

FAQs

1 Who is eligible to join the Educational Offer 2010?

All staff, tutors, students and alumni with valid identification are eligible to join this Program.

誰有資格參與 Educational Offer 2010 ?

所有持有有效證件的教職員，導師，學生 及舊生都有資格參加此計劃。

2 Can Alumni join the program?

All Alumni with a proof of identification such as Alumni Credit card, photocopy of graduate certificate, library card can join the program

舊生能參加此計劃嗎?

所有也舊生能夠享用此計劃，但必須持有有效證明檔，例如，校友信用咭、畢業證書副本或校友圖書証

3 How can I get the information of the program?

Please visit our website – www.CaesarIG.com/NP2010/, for products and program information. For further enquiries, please contact the Sales hotlines: 2155 0533

如何取得計劃詳情？

計劃詳情如產品資料、訂購表格等已詳細刊登於以下網站：www.CaesarIG.com/NP2010/。如有進一步查詢，請聯絡：2155 0533

4 What kinds of products are provided in the program?

Notebooks, Netbook and Accessories and Software.

有關這計劃將推廣哪些產品？

推廣產品包括手提電腦，和其他品牌產品

5 How do I place order?

You can either place the order during the road show period on campus or by online ordering system from the website –www.CaesarIG.com/NP2010/

我該如何訂購？

合資格人士可選擇親身到場選購，或於網上登記(請到以下網站 [ww.CaesarIG.com/NP2010/](http://www.CaesarIG.com/NP2010/))。

6 Which kind of documents do I need to present at the roadshow to place an order?

One of the following Valid identity documents:

- Valid Student ID Card
- Valid Alumni Link Card
- Valid Tutor ID Card
- Valid Staff Card

我需要攜同哪些證明文件(以)於推廣活動中選購產品？

以下任何一項有效身份證明:

- 有效學生證
- 有效校友會員証
- 有效導師証
- 有效教職員証"

7 Is there any restriction on purchasing Notebook, Accessories, and Software?

Each applicant is eligible to purchase only one notebook and one Netbook. Accessories and Software is not any restriction

購買手提電腦、調件及電腦軟件有任何數量限制嗎？

每位申請人只限購買一部手提電腦及一部 Netbook。配件及軟件並沒有限制

8 Can I give the notebook to my friends or family?

Customers shall NOT change the ownership of product within the first 6 months without CAESAR's and Supplier's prior written consent. Any warranty to the notebook shall become null and void; and CAESAR reserves the right to claim the customer the difference between the market and the program price offered by CAESAR or Supplier.

我所購買的手提電腦能轉讓給朋友或家人嗎?

在未有焯域或原廠書面同意下，所有顧客均不能於首六個月內將所購買之產品轉讓予其他人士；否則所有產品之保養均會作廢。焯域並且保留索償市價與優惠價差價之權利。

9 Which language preload do the notebooks come with? "

All notebooks come with Chinese/English version. Customer can ONLY choose either one language when doing the installation. Simplified Chinese OS will be available on some model.

手提電腦將預設為哪種語言？

所有手提電腦均提供中英文版本。中文簡體字版本則適用於部份型號。

10 If the notebook that I want to order is out-of-stock, how long do I need to wait for the delivery?

It will be within 14 working days. CAESAR will notify you the agreed delivery schedule when you place the order. You shall be able to get the notebook within the agreed schedule. Late delivery penalty will be calculated based on the date after the agreed schedule.

如選購的手提電腦沒有現貨，需多久才可安排送貨?

一般需要十四個工作天。顧客在完成交易後，提貨 / 送貨日期將會清楚列明在銷售單據上，焯域會根據銷售單據上的日子計算延期罰款

11 Any delivery charge if I want to have my products delivered to my home address?

We will charge \$200 for the delivery fee. Service areas include Hong Kong Island, Kowloon, New Territories, Tung Chung and Ma Wan. For outlying islands such as Cheung Chau, Lamma Island, Ping Chau, and Lantau Island, delivery charge is HK\$ 350.

假如我希望產品直接送到家中，需要繳付運送費嗎？

本地送運，需另收\$200作行政費用。本地送運地區包括：香港島、九龍、新界、東湧及馬灣。離島地區如長洲、南丫島、屏洲及大嶼山，運送費用為\$350

12 Is there any minimum dead pixel guarantee?

For the purchase of notebooks, should three or more defective pixel(s) are found on the LCD, the customer should be responsible to check and replace it when they pick-up the Notebooks

螢幕顯示設有最多壞點保證嗎?

客戶購買筆記簿型電腦後，如發現三點以上死點，須於取機時更換，方可離開。

13 What should I do if my notebook is Dead-On-Arrival (DOA) or Dead Pixel (DP) has occurred on the display?

Under our "14 days Dead On Arrival (DOA) replacement" policy, you can exchange for a new notebook if hardware problem is found within 14 days.

如發現新機有死機問題或壞點，應如何處理?

焯域提供 14 日有壞包換保障，假如發現新買的手提電腦有任何硬體問題，可於購買後 14 日內更換新機。

14 What should I bring along for warranty and maintenance service?

Customers are required to bring the Original Receipt issued by CAESAR for warranty service: If customer cannot provide related supporting documents, Supplier reserves the right to provide the warranty service on the final decision.

維修及保養服務時，我需要帶同哪些證明文件?

客戶必須攜同及出示 CAESAR 所發出之銷售單據。

如客戶未能提供有效之證明文件，原廠保留提供維修及保養服務之決定權。

16 Where is the customer service centers?

維修服務中心在那裏？

ASUS 維修中心地址:

地址： 九龍深水埗長沙灣道 202-204 號瑞星商業大廈 5 樓 C 室

Address : Shop 5, Flat C, 202-204 Cheung Sha Wan Road, Sham Shui Po, Kowloon

電話： 2958 1620

地址： 香港灣仔道 101 號明德商業大廈 8 樓 C 室

Address : 8/F, Flat C, Ming Tak Commercial Building, 101 Wan Chai Road, Wan Chai

Tel : 2117 2225

E-mail : support_hk@asus.com

技術支援熱線： 3582 4770

服務時間 Service Hours:

星期一至五 Mon-Fri : 10:00am-8:00pm

星期六 Sat : 10:00am-5:00pm

星期日及公眾假期休息

Close on Sunday & Public Holiday

Buffalo/MSI 維修中心地址:

地址： 九龍觀塘開源道 45 號有利中心 10 樓

Address : 10/F, Yau Lee Centre, 45 Hoi Yuen Road, Kwun Tong, Kowloon, Hong Kong

Tel: 3626 9999

E-mail : support@hornington.com

服務時間 Service Hours:

星期一至五 Mon-Fri : 10:30am -6:30pm

星期六 Sat : 9:30am - 12:30pm

星期日及公眾假期休息

Close on Sunday & Public Holiday