

SUNSPIRIT AV LIMITED

Warranty Registration (In Hong Kong)

Sunspirit AV Limited (hereafter called "Sunspirit") provides a 7-day replacement guarantee and 1-year free warranty service. Please complete the warranty registration form in between 7 and 31 days after purchase of JoyVirtue products.

All fields are required.

First Name	<input type="text"/>
Last Name	<input type="text"/>
	Mr <input type="checkbox"/> Ms <input type="checkbox"/>
Address	<input type="text"/>
E-mail	<input type="text"/>
Tel.	<input type="text"/>
Product Category	<input type="text"/>
Model No.	<input type="text"/>
Serial Number	<input type="text"/>
Date of Purchase	<input type="text"/> / <input type="text"/> / <input type="text"/> DD/MM/YYYY
Shop Name	<input type="text"/>

Warranty Terms & Conditions

- 1. Sunspirit guarantees to offer 1-year free warranty service for the product (including the vacuum tubes for any JoyVirtue amplifiers) under normal use and service during the warranty period.**
- 2. The warranty period will be started from date of purchase. Please keep and present the original purchase invoice/ receipt for verification when service is rendered; otherwise the warranty will be invalid.**
- 3. The warranty is valid in Hong Kong SAR only.**
- 4. 7-Day Replacement Guarantee: If the product malfunctions due to a proved manufacturing defect by Sunspirit, the customer can exchange it within 7 days for the same model by returning the product in its original condition and packaging without any scratch or damage caused by misuse or abuse, together with its original purchase invoice.**
- 5. For repairing, please send-in the defective product to Sunspirit Technical Support Centre or the authorized collection point (the retail shop that the product purchased from) for repairing. The turn-around-time will be 10-14**

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working days primarily subject to parts availability. After repairing, customer can pick up the product either at Sunspirit Technical Support Centre or at the authorized collection point.

6. When a product or part is exchanged, the defective item that has been replaced becomes Sunspirit's property.

7. Exclusions & Limitation - The warranty will automatically be waived if: 1) the product has been explicitly or implicitly modified, tampered with or altered or repaired in any way by any party other than Sunspirit; 2) the product has been damaged due to misuse, abuse, negligence, physical damage, abnormal voltage supply/power interruption, accident, fire, flood or natural calamities; 3) the label at the bottom/ back of the product has been removed or defaced.

8. The warranty terms and conditions are subject to change without prior notice.



I do not like to receive news and promotion from Sunspirit AV Ltd.



All the warranty terms and conditions are read.

* It will take 7 working days for processing after the warranty registration form is fax to us.

* Should you have further query, please feel free to contact our customer service hotline at (852) 2561 4233 or email to joyvirtue@sunspirit.com.hk

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保養服務登記(香港)

皇日視聽有限公司（以下簡稱“皇日”）將會為客戶提供 7 天免費換貨保證及一年免費保養服務。因此，請於購貨 8 天至 30 天內為您的產品作好保養服務登記。

所有項目必須填寫。

名字	<input type="text"/>
姓氏	<input type="text"/>
	先生 <input type="checkbox"/> 女士 <input type="checkbox"/>
地址	<input type="text"/>
電郵地址	<input type="text"/>
電話	<input type="text"/>
產品類別	<input type="text"/>
產品型號	<input type="text"/>
產品序號	<input type="text"/>
購買日期	<input type="text"/> / <input type="text"/> / <input type="text"/> DD/MM/YYYY
購買商店名稱	<input type="text"/>

保養條款及細則

1. 皇日將會為客戶所購買之 JoyVirtue 產品(包括用於擴音機的真空管)提供一年免費保養服務。保養期內，若產品於正常使用情況下，客戶便可享受此服務。
2. 保養期由客戶購買之日起計算。客戶必須保留及提供購買收據/ 發票正本以作確實。否則，保養服務將會失效。
3. 保養地區只適用於香特別行政區。
4. 7 天免費換貨保證：如購物 7 天內發現產品品質不符合生產標準，皇日保證更換相同型號之貨品。更換之貨品必須連同完整包裝、配件、說明書及購買收據正本，並且必須沒有人為損壞、刮花及曾經濕水之現象。
5. 客戶可將產品送到皇日的技術支援中心或指定的收集點(於您購買本公司產品之商店)以作保養維修。本公司將於十至十四個工作天內完成保養及維修服務。客戶可於皇日的技術支援中心或指定的收集點取回產品。
6. 所有已更換之零件均屬皇日擁有。
7. 排除及限制 — 如遇下列情況，保養將自動失效：
1) 曾被非本公司認可之技術人員蓄意修改產品內任何部份；
2) 曾被錯誤操作、不小心使用、濫用、疏忽使用或人

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為而引致損壞。因輸入不正常電壓而損壞、意外、火災、水災或天然災害； 3) 貼於產品底部或背面的標籤貼紙被撕去或修改。

8. 保養條款如有所更改將不作另行通知。



本人不願收到皇日視聽有限公司的宣傳推廣及各類最新消息。



已閱以上所有保養條款及細則。

*以傳真方法登記產品保養，我們將於七個工作內天完成登記手續。

* 如有其他查詢，歡迎致電皇日客戶服務熱線 - (852) 2561 4233 或電郵至 joyvirtue@sunspirit.com.hk。
