

Ricoh Projector Warranty Service Agreement

TERMS AND CONDITIONS

1. Ricoh Hong Kong Limited (hereinafter called “RHK”) undertakes to maintain in good condition the machine(s) save and except the software installed therein described in this Agreement.
2. The product, during the warranty period and under normal use, will be entitled to free onsite service.
3. On-site service will be provided to customer during Normal Working Hour (09:00 a.m. to 05:30 p.m. from Monday to Friday, except Saturday, Sunday and Public Holidays). In case of typhoon or rain storm signal is hosted, service may be suspended without prior notice. Service outside Normal Working Hours may be available by prior arrangement and subject to payment by the Customer to RHK of an overtime charge at RHK’s standard rate.
4. On-site service will be provided for completely free technical attention whenever necessary, either at place of use (within the territory of Hong Kong) or on the premises of RHK except where machine(s) had been damaged by accident, abuse, act of third persons, forces of nature or software installed in the machine(s).
5. The Customer hereby agrees to pay to RHK a surcharge per on-site service call if the machine(s) to be used at Outlying Island location.
6. Free replacements of parts is included, excluding power cables, signal cables, battery, consumable items such as remote control, lost parts and the parts that over the lifetime.
7. For projector, Ricoh will replace optical engine if the product had more than 5 defective pixels in standard warranty period. Ricoh provides 500 hours or 3 months warranty (Whichever come first) to its lamp unit if the product without abnormal shutdown.
8. The warranty does not cover period checking, installation, cleaning, transportation, relocation or replacing consumable items.
9. Ricoh had no obligation of resolving any problem caused by computer virus and software or hardware connection errors.
10. During inspection or repair of the projector, if the product was installed over 3.0 meters or secured by security system (like metal case or other security products), customer has to move the projector to accessible area and re-installation of the projector.
11. This Agreement is for a period of three years from the delivery date. This Agreement will be renewed automatically for every one year unless either party serves the other party one month written notice in advance to discontinue this Agreement before expiration of the current valid Agreement.
12. If the Customer wishes to cancel this Agreement under the terms of notice set out above, (s)he shall still pay the total amount owing for the contract year in which notice is given.
13. The Customer shall make payment to RHK within 10 days from date of invoice. RHK reserves the right to vary the payment term by giving seven days notices in writing. If the Customer fails to pay RHK any payment when it becomes due, RHK will cease to provide supplies, parts and maintenance services without prejudice to any existing rights of this Agreement.
14. This Agreement becomes invalid immediately if any supplies which have not been directly supplied by RHK are used with the said machines(s) and no refund be made for the paid maintenance charges.
15. If the said machine(s) covered by this Agreement had been operated outside the territory of Hong Kong during the covered period, then this Agreement shall become invalid immediately and no refund will be made for the paid maintenance charge.
16. Service Report will be issued for all machine(s) entered on this Agreement and the Customer is requested to sign such report, indicating satisfactory service.
17. RHK shall have the right to change the terms herein from time to time in accordance with the policy of RHK provided that prior written notice not less than 14 days is given to the Customer.

Version updated: 1 June, 2015