

延長保養保障計劃 — 常見問題

1. 甚麼是延長保養保障計劃？為什麼我需要投保此計劃？

延長保養保障計劃是指除了產品原廠提供的原廠產品保養外，蘇黎世保險有限公司為 HKTVmall 指定產品提供額外一年的產品保養。投保延長保養保障計劃可以為您減輕維修產品需付的高昂費用，符合持續消費的原則。

2. 延長保養保障計劃的生效期是何時開始 / 如何計算？

延長保養保障計劃的生效日是由指定產品購買日期加原廠保養年份開始計算，生效期則為延長保養保障計劃的生效日起計 12 個月。（延長保養計劃的有效期 / 受保期以延長保養訂單內列明為準）。

3. 哪些產品可以參加延長保養保障計劃？

經 HKTVmall 內指定商戶購買的指定產品才可參加延長保養保障計劃，產品類別包括家用電器、電子產品等（詳細的受保產品清單以 HKTVmall 內顯示為準）。

4. 延長保養保障計劃和原廠保養的區別？

延長保養保障計劃的受保內容和原廠保養相同，客人都需要經由原廠製造商或香港授權維修商進行評估及維修。

5. 延長保養保障計劃的覆蓋範圍及保障詳情？

每一個參加延長保養保障計劃的指定受保產品只可以索償一次一項維修或更換的費用。如指定受保產品在延長保養期間發生電子或機械故障而阻礙正常運作功能並需要進行維修或更換，計劃將賠償：

維修 — 我們將賠償原廠製造商或香港授權維修商就指定受保產品所產生的維修費用，最高限額為指定受保產品的發票金額。

更換 — 如果原廠製造商或香港授權維修商診斷指定受保產品無法維修且必須更換。我們最多將賠償發票金額的 50%。

6. 如果我的貨品在原廠保養期內進行更換，我需要採取什麼行動？

如果您的產品在原廠保養期內進行更換，產品序號將會有所更改。請在更換後的 14 天內聯絡 HKTVmall 客戶服務部，HKTVmall 客戶服務部將為您更新產品序號及在 7 個工作天內發出新的延長保養訂單。

7. 如果我的貨品在延長保養保障期間發生意外或外部損壞是否受保？

如果受保產品在延長保養保障期間發生意外或外部損壞將不受保。詳細的不受保事項請參考計劃的條款及細則。

8. 如何申請賠償？我需要準備哪些索償文件？

您需在事故發生日起計的 30 天內於網上提交索償，並提供原廠製造商或香港授權維修商的維修收據以作證明，蘇黎世保險索償網站：<https://www.zurich.com.hk/zh-hk/make-a-claim>。

本常見問題只供參考之用，並不構成保險合約的一部分，有關此項保障計劃的內容細則及不承保事項將詳列於保單之內，如有任何差異，均以保單內之條款細則為準。如中文譯本與英文有任何歧異，均以英文本為準。蘇黎世保險有限公司對所有事項保留最終批核及決定權。

Extended Warranty Protection Plan - FAQ

1. What is the Extended Warranty Protection Plan? Why do I need it?

The Extended Warranty Protection Plan provides an additional year of coverage for designated products sold on HKTVmall, beyond the original manufacturer's warranty, offered by Zurich Insurance Company. Purchasing this plan helps to cover high repair costs and reduce waste disposal, aligning with sustainable consumption principles.

2. When does the Extended Warranty Protection Plan take effect, and how is it calculated?

The effective date of the extended warranty plan is calculated from the purchase date of the specified product plus the duration of the original manufacturer's warranty. The effective period lasts for 12 months from the effective date of the extended warranty plan. (For the exact validity period/coverage period of the extended warranty plan, please refer to the Warranty Policy).

3. Which products are eligible for the Extended Warranty Protection Plan?

Only products designated by specific merchants within HKTVmall are eligible for the Extended Warranty Protection Plan. Categories include home appliances, electronic products, etc. (the detailed list of covered products is displayed on HKTVmall).

4. What is the difference between the Extended Warranty Protection Plan and the original manufacturer's warranty?

The coverage of the Extended Warranty Protection Plan is the same as that of the original manufacturer's warranty. Customers must have the repairs conducted by the original manufacturer or the authorized repairing center(s) in Hong Kong.

5. What is the coverage of the Extended Warranty Protection Plan and how do I use it?

Each designated covered product enrolled in the Extended Warranty Protection Plan can only be claimed once. If the product experiences electronic or mechanical failure during the coverage period that hinders normal operation and requires repair or replacement, the plan will compensate as follows:

Repair — We will cover the repair costs incurred by the original manufacturer or the authorized repairing center(s) in Hong Kong, up to the invoice amount of the designated covered product.

Replacement — If the original manufacturer or the authorized repairing center in Hong Kong determines that the designated covered product cannot be repaired and must be replaced, we will compensate up to 50% of the invoice amount.

6. If my product is replaced during the original warranty period, what actions do I need to take?

If your product is replaced during the original warranty period, the product serial number will change. Please contact HKTVmall Customer Service within 14 days after the replacement, and HKTVmall will update the product serial number and issue a new Warranty Policy to you within 7 working days.

7. If my product experiences accidental or external damage during the extended warranty period, is it covered?

No, if the covered product experiences accidental or external damage during the extended warranty period, it will not be covered. Please refer to the policy wording for details on exclusions.

8. How do I file a claim? What documentation do I need to prepare?

You must submit a claim online within 30 days from the date of the incident and provide the repair receipt from the manufacturer or an authorized repair center as proof. Please visit the claims website: <https://www.zurich.com.hk/en/make-a-claim> for more information.

This FAQ is provided for reference only and does not constitute any part of the insurance contract. For full terms and conditions and exclusions, please refer to the policy document itself which shall prevail in case of inconsistency. In the event of any discrepancy between the English and Chinese version, the English version shall prevail. Zurich Insurance Company Ltd reserves the right of final approval and decision on all matters.

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