

Special Terms and Conditions of TP-Link Archer AX72Pro Wi-Fi 6 Router (“the Services”)

1. TP-Link Archer AX72Pro Wi-Fi 6 Router (“Router”) is manufactured by TP-Link Corporation Limited (“TP-Link”). HKBNES is not the manufacturer of the Router and shall not be held liable for any loss, damage or liability arising in conjunction with the purchase, possession or use of the Router by the Customer. The Customer agrees that any such claims, disputes, or issues related to the Router should be directed solely to TP-Link, the manufacturer.
2. TP-Link provides 3-year carry-in warranty service for the Router via Galaxy Communication (HK) Limited (“Galaxy”). Customer should keep the original copy of the delivery note issued by HKBNES for warranty purposes.
3. In case of any defect, fault or damage of the Router and/or its accessories during the warranty period, Customer should contact Galaxy’s Customer Service Centre to schedule a service appointment. Customer should bring the original copy of the delivery note, along with the faulty unit, power adapter, and applicable accessories, to the Customer Service Centre.
4. The warranty does not cover Router that has been altered or repaired other than by Galaxy, damaged due to improper use, neglect or normal wear and tear.
5. During the warranty period, a replacement unit of the Router will be provided to the Customer after the cause for failure or defect has been identified by Galaxy.
6. The Router is provided by HKBNES to the Customer on a lease-to-own basis. Subject to full payment of the service charges, the ownership of the Router will be transferred to the Customer at the end of the MCP.
7. The Router may be delivered and/or installed within 8-12 weeks to Customer’s installation address after the Service commences. HKBNES reserves all its rights and final discretion to determine the Router delivery modes and methods and HKBNES may change such modes and/or methods from time to time as it shall deem appropriate without prior notice and/or giving any reason therefor. In this connection, the Customer agrees to give consent to HKBNES to transfer its contact information including but not limited to its company name, business registration number, contact person, contact number, email address, correspondence and installation address to the appointed contractor, courier or any authorised third-party service provider for the purpose to arrange for delivery and/or installation of the Router.
8. The service package includes the provision of initially two (2) HKBNCare+ Token. For delivery and installation of bundled router, 1 (one) HKBNCare+ Token will be utilised/deducted.