

## **Screen Replacement Plan Terms and Conditions**

1. If you purchase from us one of the devices which are included in the Screen Replacement Plan and subscribe for a qualifying subscription plan, then at the time you make the purchase or within one month from the date of purchase you will be entitled to enroll in the Screen Replacement Plan and be entitled to the screen replacement services provided under the Screen Replacement Plan ("**Services**"). Each account is only allowed to subscribe for the Screen Replacement Plan once. If your account has more than one handset purchase/redemption records on the same day, the Screen Replacement Plan will by default apply only to the first handset purchase/redemption record.
2. The Screen Replacement Plan entitles you to receive a one-time replacement service value in maximum amount of HK1,000 in each 12 month period of your Screen Replacement Plan ("**Maximum Annual Entitlement**") which can be applied against the cost of replacing the front screen glass, front display and also the back glass screen of your device ("**Screen**"). The Maximum Annual Entitlement cannot be used for any purposes other than the replacement of the Screen. For the cost of the replacement and details of our authorised repairers please refer to [/https://web.three.com.hk/vas/screenreplacement/index.html](https://web.three.com.hk/vas/screenreplacement/index.html), the details of which will be updated from time-to-time. If the cost of the replacement to the Screen exceeds the amount of the Maximum Annual Entitlement, then you shall pay the amount which exceeds the Maximum Annual Entitlement and such amount will be charged to your account. Our authorised repairer will inform you of the total replacement cost prior to you agreeing to have the Screen replaced.
3. If the front screen glass, front display and back glass needs to be replaced at the same time, this will be counted as one replacement but if the front glass, front display or back glass has already been replaced in either the first or second 12 month period of the minimum contract period, then you cannot use the Screen Replacement Plan for any further replacement during the remainder of that 12 month period.
4. We will use our reasonable endeavours to perform the Services within seven business days of you delivering the device to the authorised repairer although this will be subject to availability of spare parts for the device.
5. Any Maximum Annual Entitlement for replacement of the Screen not used in the first 12 months of the minimum contract period will not be carried over to the next 12 months. Any Maximum Annual Entitlement not used by the end of the minimum contract period will automatically expire.
6. You will not be entitled to the Services if:
  - (a) the device contains unauthorized parts or has been repaired by an unauthorised service provider;
  - (b) a repair has been performed involving the batteries;
  - (c) the bottom plate of the device has been repaired;
  - (d) there is water (including fresh water, salt water, toilet water) inside the device;
  - (e) a dead screen freeze state has occurred; or
  - (f) the IMEI number of the device is not the same as that enrolled in the Screen Replacement Plan.

7. The authorised repairer will provide to you a seven day warranty in respect of the Services but the warranty will not cover the matters listed in clause 6 above. Any matters arising out of the warranty are between you and the authorised repairer.
8. Prior to having the Screen of your device replaced by our authorised repairer, please check your original manufacturer's warranty as it may be invalidated by such replacement. You must also remove the SIM card and any accessories from the device. We are not responsible for the loss or damage of any device accessories, including but not limited to, screen protectors, SIM card, SD cards. You are strongly recommended to back-up the data on your device and remove all personal information. We and the authorised repairer will not be responsible for any loss or corruption of data on the device.
9. You shall pay to us during the period of your enrollment in the Screen Replacement Plan the specified monthly fee for the minimum contract period. The minimum contract period will start from the activation of your subscription plan.
10. The provision of the Services is subject to you being our customer at the time of the replacement and not being in default of your payment obligations under the Screen Replacement Plan or any other agreement with us. We are entitled to immediately terminate your enrollment in the Screen Replacement Plan if you fail to pay on time (time being of the essence) the monthly fees or if we have terminated your subscription plan due to your default.
11. If you terminate the enrollment in the Screen Replacement Plan prior to the expiry of the minimum contract period or it is terminated by us due to your default as specified in these terms and conditions, you must pay to us as liquidated damages an amount equivalent to the aggregate of the total monthly fees remaining of the minimum contract period. You agree that this amount is a genuine and reasonable estimate of the loss that we may incur and is necessary to protect our legitimate interests.
12. You will be required to provide personal information to our authorised repairer for the purpose of collection and return of your device, which is subject to the privacy policy of our authorised repairer. Access to the Services may be denied if you refuse to provide the personal data as requested by our authorised repairer.
13. Our General Terms and Conditions (<https://web.three.com.hk/terms/3g4gstnc/index.html>) apply to the Services, including the limitation of liability provisions which will apply to the Services and any liability as bailee of your device.
14. We have the absolute and final right to decide any dispute as to whether you are entitled to the replacement of the Screen and such decision made by us will be final and binding.
15. In the event of any discrepancies between the Chinese and English versions of these terms and conditions, the English version shall prevail.