

**To: Our precious dealers**

致: 各經銷商

**SAMSUNG HOME APPLIANCES INFORMATION/ SERVICE**

**三星家庭電器資訊服務**

**I. Samsung Delivery, Pre-sales site visit & Installation Schedule of districts:**

**I. 各分區行送貨，售前睇位及安裝行程表：**

Delivery, pre-sales site visit and installation arrangement (exclude below districts): Every Monday to Saturday

送貨，售前睇位及安裝安排 (以下地區除外): 逢星期一至六

<b>District 地區</b>	<b>Delivery and Pre-sales site visit 送貨及售前睇位服務</b>	<b>**Installation 安裝</b>
Tung Chung 東涌	Every Monday / Thursday / Saturday 逢星期一,四及六	Every Monday / Thursday / Saturday 逢星期一,四及六
Discovery Bay 愉景灣	Every Thursday / Saturday 逢星期四及六	Every Thursday / Saturday 逢星期四及六
Ma Wan 馬灣	Every Saturday 逢星期六	Every Saturday 逢星期六
* Mui Wo & Tai O 梅窩及大澳	No delivery & pre-sales site visit service 沒有送貨&售前睇位服務	Every Monday / Wednesday 逢星期一及三
Other Outlying Island 其他離島	No delivery & pre-sales site visit service 沒有送貨&售前睇位服務	No installation service 沒有安裝

\* Extra installation charge for Mui Wo and Tai O – HK\$300 (This surcharge will be collected on-site by the installation team).

梅窩及大澳之額外安裝收費 - HK\$300 (額外費用將由安裝師傅收取)

\*\* Restricted area (if any) installation MAY need extra charge HK\$300 - need to enquire individually 36984698

禁區(如有)可能需要額外的費用 HK\$300 - 需要個別來電 36984698 諮詢

**Delivery and Pre-sales site visit enquiry and service hour:**

**送貨當天查詢及送貨時間：**

1. Enquiry number: 3907 1621 Niki Liang or 3907 1695 Monica Siu

Delivery time: 11:00 am – 6:00 pm (Mon to Sat), no delivery on Sun and public holiday.

查詢電話：3907 1621 Niki Liang 或 3907 1695 Monica Siu

送貨時間：上午 11:00 – 下午 6:00 (逢星期一至六)，星期日及公眾假期休息

2. Customer will be called to confirm the delivery time one working day before, logistic department will arrange the delivery only after confirmation, please remind customer to answer the call from logistic department.

為確保送貨流程暢順，物流部會在前一個工作天聯絡客人，並只會與客人確認日期後才會安排送貨，敬請提醒客人接聽電話。

**Installation enquiry and service hour:**

**售前睇位及安裝服務查詢及服務時間：**

1. Enquiry hotline: 3698 4698

Installation Service hour: 11:00am – 7:00pm (Mon to Sat), no service on Sun and public holiday.

查詢熱線：3698 4698

安裝服務時間：上午 11:00 – 下午 7:00 (逢星期一至六)，星期日及公眾假期休息

2. Installation engineers will make the first call before 12 noon on the day of installation to confirm the on-site time with customer. (Only for those installation orders which are requested before the cut-off time on the last working day.)

安裝工程師將在安裝當日中午 12 時前打電話與客人確認上門安裝時間。(僅適用於在前一個工作天的截單時間前已確認之安裝單。)

3. Installation can be carried out on the same day for appliances which dealer successfully delivered before 6 pm.

經銷商下午 6 時前送到之各地區，才可要求安排同日送裝服務。

**Pre-sales site visit & installation order request:**

**報售前睇位及安裝單安排：**

1. Please send pre-sales site visit request, installation form or sales memo with the following information by email to sehk.cs@samsung.com or fax to 2862 6317.

請將售前睇位要求，安裝表格或銷售紀錄連同以下資料郵寄到 [sehk.cs@samsung.com](mailto:sehk.cs@samsung.com) 或傳真至 2862 6317。

2. Information for order request:

Customer name, telephone number (2 contact numbers are highly preferred), address, model, on-site day

報安裝單所需資料：

客人名稱，聯絡電話(建議客人提供 2 個聯絡號碼)，地址，型號，上門日期

3. Cut-off time for order request for the next working day:

Mon - Fri: 4:00pm      Sat: 12:00noon      Public Holiday / Sun: No Installation Request

必須在上門日期前一個工作天的截止時間前，確認並通知三星安排安裝服務，截止時間如下：

週一至週五：4:00pm      週六：中午 12:00      星期日及公眾假期休息

## 4. For confirmation of order request, please enquire through whatsapp 9731 3726.

如需要確定安裝安排，請 whatsapp 9731 3726 作查詢。

**Customer enquiry of installation hotline. (客人安裝服務查詢電話) – 3698 4698****II. Extra Service and Charge:****II. 額外服務和附加費：****II (a). Extra Delivery Service and Charge (Refrigerator / Washing Machine / Air Dresser):****II (a). 雪櫃 / 洗衣機 / Air Dresser 額外送貨費：****(i) Stairs Charge****(i) 抬樓梯服務及其費用**

If the purchased product has to be lifted up/down by walking stairs instead of taking lift, customer is liable to pay the Stairs Charge as below. The Charge will be collected on-site by the delivery team.

送貨地址如沒有電梯，則需付樓梯費。由第一層起計(十二級為一層)，客人需直接交予費用送貨員。

<b>Product type:</b>	<b>Services item :</b>	<b>1<sup>st</sup> ~ 100<sup>th</sup> Steps Charges:</b>
<b>產品種類：</b>	<b>服務：</b>	<b>一百級內收費：</b>
Normal REF / WSM 普通雪櫃 / 洗衣機	<b>Staircase surcharge</b> (12 steps of stair = 1 floor) 樓梯費 (十二級為一層)	HK\$40 / floor 層
Side-By-Side / Multi-door REF 對門 / 多門雪櫃		HK\$100 / floor 層
Air Dresser		

- Every 12 steps charge 1 floor (min. 1 floor, for example 15 steps, delivery team will charge 2 floor)

每 12 級為一層 (最低收取一層費用，如為 15 級，送貨員會收取兩層搬運費)

- If there are over 4 steps before entering into your premises (i.e. stairs between ground floor and lift lobby, stairs at the street where must be passed through, etc), every 12 steps charge 1 floor. (min. 1 floor, for example 5 steps, 1 floor will be charged)

如到達目的地前有多於 4 級樓梯(如地面與大堂電梯之間，必經街道上的梯級)，每 12 級為一層 (最低收取一層費用，如該梯樓為 5 級，送貨員會收取一層樓梯費)

- If there are over 100 steps, quotation will be offered separately.

如單一送貨服務超過 100 級樓梯，需作特別報價。

- If the stairs are circle ladder within the flat, stair charge as above will further add 50%.

如需搬運單位內的旋轉樓梯，會額外收取標準送貨收費之 50%

- Standard stairs surcharge is only applicable for original packing delivery. Separate quotation will be offered for products which needs unpacking to enter premises.

標準搬運樓梯費用只適用於原裝包裝運輸。需要拆盒才能進入單位之產品需要特別報價。

- Products will only be unpacked for delivery if customers sign a Disclaimer agreeing to be responsible themselves for any subsequent damages to the unpacked goods. After unpacked, customer need to check the product outlook and sign delivery note as receive confirmation before further move.

如需拆除包裝才能送達客人指定地點，客人需願意承擔開箱後，貨品運送途中損壞之責任，並簽署免責聲明，送貨隊伍才代為開箱。開箱後，客人需檢查貨物外觀並簽收。

## **(ii) Path Charge**

### **(ii) 推小路服務及其費用**

If there is small path before accessing delivery address from car park by walk, customer should pay Path Charge for every HK\$50/ 50M after 50M. This Charge will be collected on-site by the delivery team.

For example: If < 50 meters = HK\$0, > 50meters but < 100meters = HK\$50, > 100M but <150M = HK\$100,etc.

若送貨地址未能安排貨車直達，送貨員需要以步行經小路(包花園平台)運送，則需付小路費，於 50 米後每 50 米收取 HK\$50。客人需直接交予費用送貨員。

例如：50 米以下不用收費、50 米以上但 100 米以下收費 HK\$50、100 米以上但 150m 以下收費 HK\$100，如此類推

**(iii) Disposal Charge and it's arrangement****(iii) 棄置舊機服務安排及其費用**

If there is same day delivery and disposal request, Dealer have to remark the request at the time of ordering. Disposal service does not include dismantling old product. Please make sure to inform customer to remove any old machine electrical supply, water supply hose and drain hose BEFORE the delivery. Delivery team will not move or dismantle anything in customer's premises.

Without the above conditions, disposal service will NOT be carried out at the time of delivery.

送貨時如需棄置舊機，各經銷商請於落單時註明，以便送貨時一併棄置。棄置舊機並不包括拆除服務，請各經銷商通知客人在送貨前先拆除電源線及入水或出水喉管。送貨員不會移動或拆除客人家中任何物件。如以上條件未能配合，恕本公司不能提供當天同日棄置舊機服務。

The surcharge will be collected on-site by the delivery team.

棄置舊機服務收費安排如下，客人需直接交予費用送貨員。

<b>Services item :</b> <b>服務：</b>	<b>(Old machine)Product type:</b> <b>(舊機)產品種類：</b>	<b>Charges:</b> <b>收費：</b>	<b>Remarks:</b> <b>備註：</b>
Collection of old machine (Together with new product delivery) 收舊機 (送貨時一併棄置)	Normal REF / WM 普通雪櫃 / 洗衣機	HK\$100 / unit	如回車途中牽涉到必經的 樓梯或小路，送貨隊伍會 向客人收取跟新貨相等的 樓梯費和小路費
	AirDresser		
	Side-By-Side REF / 4-Door or above REF 對門雪櫃 / 4 門或以上雪櫃	HK\$150 / unit (如 SBS REF 需拆水機要 另收拆機費\$300)	If there is lift up or down stairs/ small path during return way, surcharge will be collected as the newly purchased one.
	Others 其他	Delivery team quote the charge on-site 即場報價	

1. Disposal service of old appliances in similar type to the new appliances purchased and delivered only.

只會棄置同類型對應產品, e.g.送雪櫃，棄雪櫃。

2. Delivery team reserves the right to refuse the dispose of the old machine if there are insects or leftover inside the appliances.

如送貨員在相關產品上發現昆蟲或電器內還有物品未清理，基於衛生問題，本公司保留權利拒絕代客人棄置舊機。

**II (b). Basic Installation / Door Change / Door Dismantle / Pre-sale site visit Labor Charges****II (b). 基本安裝 / 雪櫃改門 / 拆門 / 售前睇位 費用**

Product	Type	Basic Installation	Door Change (Onsite)	Door Dismantle of new or old REF (Onsite)	Site Measurement
REF	Designated model	N/A	HK\$380	HK\$200	Free (1st), HK\$110 (2nd)
	Other model		N/A		HK\$110
WSM	Top-Loading	HK\$80	N/A	N/A	HK\$100
	Front-Loading	Free			
Air Dresser	Air Dresser	Free	N/A	N/A	HK\$110

產品	種類	基本安裝	改門 (上門)	新/舊雪櫃拆門 (上門)	睇位
雪櫃	指定型號雪櫃	不適用	HK\$380	HK\$200	免費(首次), HK\$110(再次)
	其他型號雪櫃		不適用		HK\$110
洗衣機	頂揭式	HK\$80	不適用	不適用	HK\$100
	前置式	免費			
魔衣櫥	魔衣櫥	免費	不適用	不適用	HK\$110

Note:

- Customer has to ensure enough space for onsite door change request  
客戶落單時須確保有足夠位置進行上門改門
- REF has been door changed before but want to change back again to original design, customer need to pay labor cost HK\$380 & extra parts cost  
已改門之客戶如需改回原本設計，客戶需付 380 港元人工費另加配件費用(另報價)給師傅。
- Please refer [Appendix 2](#) : the designated REF models with door change service  
請參考 [附件 2](#) : 可改門的雪櫃型號
- Please refer [Appendix 3](#) : the designated REF models with free site measurement  
請參考 [附件 3](#) : 可免費睇位的雪櫃型號

**III. Installation service****III. 安裝服務****Washing Machine basic installation services includes:****洗衣機基本安裝服務包括：**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Unboxing and move the machine to the designated installation location (Under the situation that have enough space for installation.)<br/>新機拆盒及移動至指定安裝位置 (須確保有足夠位置安裝才拆盒)</li> </ul> | Free under normal situation<br>一般情況免費  |
| <ul style="list-style-type: none"> <li>• Connect the water inlet pipe (From customer water supply to the washing machine) 接駁入水喉管(由客戶供水口至洗衣機入水位)</li> </ul>  | Free<br>免費   |
| <ul style="list-style-type: none"> <li>• Connect the water outlet pipe (From washing machine to customer drainage.) 接駁去水喉管(由洗衣機至客戶排水口)</li> </ul>   | Free<br>免費   |
| <ul style="list-style-type: none"> <li>• Power connection (If socket wires connection service needed, please request before service order creation)<br/>接駁電源 (如須直接接駁電源線&lt;俗稱湛線&gt;，必須下單時提出)</li> </ul>                     | Free<br>免費   |
| <ul style="list-style-type: none"> <li>• Conduct and complete washing cycle test (~10 mins)<br/>完成清洗程序測試 (約 10 分鐘)</li> </ul>   | 免費<br>Free   |
| <ul style="list-style-type: none"> <li>• User Interface control introduction<br/>介面操作說明</li> </ul>  | 免費<br>Free   |
| <ul style="list-style-type: none"> <li>• SmartThings APP installation and introduction (For QuickDrive model ONLY)<br/>SmartThings 手機程式安裝及操作說明 (祇適用於 QuickDrive 型號)</li> </ul>  | 免費<br>Free   |
| <ul style="list-style-type: none"> <li>• Other installation service(s)<br/>其他安裝服務</li> </ul>  | Please refer <u>Appendix 1</u> :<br>Extra installation charge<br>請參考 <u>附件 1</u> ：額外安裝費用 |

**Air Dresser Premium Installation service include:****魔衣櫥星級安裝服務包括：**

- |   |                                       |
|---|---------------------------------------|
| <ul style="list-style-type: none"> <li>• Unboxing and move the machine to the designated installation location<br/>(Under the situation that have enough space for installation.)<br/>新機拆盒及移動至指定安裝位置 (須確保有足夠位置安裝才拆盒)</li> </ul> | Free under normal situation<br>一般情況免費 |
| <ul style="list-style-type: none"> <li>• Power connection (If socket wires connection service needed, please request before service order creation.)<br/>接駁電源 (如須直接接駁電源線&lt;俗稱滲線&gt;，必須下單時提出)</li> </ul>                        | Free<br>免費                            |
| <ul style="list-style-type: none"> <li>• Installation of water tray<br/>安裝集水底盤</li> </ul>   | Free<br>免費                            |
| <ul style="list-style-type: none"> <li>• User interface test (Button/Display)<br/>用戶介面測試(按鈕/顯示屏)</li> </ul>   | Free<br>免費                            |
| <ul style="list-style-type: none"> <li>• 主要部件穩固度測試 (衣架固定器 / 擱板 / 濾網)<br/>Main part stability</li> </ul>   | Free<br>免費                            |
| <ul style="list-style-type: none"> <li>• Leveling check (Foot adjustment)<br/>水平檢查 (調較機腳)</li> </ul>  | Free<br>免費                            |
| <ul style="list-style-type: none"> <li>• SmartThings APP installation and introduction<br/>SmartThings 手機程式安裝及操作說明</li> </ul>   | Free<br>免費                            |
| <ul style="list-style-type: none"> <li>• User Interface control introduction<br/>介面操作說明</li> </ul>  | Free<br>免費                            |
| <ul style="list-style-type: none"> <li>• Usage demo, cleaning tips and Descaling tutorial<br/>示範應用,清潔建議及除垢指導</li> </ul>   | Free<br>免費                            |



#### **IV. Other Conditions**

#### **IV. 其他條款**

1. If there should be Stairs/Path/Disposal Charge in actual but not mentioned in delivery order, delivery team will quote based on actual circumstances. Customer shall pay those Stairs/Path/Disposal Charge in cash to the delivery team.  
如實際環境與送貨單資料不符，客人需繳付樓梯/小路/棄置舊機費，雖然相關收費項目未能於送貨單內即時列明，客人需將有關服務收費以現金方式於到貨時繳付給送貨員。
  
2. Customer has to ensure that the new or original appliances can be moved in or out the requested place. If door dismantle is needed (e.g. kitchen doors, main door), customer needs to dismantle it by themselves. Delivery team will not move or dismantle anything in customer's premises.  
客人落單時須確保新買或原有之電器產品能夠搬進或搬出顧人要求擺放的位置，如有實際需要拆門(例:廚房門，大門) 客人須自行拆除。送貨員不會移動或拆除客人家中任何物件。
  
3. Delivery service will be suspended when a typhoon signal No.8 or above/ black rainstorm signal is hoisted. If the signal is cancelled, the delivery service will be rescheduled by contacting customer again.  
送貨當日，如天文台發出8號颱風或以上之訊號/ 黑色暴雨警告訊號，送貨服務會立即暫停，相關訂單會致電客人並最新安排日期送貨。
  
4. Delivery will be tried very best to be arranged on the requested delivery date. However, it is not an element of the contract. Under no circumstances, Samsung Electronics H.K. Company, Ltd. are not liable for any lost or damage to Customer due to change/delay of delivery date.  
貨品會盡力安排於所要求之送貨日期送達。如因送貨延誤所可能造成客人的損失或損害，三星電子香港恕不負任何責任。
  
5. Any amendments of order (i.e. delivery date, delivery time session or adding items, etc.), please inform Samsung at least 2 working days (excluding Sunday and public holidays) before the prior agreed delivery date.  
如需要更改訂單內容(如：送貨地址、送貨時間或增購貨品等等)，請於原定送貨日期最少2個工作天前(不包括星期日及公眾假期)通知三星。
  
6. We shall be deemed to have properly performed all obligations under the Contract upon delivery, and the Products delivered shall be deemed to be correct and of satisfactory quality.  
當產品送遞完成或被領取後，我們應被視為已妥為履行合約下的所有義務，且送遞之產品應被視為具令人滿意的品質。
  
7. Samsung Electronics H.K. Company, Ltd. reserves the right to amend any of the terms of delivery and installation. In case of dispute, the decision of Samsung Electronics H.K. Company, Ltd. shall be final.  
三星電子香港保留更改任何送貨及安裝服務條款的權利。如有爭議，以三星電子香港的最終決定為準。

**Appendix 1: Extra installation charge (incl. labor & material cost, not accept customer's own accessories as for installation requested standard):**

所有產品額外安裝費用 (人工包料, 因要確保材料合乎安裝需要和要求, 不接收客戶提供之材料):

產品 Product	描述 Description	收費 Charge
WSM	波子龍頭(4分, 1/2吋) Ball Bib Cock(1/2Inches)	\$150 / 個 pc
WSM	鋅盆底 T 形水管及開叉位 (入水/排水) T shape pipe and splitting unit for installing under sink (Water Inlet/Water Drainage)	\$150 / 套 set
WSM	開孔 - 木質層板 Drill - Wood based board (每個 Per hole)	\$100 / 個 Hole
WSM	開孔 - 磚/混凝土 Drill - Brick/Concrete (每個 Per hole)	\$200 / 個 Hole
WSM	額外高水位排水管 - 首 2 尺 (俗稱:種喉) Additional drainage pipe for Washing Machine with pump - First 2 feet	\$100 / 套 set
WSM	額外排水管每英尺 (每一曲位作一英尺論) Additional drainage pipe per foot (Count 1 foot for each turning point)	\$40 / 尺 foot
WSM	低水位加長去水喉(藍色 1.5 米去水軟喉/條) Additional drainage pipe for Washing Machine without pump (Drainage soft pipe 1.5M Per unit)	\$120 / 條 pipe
WSM	隔氣彎管 (加在 PVC 去水喉) Trap (Adding on PVC Drainage pipe) (每套 Per set)	\$130 / 套 set
WSM	將洗衣機升起離地超過 1 英尺以上移動再放入指定位置(俗稱:插針/拔針) Lifting up washing machine higher than 1 feet and installing in designated location	\$150
WSM	舊洗衣機回收 (日後再安排日期及時間) Recycling of old washing machine (Arranging on other date and time)	\$140
WSM	插座電線連接(俗稱:湛線) * Socket Wires connection	免費 FREE
WSM	電源插座 Power outlet - 英國標準 British Standard [13A/15A], 附供電指示燈及開關 With power indicator light and switch	\$150 / 個 pc
WSM	電源插座 Power outlet - 英國標準 British Standard [13A/15A], 純電源插座 Power outlet without any additional feature(s)	\$120 / 個 pc
WSM	其他服務(由安裝代表現場報價) Other Service (On site quotation by installation representative) :	

(\*)雪櫃/洗衣機湛線會在安裝同時進行, 客戶需購買時通知做贊線。如客戶購買時未有通知做湛線, 或產品只有送貨服務, 湛線不會另作安排。

Note:

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

2. This additional charge will be collected on-site by the installation team. (Paid in cash onsite)  
額外安裝費用直接交予安裝員(收現金)
3. Samsung Electronics H.K. Company, Ltd. reserves the right to change any content without notice.  
三星電子香港 保留更改內容而不作另行通知

**Appendix 2: REF models with change door service**

型號 Model
RB29FERNCS9/SH
RB33J3200SA/SH
RB33J3200S9/SH
RB34K6252SS/SH
RB33R8899SR/SH
RB34T675FB1/SH
RB34T675FS9/SH

**Appendix 3: REF models with free of charge site measurement service**

型號 Model
RB33R8899SR/SH
RB34K6252SS/SH
RF50M5920S8/SH
RF50N5860B1/SH
RS58K66677P/SH
RS62K6007S8/SH
RS63R5597B4/SH
RS64R5337B4/SH