

**To: Our precious dealers**

致: 各經銷商

## SAMSUNG LIVING APPLIANCES – INFORMATION/ SERVICE

### 三星家庭電器 – 資訊服務

In order to enhance Samsung support to your company on promoting Samsung Living Appliance, our delivery and installation services have been adjusted. For details, please refer to the attached pages.

為配合各經銷商推廣三星家庭電器，下列各項送貨及安裝服務將作部份調整,詳情請參考附上之附頁

### Schedule of Delivery / Pre-sale site visit / Installation for districts

各分區的送貨/ 售前睇位/ 安裝行程表:

#### ■ **Delivery / Pre-sale site visit schedule:**

送貨/ 售前睇位行程表:

- Districts other than Ma Wan, Discovery Bay, Tung Chung & Outlying Island: Every Mon to Sat

各分區 (馬灣/ 愉景灣/ 東涌和離島除外): 逢星期一至六

Ma Wan 馬灣	Discovery Bay 愉景灣	Tung Chung 東涌
Every Sat 逢星期六	Every Thu / Sat 逢星期四及六	Every Mon / Thu / Sat 逢星期一/ 四/ 六

Enquiry of delivery/ pre-sale site visit status on the day of service:

2862 6303 / 3907 1698 Kit Kwan or 6588 2731 Monica Siu

送貨/ 售前睇位當天查詢電話: 2862 6303 / 3907 1698 Kit Kwan 或 6588 2731 Monica Siu

Service Hour: 11:00 am – 6:00 pm (Mon to Sat)

送貨時間: 上午 11:00 – 下午 6:00 (逢星期一至六)

P.S. Customer will be called to confirm the delivery time one working day before, logistic dept will arrange the delivery only after confirmation, customer please listen to the call from logistic dept. 為確保送貨流程暢順，所有送貨會在前一個工作天聯絡客人，並只會與客人確認日期後才會安排送貨，敬請客人接聽電話。

#### ■ **Pre-sale site visit order arrangement 售前睇位單安排:**

Pre-sale site visit order request (with **customer information** and **model**) cut-off time for next working day as below:

MON ~ FRI: 4:00pm

SAT: 12:00noon

P.H./ SUN: No Installation Request

售前睇位單安排必須在上門睇位前一個工作天之以下時間前提供客人資料及型號:

週一 ~ 週五: 4:00 PM

週六: 中午 12:00

星期日及公眾假期休息

■ **Installation for districts schedule:**

安裝行程表:

Districts other than Ma Wan, Discovery Bay, Tung Chung & Outlying Island: Every Mon to Sat

各分區 (馬灣/ 愉景灣/ 東涌和離島除外): 逢星期一至六

Ma Wan 馬灣	Discovery Bay 愉景灣	Tung Chung 東涌	Lantau Area e.g. Tai O or Mui Wo 大嶼山地區 (e.g. 梅窩,大澳)
Every Sat 逢星期六	Every Thu & Sat 逢星期四及六	Every Mon / Thu / Sat 逢星期一/ 四/ 六	Every Mon & Wed 逢星期一及三

Service Hour: 11:00 am – 7:00 pm (Mon to Sat)

安裝時間: 上午 11:00 – 晚上 7:00 (逢星期一至六)

For fax request, please fax installation order / sales memo to 2862 6317

如使用要求傳真安裝安排時，請將表格/銷售紀錄傳真到 2862 6317

For confirmation of order request, please send whatsapp to 9731 3726

如要求確定安裝安排，請發短訊到 9731 3726

**Customer enquiry of installation hotline. (客人安裝服務查詢電話) – 3698 4698**

**Basic Installation / Door Change / Door Dismantle / Pre-sale site visit (This surcharge will be collected on-site by the installation team)**

換門/ 拆門/ 售前睇位 (額外費用將由安裝師傅收取)

Product 產品	Type 種類	Basic Installation 基本安裝	Door Change(On site)-(**) 雪櫃改門(上 門) (購買/送貨後通 知)-(**)	Door Dismantle of new or old REF (On site) 新/舊雪櫃拆 門 (上門)	Additional Site measurement (Free for SBS, RB33K, RN40H, RH60H, RF50M, RN40M)- (*) 額外睇位(免費睇位適用於 對門/多門雪櫃及RB33K, RN40H, RH60H, RF50M, RN40M)-(*)
REF 雪櫃	Side-By-Side REF/ normal REF 對門雪櫃/ 普 通雪櫃	-	\$380.00	\$200.00	\$110.00

WM 洗衣機	WM Top-Loading 洗衣機頂揭式	\$80	-	-	\$100.00
WM 洗衣機	WM Front-Loading 洗衣機前置式	-	-	-	\$100.00

(\*)每位客戶可提供一次免費睇位，如需安排第二次睇位，客戶需要支付 110 港元給工程師。

(\*\*) 已改門之客戶如需改回原本設計，客戶需付 380 港元人工費另加配件費用(另報價)給工程師。

### **Basic Installation service of WM (Top-Loading & Front-Loading) includes:**

#### **基本洗衣機安裝包括 (頂揭式 / 前置式)**

電源開關	Power ON/OFF
按鍵功能	Key Function
水龍頭接駁 (依隨跟機之水泵位及喉管)	Water Tap Connection (Based on Water Pump and Pipe)
安裝教用及示範	Function explanation and Demonstration

### **Extra Delivery Charge for Normal Outbound Sales Order of REF & WM:**

#### **雪櫃及洗衣機額外送貨費：**

- Customer is liable to a surcharge of below should the appliances be lifted up the stairs counting from the first floor. This surcharge will be collected on-site by the delivery team. (Same charge for original package or unpacked unit)

送貨地址如沒有電梯，則加收搬運費，由第一層起計，費用直接交予送貨員。

(原裝或拆箱後搬運收費一樣)

Services item : 服務：	Product type: 產品種類：	Charges: 收費：
<b>Staircase surcharge (Every 16 steps charge 1 floor) 樓梯費 (每 16 級為一層)</b>	Normal REF / WM (exclude RB33K8899S4/SH) 普通雪櫃 / 洗衣機 (型號 RB33K8899S4/SH 除外)	HK\$40 / floor 層
	REF Model: RB33K8899S4/SH 雪櫃型號: RB33K8899S4/SH	HK\$100 / floor 層
	Side-By-Side / Multi-door REF 對門 / 多門雪櫃	
	FSR REF (RH60H) 大型陳列式對門雪櫃	HK\$150 / floor 層

- Every 16 steps charge 1 floor (min. 1 floor, for example 18 steps, delivery team will charge 2 floor)  
每 16 級為一層 (最低收取一層費用，如為 18 級，送貨員會收取兩層搬運費)
  - If there are over 4 steps from floor level to lift lobby, every 16 steps charge 1 floor. (min. 1 floor, for example 6 steps, delivery team will charge 1 floor)  
如地面與大堂電梯之間有多於 4 級樓梯，每 16 級為一層 (最低收取一層費用，如該梯樓為 6 級，送貨員會收取一層搬運費)
  - If there is slope / small path, and customer site that cannot be entered by truck, charge will be collected for every HK\$50/ 50m  
For example: If <50m = HK\$0, >50m but <100m = HK\$50, >100m but <150m = HK\$100  
如遇上斜路或小路，而貨車不能進入客戶地點，送貨人員會每 50 米收取 HK\$50 之搬運費，  
例如：50m 以下不用收費、50m 以上但 100m 以下收費 HK\$50、100m 以上但 150m 以下收費 HK\$100
  - If there is over 4 steps outside the destination, every 16 steps charge 1 floor. (min. 1 floor, for example 6 steps, delivery team will charge 1 floor)  
如到達目的地前有多於 4 級樓梯，每 16 級為一層 (最低收取一層費用，如該梯樓為 6 級，送貨員會收取一層搬運費)
2. Delivery and Installation service on the same day: Delivery and installation can be carried out on the same day for appliances which dealer delivered before 6 pm as stated in the delivery and installation schedule for various districts in Hong Kong. (This service is not applicable to some districts, please refer to above delivery and installation schedule for details).  
凡於送貨程表內經銷商下午 6 時前送到之各地區，可要求安排同日送貨/ 安裝服務 (個別地區未能提供同日送貨/ 安裝服務，詳情請參考各分區的送貨/ 安裝行程表)
  3. Customer has to ensure that the original or new buy appliances can be moved in or out the requested place. If door dismantle is needed (e.g. kitchen doors, main door), customer needs to dismantle it by themselves  
客戶落單時須確保原有或新買之電器產品能夠搬進或搬出客戶要求擺放的位置，如有實際需要拆門 (例：廚房門，大門) 客戶須自行拆除
  4. Extra installation charge for Island: (This surcharge will be collected on-site by the installation team)  
Lantau Area e.g. Tai O or Mui Wo (except Tung Chung, Ma Wan & Discovery Bay) - HK\$300  
離島額外安裝收費：(額外費用將由安裝師傅收取)  
大嶼山地區 e.g. 大澳/梅窩 (除東涌/馬灣/愉景灣外) - HK\$300

**Disposal old appliances service charge****三星棄置舊機服務安排及收費**

Dealer should make the request of this service at the time of ordering and disposal will be carried out immediately at the time of delivery. Should dealer not make the request at the time of ordering for a disposal of old appliances or customer fails to release the old appliances for disposal at the time of delivery of new appliances, disposal will NOT be carried out immediately at the time of delivery.

送貨時如需棄置舊機，各經銷商請於落單時註明，以便送貨時一併棄置。凡於落單時沒有註明棄置舊機或送貨時未能即時棄置，恕本公司不能提供當天同日棄舊機服務。

The surcharge will be collected on-site by the delivery team.

棄置舊機服務收費安排如下，費用需直接交予送貨員

<b>Services item :</b> 服務：	<b>(Old machine)Product type:</b> (舊機)產品種類：	<b>Charges:</b> 收費：	<b>Remarks:</b> 備註：
Collection of old machine (Together with new product delivery) 收舊機 (送貨時一併棄置)	Normal REF / WM 普通雪櫃 / 洗衣機	HK\$100 / unit	拆門及抬樓梯及斜路或小 路另行跟上述收費表列收 費 Door dismantle / lift up or down stairs/ slope / small path surcharge will be collected according to charge table shown above separately
	Side-By-Side REF / 4-Door or above REF 對門雪櫃 / 4 門或以上雪櫃	HK\$150 / unit (如 SBS REF 需拆水機要另 收拆機費\$300)	
	Extra-large appliance 特大電器	Contact delivery team to confirm the charge separately 另行報價	

1. Disposal service of old appliances in similar type to the new appliances purchased and delivered only.  
只會棄置同類型對應產品，e.g. 送雪櫃，棄雪櫃。
2. Please make sure to inform customer to disconnect of the electrical supply, water supply hose and drain hose BEFORE the onsite date.  
請客戶先拆除電源線及入水或出水喉管
3. Delivery team reserves the right to refuse the dispose of the old machine if there are insects or leftover inside the appliances.  
如送貨員在相關產品上發現昆蟲，或電器內還有物品未清理(如餸汁，液體等等)，基於衛生問題，本公司保留權利拒絕代客人棄置舊機。

**Extra installation charge for all appliances (incl. labor & material cost, not accept customer's own accessories as for installation requested standard):**

所有產品額外安裝費用(人工包料, 因要確保材料合乎安裝需要和要求, 不接收客戶提供之材料):

<b>Additional Installation &amp; Description</b>	<b>Type</b>	<b>Price (HKD)</b>
<b>對門式 雪櫃(制冰/飲水機) 額外收費</b>		With Filter
4 分波子龍頭一個		\$150
原有入水喉, 另加 15 呎喉		\$400
星盆底 T 喉及開叉位 (入水或出水)		\$150
開木櫃孔 (每個)	RS61681GDSR	\$100
開普通磚/石屎牆孔 (每個)		\$200
(*)贊線		Free
<b>Additional Items &amp; Description</b>		<b>Price (HKD)</b>
水龍頭一個	WM	\$150
星盆底 T 喉及開叉位 (入水或出水)	WM	\$150
開木櫃孔 (每個)	WM	\$100
開普通磚/石屎牆孔 (每個)	WM	\$200
加高水位去水喉首 2 呎 (種喉)	WM	\$100
再加長去水喉每呎 (每一曲位當一呎計)	WM	\$40
低水位加長去水喉(藍色 1.5M 去水軟喉/每條)	WM	\$120
隔氣 (加在 PVC 去水喉) (每個)	WM	\$130
插針 (離地 1 呎以上, 1 呎或以下不用收費)	WM	\$150
拔針 (離地 1 呎以上, 1 呎或以下不用收費)	WM	\$150
(*)贊線	WM	Free
<b>Wiring and Socket Charges &amp; Description</b>		<b>Price (HKD)</b>
英國規格 13A 有燈有掣蘇底	WM/ RS6168	\$150
英國規格 13A 冇燈冇掣蘇底	WM/ RS6168	\$120
英國規格 15A 有燈有掣蘇底	WM/ RS6168	\$150
英國規格 15A 冇燈冇掣蘇底	WM/ RS6168	\$120
**如有特別安裝或需進行小型工程,收費另議 (需師傅現場報價)	WM/ RS6168	Subject to individual quotation after site measurement

(\*)雪櫃/洗衣機贊線會在安裝同時進行, 客戶需購買時通知做贊線。如客戶購買時未有通知做贊線, 或產品只有送貨服務, 贊線不會另作安排。

Note:

- This price list is for reference purpose only. Price will be quoted separately under special circumstances.  
本價目表純屬參考之用, 如遇情況特殊, 價目將會另議
- This additional deliver charge will be collected on-site by the installation team.  
額外送貨費用直接交予安裝員
- Samsung reserves the right to alter any content without notice.  
三星保留更改內容而不作另行通知