

WARRANTY CARD

產品有限保固說明

www.htc.com



LIMITED WARRANTY STATEMENT

This Limited Warranty shall apply to the HTC Product including all accessories as contained within the original HTC gift box ("the Product"). High Tech Computer Corp. (HTC) warrants that product from its authorized distributor will meet the applicable product specifications and be free from all defects in material and workmanship for an applicable period herein ("Limited Warranty"). This Limited Warranty is subjected to the following terms and conditions:

1. This Limited Warranty is given only to the original purchaser of the Product ("Customer") it shall neither exclude nor limit a) any statutory rights of the Customer or b) any of the Customer's rights against the sellers of the Product.
2. The Limited Warranty shall be restricted to the country/region of Product purchase this is to avoid excessive import or exportation of the Product throughout the supported countries.
3. This Limited Warranty is only valid and enforceable in countries where the Product is sold. Outside of the country of purchase, any repairs performed by HTC's Authorized Service Centre are subject to charge to the purchaser at normal repair rates.
4. The Limited Warranty is at sole option of HTC, either: (a) to repair, or (b) replace the defective Product within 14 days from the date of the original purchase. After the 14 days period, HTC will repair the defectiveness during the Warranty Period. This Limited Warranty may not be sold – on, assigned, transferred or given to any subsequent purchaser or acquirer of the Product.
5. This Limited Warranty shall last for twelve (12) months from the date of original purchase ("Warranty Period"). The valid original invoice (PROOF OF PURCHASE) on which the relevant IMEI number was printed will be required.
6. This Limited Warranty covers expenses for inspecting and repairing the product during the Warranty Period. The defective Product shall be delivered by the purchaser at his/her own discretion/expense to the designated premises together with the warranty certificate, proof of purchase, and proof of identity of the original purchaser. Failing which, the Warranty will be invalid.
7. HTC will return the repaired Product or another Product to the drop-zone for collection by the Customer in good working condition. All replaced faulty Products or components will become the property of HTC.
8. This Limited Warranty applies only to the hardware components of the Product as originally and does not apply to any software or other equipment.

- 9.** If HTC repairs or replaces the Product, the repaired or replaced Product shall continue to be warranted for the remaining time of the original Warranty period or for three (3) months from the date of repair or replacement, whichever is longer.
- 10.** Before returning any units for service, be sure to back up data and remove any confidential, proprietary, or personal information from the Product. HTC is not responsible for damage to or loss of any programs, data, or removal storage media.
- 11.** This Warranty does NOT cover recovery from any software updates, installation and removal of the application software, or any lost of data storage.
- 12.** HTC reserves the right to add, delete or amend the terms and conditions at any time without prior notice on its website indicated below. HTC website: <http://www.htc.com>
- 13.** THIS LIMITED WARRANTY SHALL NOT APPLY IF THE DEFECT WAS CAUSED THROUGH ANY OF THE FOLLOWING:
- (a)** The Product serial number, the accessory date code or the IMEI number has been removed, erased, defaced, altered or is illegible; or
 - (b)** The defect is resulting from the use of the product in a manner other than their normal and customary manner, e.g., in excess of their minimum specification or operating instructions, or malfunction or failure resulting from use of incorrect voltages; or
 - (c)** Deterioration of the Product due to normal wear and tear. All plastic surfaces and other natural wear of externally exposed parts of the product are scratched or damaged under normal usage (including casing, key pad, display, antenna and accessories, etc.); or
 - (d)** The defect is arising from improper installation, unauthorized repair, alteration or modification to this product by third parties other than HTC or its designee; or
 - (e)** The defect is arising from operating with components or accessories (ancillary or peripheral equipment) not officially authorized or provided by HTC or used in other than its intended use; or
 - (f)** The defect was caused by unauthorized software including but not limited to ROM upgrades, non proprietary software; or
 - (g)** The defect or damage are arising from unauthorized modification of the core software or caused by the computer virus; or
 - (h)** The defect or damage is arising from misuse, mishandling, accidental lost, abuse, accident, negligence and damage caused directly or indirectly by Customer, including but not limited to improper testing, installation, alteration or modification of any kind, or spillage of food or liquid, or build up of dirt or dust, or mains supply problem, thunderstorm activities, or infestation by insects or vermin, or exposure to abnormally corrosive conditions, or operation with extreme heat or humidity; or

- (i) The defect or damage are arising from a defective function of the cellular network or other defects or faults which occur for reasons beyond the reasonable control of HTC; or
 - (j) The Product software needs to be upgraded due to changes in cellular network parameters.
- 14.** Due to the complexity of liquid crystal displays on handheld devices, dead or bright pixels may sometimes occur. If the following occurs within 14 days from the date of purchase, then you can ask to replace the LCD at our authorized service centre.
- (a) 3 or more dead/bright pixels (*) anywhere on the liquid crystal display.
 - (b) If there are only 2 dead/bright pixels, then they must be within 5mm of each other.
 - (c) However if the conditions listed below occur, then this warranty is null and void.
 - (*) "Dead pixel" – a pixel on the liquid crystal display (LCD) that shows no light at even when it is supposed to.
 - (*) "Bright pixel" – a pixel on the LCD that shows only 1 color (usually white) and no other colors at all.
- 15.** HTC WILL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL LOSSES OR DAMAGES TO ANY NATURE, INCLUDING BUT NOT LIMITED TO LOST PROFITS OR COMMERCIAL LOSS, TO THE FULLEST EXTENT THAT THOSE LOSSES OR DAMAGES CAN BE DISCLAIMED BY LAW.
- 16.** This Limited Warranty does not affect the Customer's statutory rights in law specific to the country of purchase, such rights remain protected. Some countries do not allow the exclusion or limitation of incidental or consequential loss or damage, or limitation of the implied warranties, in those circumstances the preceding limitation of exclusions may not apply to such Customers.

Please note Warranty service availability and response times may vary from country to country and may also be subject to registration requirement in the country of purchase. If you require assistance regarding warranty conditions, or any other enquiries, please contact the HTC Customer Care Centre or via the official website: www.htc.com

宏達國際電子股份有限公司產品有限保固說明

一、保固期間

1. 由原廠提供之智慧型手機、PDA功能手機及GPS PDA之有限保證期限為自購買之日起12個月。
2. 消費者需檢附購買證明方可享有產品保固及售後服務，若無購買證明則以出廠日期作為保固起始日之判定基準。
3. 宏達電原廠製造之電池、耳機、充電器、及其他相關配件之有限保證期限為自購買日起12個月。
4. 在新品期間內，皮套、保護套及相關配件之瑕疵或非人為故障僅作單一配件新品更換，不另做維修及通知。
5. 外觀、外殼及裝飾性的零組件機構受損不包括在本有限保證條款的範圍內。

二、售後服務對象

此一有限保證僅適用於該產品之首位購買者，若消費者自行轉賣產品或購買其他轉賣之宏達電產品，其所享有之售後服務無法轉售、轉讓、移轉、出租、或以任何形式轉交予第二手購買人。

三、售後服務地區

本有限保固條款之內容適用於台灣、香港、新加坡、馬來西亞、泰國、印尼、印度、越南、菲律賓、澳洲地區，但售後及維修服務僅限於原購買地提供。

請注意：本保固提供之服務及維修時間視產品及銷售地區而異。

四、售後服務內容

1. 如遇宏達電產品新品不良需更換其他同型商品時，其損耗性配件如電池、旅充、耳機等，將依代理商標準來做彈性更換，消費者不得強制要求宏達電及其代理商提供未拆封之新品更換。
(需於新品購買期內攜帶有效之購買證明至原購買處換取新品)。
2. 對原產品進行維修並更換相關料件。
3. 維修或更換後之產品之保固期間，仍自原購買日起始計算，或計算至維修或更換料件後之三個月，取保固時間較長者為準。
4. 在有限保固售後服務期間，宏達電或其授權的服務據點將依據專業工程判定，用新的或工廠重新製作的料件，對需要維修之產品進行部分維修或料件之更換，有限保固期內維修或更換之產品零件及維修費用不會收費。所有被更換下來的零件、電路板或料件視為宏達電之財產。

五、其他注意事項

1. 若宏達電或其授權服務中心提出要求，消費者必須提供發票或其他可證明購買日期和地點的資訊。

2. 在將產品運往宏達電及其授權服務中心，以及從這些地方送出的過程中的運輸、遞送和處理費用均由消費者承擔。
3. 裝置內之軟體程式不在本有限保固之範圍內。
4. 在以下任何一種情況下，產品將不在本有限保固條款之保障範圍內：

人為損害

- 因自行對產品拆修、拆解、改裝、調整或修改軟體而造成之損害及系統問題。
- 因不當使用或未依使用說明書所指示方式操作所造成之故障。
- 非由宏達電或宏達電所正式授權之廠商所維修或拆解之產品。

產品受潮

精密設計之產品，在非正常使用或不自覺發生的狀況下，暴露在潮溼環境、過高或過低溫度或類似環境情況下、食物或液體的濺灑，或其它超出宏達電可做合理控制之情況。

資料備份

基於個人資料保密原則，若消費者需將產品送至維修中心進行維修或檢測動作，消費者需自行先行備份產品中之軟體及資料，宏達電及其相關授權服務中心之個人及實體將不提供代為備份之服務，亦不對軟體及資料之保存及遺失負責。由於使用或無法使用產品而導致的停工或資料的損失或損壞不在本有限保固之範圍內。

外觀損害

- 因正常使用時，所造成產品外殼或不需拆解而可接觸部分上之刮傷、磨損。
- 任何產品中之LCD螢幕之亮（暗）點，二點以下（包含）為正常狀況，不在更換新品及維修之範圍內。

亮/暗點說明

- 暗點：在任何顏色的螢幕桌面背景下，都不會發光。
- 亮點：在黑色螢幕桌面背景下，發生不正常顯示持續發亮的光點，其發亮光點可能是白色或其他顏色。

其他

- 因不可抗拒之天災、人禍或未依規定方式使用所導致之損壞。
 - 因行動電話系統業者提供服務問題所造成的收訊不良不在本有限保固條款之範圍內。
 - 因與非原廠提供之配件搭配使用而產生之損壞，則視為人損，不在本有限保固之範圍內。
 - 產品序號、標籤、封貼、識別碼等辨別資訊遭到撕毀、塗改、移動或模糊不清而無法辨識，或保固卡記載之內容與原產品不符者。
5. 任何超出本有限保證中所明訂範圍以外的責任和義務，宏達電不承擔，也不授權其授權服務中心或個人或實體為其承擔。
 6. 所有保固資訊、產品功能、規格及服務內容細則有可能隨時修改，恕不另行通知。