

**MOSON International Limited  
(Maintenance Service Centre)**

**Terms and Conditions**

**Repair and Services Terms and Conditions:**

1. MOSON International Limited ("Service Centre") reserves the right to charge / refuse to provide services to any products / accessories ("product") if:
  - a) Unauthorized repairs or modifications have been carried out on the "product".
  - b) The "product" is damaged due to accident, abuse or misuse, broken, neglect, water, fire or any other causes other than manufacture defect or normal wear and tear.
  - c) Valid proof of purchase of the "product" is not furnished.
2. This maintenance order ("MO") must be produced upon collection of the "product". Upon presentation of this "MO", "Service Centre" will release the "product" to the holder of this "MO" and shall have no responsibility to ascertain the ownership of "product".
3. "Service Centre" reserves the right to dispose the "product" at its own discretion if the "product" is not collected within three months from the open date on this "MO", this includes "product" either under warranty or non-warranty; the service charge is paid or unpaid. Customer shall then has no rights against "Service Centre" in such event.
4. Service charge is non-refundable
5. Part(s) or component(s) being replaced shall become property of the "Service Centre" and will not return to customer.
6. "Service Centre" shall take no responsibility or liability to any loss or damages, directly or indirectly, to the customer or any person, firm, company and corporation from any delay in repair and maintenance or from any failure of the repaired "product" whether such delay or failure arise from negligence, omission, default and/or any other act of the employee of the "Service Centre" from any other cause whatsoever.
7. For all non-warranty or out of warranty repairs or express service, "Service Centre" will charge a labor of HK\$500 plus additional part(s) or component(s) fee if replacement is necessary.
8. "Service Centre" will conduct maintenance and repair services on "product" including the storage device(s). During the process, the programs and data in the storage device(s) might be lost and not recoverable. Customers agree that it is customer responsibility to back-up customer's programs and data before "Service Centre" perform any maintenance services. "Service Centre" is not liable for any loss of or damage to your records or data or software and or any hardware.
9. "Service Centre" reserves the right to terminate the warranty in the event of any uncertainty or doubt as to the applicability of these terms and conditions.
10. Others service warranty terms are subject to the original manufacturer warranty terms and condition.