

Ricoh Hong Kong Limited  
Removal Service Terms and Conditions

1. Applicable conditions	Customer who purchase regulated electrical appliances, including air conditioners, washing machines and refrigerators, as specified in the Producer Eco-Responsibility Ordinance (Cap. 603), can request free removal service for the same class and quantity of used electrical appliances (only applicable to the same class of regulated electrical appliances <sup>Note 1</sup> ).
2. Location	Any premises in Hong Kong.
3. When to make request	(a) When Customer signs the Record of Choice of Removal Service; or (b) Within 3 working days upon order confirmation date. Customer may send the request to RHK through email at WEEE@ricoh.com.hk or contact RHK at 2833 1111. Any late request will not be accepted and be deemed as no request for the removal service.
4. Timing of the removal service	(a) RHK shall provide a one-off free upgraded removal service to Customer to dispose of any applicable pre-existing regulated electrical equipment of the same class and quantity as any regulated electrical equipment delivered or to be delivered by RHK to Customer. (b) Customer may have the rights to forfeit the upgraded removal service. (c) Removal service is available by prior arrangement from Monday to Friday (9:00 am to 5:30 pm), except Saturday, Sunday and Public Holiday. (d) Under normal circumstances, at least 3 working days' advance notice is required for arranging the removal service by RHK or RHK's appointed collector (ALBA). (e) Unless agreed otherwise, RHK removal service should be completed in 3 months upon Customer choice. Otherwise RHK removal service will be deemed as not required thereafter. (f) All the collection services provided by ALBA is totally up to the arrangement and decision made between ALBA and Customer. RHK has no further obligations and liabilities to Customer in relation to any removal service arranged by Customer itself.
5. Remarks	(a) The removal service may not be performed at the time of delivery or installation. The old items pending removal can be removed in advance or placed temporarily at the premises of collection later as appropriate. Customer shall fill in the Record of Choice of Removal Service at least 3 days in advance to make necessary arrangement for the collection. (b) The old items will not be returned once collected and disposed of at RHK's discretion. (c) The old items must stand-alone and be freed from other connections or obstacles. (d) If the old items have serious hygiene issues (e.g. rancid foods, presence of cockroaches and ants, etc.), RHK shall, in RHK's sole discretion, have the right to refuse to remove such items, and there will be no more free removal service for Customer. (e) Customer has one chance to request for change of removal time, date and/or address. Customer shall give not less than 3 working days' prior written notice to RHK in respect of any change request. (f) In the event of a Black Rainstorm Warning / Tropical Cyclone Warning Signal No. 8 or above, the removal service will be suspended and rescheduled. (g) RHK and ALBA shall not be liable for any delay, suspension or rescheduling due to traffic or adverse weather conditions or other factors not within its control. (h) All personal data are for the purpose of arranging removal service for the old items only and RHK shall comply fully with the obligations and requirements of the Personal Data (Privacy) Ordinance (Cap. 486). (i) In case of any disputes, the decision of RHK shall be final.
6. Governing Law	These Terms and Conditions shall be governed by the laws of Hong Kong.

Note 1: Criteria for falling into the classification of regulated electrical equipment

Computers	- generally including personal computer, desktop computer, tablet computer, laptop computer and notebook computer.
Printers	- not exceeding 30 kg in weight; one that can be used as a photocopier, facsimile transmitter or scanner is nevertheless regarded as a printer.
Scanners	- not exceeding 30 kg.
Monitors	- not having the function of storing electronic data or computing, the size of the display screen is not smaller than 5.5 inches (measured diagonally) but not exceeding 100 inches (measured diagonally).

*Last Updated Date: 30 Nov 2020*

