

Mobile Phone Screen Protection Warranty Service – Supplementary Agreement

Contract No. 001E

Name of Customer :

Telephone No :

Name of Mobile Phone Screen Protection Service :	Mobile Phone Screen Protection Plan
Period :	6 months (effective from the date specified on the sales receipt)

Mobile Phone Screen Protection Service

If customer dropped the mobile phone and broke the screen with the Mobile Phone Screen Protection Plan during the validity period of this Supplementary Agreement, a maximum HK\$1,000 will be compensated to cover the cost of the screen replacement (“this Service”). If the repair or replacement cost of the damaged mobile phone screen exceeds HK\$1,000, the customer is required to pay the balance in full. Each customer is entitled to this Service once only within the validity period. This Supplementary Agreement will be automatically terminated without any refund upon the successful repair or replacement of the handset.

The customer is required to register this Service at the time of purchasing handsets at China Mobile Hong Kong Co., Ltd. (“CMHK”) stores (“Designated Handset”). Each Designated Handset is entitled to this Service once only.

Procedures for Repair/Replacement

1. Dial 2111 4999 to make an appointment for the repair/replacement of the damaged mobile phone screen. Please visit the manufacturer or its authorized repair centre within the specified timeframe and bring along the following documents: (i) Designated Handset; (ii) the original copy of the sales receipt; and (iii) this Supplementary Agreement.
2. The customer is required to settle the repair/replacement fees in advance.
3. The customer is required to submit the completed form and the repair/replacement receipt by post within fourteen (14) days upon the completion of the repair and replacement. The repair/replacement receipt must indicate, but not limited to, the IMEI number of the mobile phone under repair, its Model, date of repair/replacement, cause of damage, and the repair/replacement cost. The date of repair/replacement of the damaged mobile phone screen must be within the validity period.

Mailing address: screenprotection@hk.chinamobile.com



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4. If the customer's mobile phone cannot be repaired or replaced, the customer can receive trade allowance of a maximum amount HK\$1,000 at the time of purchasing Designated Handset with a valid copy of sales receipt.
5. Subject to the information and documents submitted, CMHK reserves its absolute right to make final decision. The approved repair/replacement cost shall be settled by cheque which will be delivered to the mailing address as stated in this Supplementary Agreement within thirty (30) days upon the submission of the relevant documents. The settlement cheque shall be a cross cheque in Hong Kong Dollar and can only be deposited into a local bank in Hong Kong.

Exclusions from Service Coverage

This Service is not applicable to the following circumstances:

- a. The model and/or IMEI number of the mobile phone has been altered or erased or does not match the information on the sales invoice of the mobile phone.
- b. Any defects that are subject to manufacturer's recall.
- c. Any costs incurred from manufacturer's recommended routine maintenance, inspection, cleaning, lubrication, or external adjustments.
- d. Damage caused by a non-authorized repairer
- e. Damage to the front screen or LCD display screen which does not affect the functionality of the Mobile Phone, including but not limited to scratches, cracks (other than cracked glass/display which affect the functionality of the screen), split, colour variation, change in colour and change in outward form.
- f. External causes, such as faults in wiring, electrical connection, charging installation, voltage, realigning of signal receivers (poor receptions).
- g. Malicious damage.
- h. Any accidental or intentional physical damage to the mobile phone caused by:
 - Wear and tear, gradual deterioration, or damages (e.g. dusting, rusting and etc.).
 - Moisture, sweat, corrosion, rust, condensation, evaporation, moisture, dust, or temperature changes, unless the damage is caused by sudden and unpredictable conditions (but excluding accidental contact with water or liquids).
- i. Software (including operating system and any stored data), defects resulting directly from software installation and/or removal, computer virus, virus prevention, and other peripherals.

Customer has read, understood and agreed to the provisions in the General Personal Information Collection Statement and the Privacy Policy Statement, which are available at <https://www.hk.chinamobile.com/en/pics.html> and <https://www.hk.chinamobile.com/en/privacy.html> respectively.



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CMHK reserves the right to alter these terms and conditions of this Service at any time and to make final decision.

Agreed and Accepted by

Customer's Signature:

Date: