

Broadway
「Statutory Removal Service」 - Terms and Conditions

1. Scope of the service	Customers, who purchase any regulated electrical equipment under Product Eco-responsibility Ordinance, including Air conditioner, Washing machine, Refrigerator, Television, Computers and related devices such as printers, scanners and monitors, could request a free removal service to dispose the same class of equipment abandoned by the consumer in accordance with the endorsed plan.
2. Applicable locations	Applicable for all locations in HKSAR.
3. Deadlines for selecting the service	<p>(a) Customer can select the free removal service when making purchase at our physical shops by signing on the invoice; or</p> <p>(b) Customer can call and confirm the free removal service within 3 days after purchase, otherwise it will be treated as giving up on the removal service. Customer can select the free removal service when purchasing online.</p>
4. Removal service time	<p>(a) In general, removal service can be arranged after 3 working days.</p> <p>(b) On the appointment date, collector will remove the waste electrical and electronic equipment at the designated location.</p> <p>(c) The removal of the old equipment within 14 days after the delivery of the regulated electrical equipment.</p> <p>(d) If the above arrangement of a-c cannot satisfy customer's needs, customer could give up the removal service and dispose the waste electrical and electronic equipment by own self or select other chargeable removal services.</p> <p>(e) The removal service is not available on Sunday and public holidays.</p>
5. Reminders	<p>(a) The removal service, delivery service and installation service shall be arranged separately. The waste electrical and electronic equipment can be removed at different time schedule or can be removed later and stored at the removal location temporarily. You may contact our staff for arrangement.</p> <p>(b) No return once the waste equipment is collected.</p> <p>(c) The waste equipment shall include all internal parts, and shall be placed individually, disconnected with other devices, systems, or placed at any places with obstacles.</p> <p>(d) If the waste equipment has any serious hygiene problems (for examples: food scraps and litter, cockroach, ant), removal staff can refuse to remove the waste equipment, and the customer is no longer entitled to the free removal service.</p> <p>(e) If customer needs to change the removal location or time, please call and inform us at least 2 working days prior to the original date of removal.</p> <p>(f) When black rainstorm signal/ typhoon signal No.8 or above is hoisted, removal</p>

	<p>service will not be available, and will be re-arranged.</p> <p>(g) On the day of removal, We shall not liable for any delay or failure in removing the waste equipment caused by or resulting from traffic conditions, weather conditions or any other causes beyond Our scope of control.</p> <p>(h) The personal information of the customer/ the contact person is used for the purpose of the removal service only, The Company will use those information in compliance and in accordance with the Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of Hong Kong).</p> <p>(i) A recycling label comes with every single regulated electrical equipment, the label is requested to be returned if any products exchange or return.</p> <p>(j) If there is any dispute, We reserve the right of final decision._</p>
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- Air conditioner: includes single package type and split type room air conditioners that have a cooling capacity not exceeding 7.5 kilowatts (i.e. 3 HP).
- Washing machine: with a washing capacity not exceeding 10 kg.
- Refrigerator: with a total storage volume not exceeding 500 liters.
- Television: the size of its display screen does not exceed 100 inches (measured diagonally).
- Computer: includes personal computer, desktop computer, tablet computer, laptop computer and notebook computer.
- Printer: not exceeding 30 kg in weight; one that can also be used as a photocopier, facsimile transmitter or scanner is also regarded as a printer.
- Scanner: not exceeding 30 kg in weight.
- Monitor: does not have the function of storing electronic data or computing, and the size of its display screen does not exceed 100 inches (measured diagonally).