no more free removal service for the customers.
- (e) Customers shall give no less than 2 working days' notice prior to the scheduled date of removal service in respect of any request for change of delivery time, date and/or place.
- (f) In the event of a Black Rainstorm Warning / Tropical Cyclone Warning Signal No. 8 or above, the removal service will be suspended and rescheduled.
- (g) The company shall not be liable for any delay, suspension or rescheduling due to traffic or adverse weather conditions or other factors.
- (h) Removal service provided by ALBA Group, ALBA Group is a collect and recycle company who hold the effective E-Waste Disposal License.
- (h) All personal data are for the purpose of arranging removal service for the old items only and our company shall comply fully with the obligations and requirements of the Personal Data (Privacy) Ordinance (Cap. 486).

(i) In case of any disputes, the decision of our company shall be final.

Note 1

Air conditioners

- including Windows type and Split type air conditioners, air-cooled or air heated (or both), with a rated cooling capacity not exceeding 7.5 kilowatts (3HP).

Washing machines

- Top loading and Front loading with a rated washing capacity not exceeding 15 kg .