

Scope of the Warranty

1. JVG reserves the right to inspect the Product before providing any free warranty service. Should JVG is in the opinion that the related service required for this Product is not covered by the warranty, a reasonable fee at prevailing rate will be charged for JVG' carrying out of such inspection.
2. The warranty is invalid in the following situations:
 - the warranty period or the maintenance term is expired;
 - the Product or any parts thereof has/have been modified, removed, replaced or repaired by any unauthorized service centre or personnel;
 - the defective was cause by abuse, improper use not conforming to the Product' s user manual instructions, or environment conditions more server than those specified in the manual and specification;
 - the Product is damaged due to external causes:
 - the defect was caused by Force Majeure, such as acts of God, flood, lightning, earthquake, war, vandalism, theft, brownouts or sags (damage due to low voltage disturbances).
3. JVG makes no guarantee to replace any spare parts of the Products that is damaged, broken or malfunctioned such as but not limited to in situations where the affected spare parts if which are not available to JVG for any reason whatsoever.
4. Any defective Product or any spare parts thereof which are replaced by JVG in the course of repairing, if any, shall be JVG' property and non-returnable.
5. The Products shall be collected by the bearer of and in presentation of the validated job sheet issued by JVG authorized services centre and its holder shall be deemed to the rightful owner of the Products. Should the customer fail to present the validated job sheet upon collection, JVG may reject to deliver the Product to the customer.
6. Any Products left for repair not reclaimed by the customer within 90 calendar days from the date of the customer' s repair or date of collection notice issued by JVG may be handled or disposed by JVG in any way whatsoever without prior notice to the customer and JVG shall not be liable or responsible for such Product or any losses or damages whatsoever incurred in such event.
7. It is normal that water drips from the nozzle after water extraction, please make sure the removable drip tray is installed properly.



Disclaimer

1. Under no circumstances will JVG, its service provider or either' s affiliates, employees, officers, directors, agent or distributors be liable for any consequential, indirect, special, punitive, or incidental damages, whether foreseeable or unforeseeable,(including, but no limited to), claims for loss of data, goodwill, inconvenience, delay, profits, use of money or use of the products interruption in use.
2. JVG' and its service provider' s entire liability and the customer' s sole and exclusive remedy for claims related to or arising out of the warranty for any cause and despite the form of action, whether in contract or in tort, statutory or otherwise, including negligence and strict liability, will not exceed the amount of the purchase price paid, as noted in the receipt and/or proof of purchase. This limitation of liability will be effective even if customer has advised JVG or its service provider of the possibility of any such damages.
3. The quality of installation is very important to equipment systems. Improper installation can easily cause equipment failure or abnormal operation. The unqualified installation will threaten the safety of the equipment. There are many hidden problems in unqualified installations, such as water leakage. If the customer chooses to install it by himself or by someone who is not appointed by JVG company, in such cases, if the machine does not operate normally or malfunctions due to the installation, the warranty period will be immediately terminated on the date of such abnormal operation or malfunction termination.
4. The installer of the equipment who is not appointed by JVG company shall bear all responsibilities and losses caused by such unqualified installation and JVG company shall not be liable for any related problems and additional losses caused by such unqualified installation.

Others

1. The terms and conditions contained herein are for general reference only and are subject to change by JVG without notice.
2. All water dispensers will not be covered by warranty if used at a commercial or retail address without a commercial maintenance plan.
3. In case of dispute relating to the warranty, the maintenance service and/or any information contained herein, JVG's decision shall be final.
4. If wall mounting, special drilling, or other non-standard installations are required, any damage caused during installation due to the fragility of the customer' s countertops or walls; or any issues arising from the depreciation of water pipes or related water valves, including any unforeseen problems caused by normal operations such as turning the water valves on or off, or making standard adjustments.
In such cases, our company will not be responsible for any repairs, maintenance, or compensation.

保用範圍

1. 峻域保留在提供任何免費保用前檢查產品之權利。檢查後如峻域認為產品所需相關服務並不包括於保用條款之內，峻域將依據通行費率實行該等檢查收取合理費用。
2. 保用於以下情況無效：
 - 保用期或保養期完結；
 - 產品或其任何部份已被任何非經授權之人仕或服務中心作調較、拆除、更換或維修；
 - 瑕疵是因為不符合產品說明書指引的濫用或不適當使用，或因此產品說明書或規格中更惡劣的環境條件所引起；
 - 產品因外來原因引致損壞；
 - 瑕疵是因為不可抗力所造成，如自然災害：洪水、閃電、地震，或戰爭、故意破壞、偷竊、電流不穩或停電(由於低電壓干擾造成的損壞) 所引致
3. 峻域不保證替換受損壞的、斷裂或功能失常的產品的任何零件，例如（包括但不限於）峻域因為任何原因未能獲得受影響零件之情形。
4. 任何有瑕疵的產品，或由峻域在維修過程中替換的任何零件，若有，均屬於峻域所有及不會退還。
5. 客戶需要持有及出示峻域授權服務中心發出之有效工作單方可提取產品，以及其持有人會被視為該產品合法持有人。若客戶無法在提取產品時出示有效工作單，峻域有權拒絕將產品交付給客戶。
6. 若任何留作維修之產品自客戶提出維修要求九十個日曆日內或峻域發出提取通知後未被客戶提取，峻域可將產品作任何方式之處理或棄置而不需事先通知客戶，以及峻域不就該等產品或因該等事件引致的任何損失或損害向客戶承擔責任。
7. 水機於取水後會有剩餘的水滴下，此乃正常現象，請確保接水盤已被正確安裝。

免責聲明

1. 任何情形下，峻域、其服務供應商、分銷商，或任何一方之關聯方、僱員、職員、董事或代理均不對任何偶然、間接、特殊、懲罰性或附帶損失承擔責任，不論可預知或不可預知，(包括但不限於)，為信譽、不便、延遲、盈利、金錢運用或產品使用及使用中斷之索賠。
2. 對於客戶因任何原因提出的關於或產生於本保用的索賠，無論行動的形式如何，無論是出於合約、侵權、法定或其他原因，包括疏忽和嚴重責任在內，峻域及其服務供應商的全部責任，以及對索賠唯一及排他的救濟，不會超出收據及/或購買證明上列明的購買金額。即使客戶已經通知峻域、其服務供應商或分銷商，任何該等損失的可能性，此責任限制仍有效。
3. 安裝品質對系統設備至關重要，安裝不當容易引致設備故障或運行發生異常，不合格的安裝會威脅設備安全。非合格安裝存在多種隱患，如漏水等問題。如客戶選擇自行安裝，或由非本公司委派人員安裝，在該等情況下，如由於安裝引致機器不正常運作或發生功能故障，設備保修期將在該等不正常運作或功能故障之日立即終止。
4. 因該等不合格的安裝引起的設備損壞和因而造成的其他相關問題及額外損失，由設備的安裝方自行承擔全部責任和損失，本公司無須承擔任何責任。

其他

1. 此處所列各條款及細則只作一般參考，任何更改峻域概不另行通知。
2. 所有水機如未有購買商業保養計劃，而於工商或店舖地址使用，則不會獲得保養。
3. 若有任何有關保用、維修服務及/或此處任何信息之爭議，以峻域決定為準。
4. 如需要掛牆、特別鑽孔等非基本安裝，因為客人的枱面或牆身物料脆弱引發安裝時的損毀；水管本身或者任何相關的水掣，因折舊而導致任何開關水掣，正常改動等動作也會產生不可預計的問題

以上情況，本公司一概不會負責修補、維修及賠償等

Warranty Card

保用咭

Keep this card & original invoice.

請保留此咭及發票正本

Record product information here

在此記錄產品資料

- Purchase Date 購買日期

- Model 型號

- Serial no. 機身編號

- By activating the warranty, you acknowledge that you read, understand and agree the terms and conditions contained herein.

- This JVG product is made of high quality materials and great care has been taken in the manufacturing. The Product is designed to give good performance provided it is properly operated and maintained.

- The Product is entitled to a period of **12 months** of warranty, beginning on the date of purchase.

- 通過令保用生效，閣下承認閣下已閱讀、了解及同意此處的條款及細則。

- 此峻域產品以高品質的物料精心製造，在正確使用及保養下方能表現其優越性能。

- 此產品自購買日期起享有 **12個月**保用期。

The Warranty

- Within the specified warranty period as noted above, if the Product is defective in workmanship or materials under normal use in accordance with the Product's user manual, JVG Development Ltd. (JVG) will repair the Product free of charge. This warranty is provided only for Product(s) purchased from authorized dealers of JVG.
- The customer must present the original purchase receipt for verification of the date of purchase, failing which, JVG reserves the right of refunding to provide free warranty service.
- The warranty does not cover of any damaged of cosmetic nature, and does not cover consumable parts and accessories of the Products.

產品保用

- 於指定之保用期內，在根據產品說明書進行之正常使用情況下，若產品的工藝或物料存在瑕疵，峻域發展(香港)有限公司(峻域)會免費進行維修。峻域只為於授權經銷商購買之產品提供保用服務。
- 客戶應出示購買發票正本以證明購買日期，否則，峻域有權保留拒絕提供免費保用服務之權利。
- 保用服務不涵蓋任何表面性質之損壞，亦不涵蓋產品的可損耗部份和配件。

Consumer Care Centre 客戶服務中心

Room 1506, 15th Floor, Good Harvest Industrial Building, 9 Chun Wan Road, Tuen Mun
屯門震寰路9號好收成工業大廈15樓1506室

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Monday - Friday 週一至週五 9:00a.m. - 6:00p.m.

Saturday 週六 9:00a.m. - 1:00p.m.

Closed on Sunday and Public Holidays 週日及公眾假期休息

