

	HKBNCare+	OfficeCare+	RetailCare+
Service Description	HKBNCare+ provides customers with professional IT service support, including general digital equipment installation and ongoing maintenance services.	The office's professional technical service team provides a comprehensive solution to the installation and maintenance of office computer hardware and software. Services include professional problem diagnosis, providing remote and onsite support for users' computers, solving server or network-related technical problems, and minimizing office business interruption time.	RetailCare+ delivers end-to-end maintenance and support services for point-of-sale (POS) hardware utilized in retail stores, restaurants, and other brick-and-mortar establishments. RetailCare+ serves as an urgent helpdesk to ensure swift restoration of your equipment with minimal disruption to your business operations.
Subscription Model			
Token-base Subscriptions	The "Token-base" subscription model is a form of simple, transparent, and cost-optimized IT service support. Each IT installation or repair service is assigned a preset token value, with no hidden fees or surprise hour charges! Different service levels are provided according to the needs and budget of each enterprise, and enterprises can choose the required IT services according to their specific needs. The amount of token deductions depends on the nature of the service selected, for example, higher-level IT services require additional tokens.		
Monthly Fee	HK\$30 up/month	HK\$4,800 up/year HK\$400 up/month	HK\$4,000 up/year HK\$333 up/month
Token Entitlement	2 Tokens	10 Tokens	10 Tokens
Office Hours			
Remote Support	Monday to Saturday 09:00 – 21:00 (excluding public holiday)	Monday to Friday: 09:00 – 18:00 (excluding public holiday)	Monday to Sunday: 08:00 – 23:00
Onsite Support <small>* Applicable to urban area only</small>	Monday to Friday: 09:00 – 18:00 (excluding public holiday)		
Service Level Agreement	General computer hardware and software repair: <ul style="list-style-type: none"> • 2 hours' phone response • Repair onsite the next working day 	Professional computer hardware and software repair: <ul style="list-style-type: none"> • 2 hours' phone response • 4 hours' onsite repair 	POS hardware maintenance: <ul style="list-style-type: none"> • 2 hours' phone response • 4 hours' onsite response
Service Support			
Hotline	General Hotline Tel: 128180	OfficeCare+ dedicated customer service line: <ul style="list-style-type: none"> • Hotline • WhatsApp number • Email 	RetailCare+ dedicated customer service line: <ul style="list-style-type: none"> • Hotline • WhatsApp number • Email
Tier 1 Service	<ul style="list-style-type: none"> • General Enquiry 	<ul style="list-style-type: none"> • Common technical issues supported by a professional team • Efficient "ServiceNow", transmitting case records to a team of professional engineers • Receive case records by a team of professional engineers to handle problems for customers promptly 	
Language Supported	<ul style="list-style-type: none"> • Cantonese • English • Mandarin 		

Scope of Work			
Installation	<ul style="list-style-type: none"> Basic computer and meeting room equipment installation (including computers, projection equipment, camera, speakers, etc.) and technical installation services for software programs (Office Microsoft365, Windows, etc.) Basic device pairing and testing 	<ul style="list-style-type: none"> Professional computer and meeting room equipment installation (including computers, projection equipment, camera, speakers, etc.) and technical installation services for software programs (Office Microsoft365, Windows etc.) Professional device pairing and testing 	Not Applicable
Maintenance	Tier 1 Service: <ul style="list-style-type: none"> Engineers provide remote or onsite support to quickly fix technical problems with hardware (computer equipment) OR software programs (Office Microsoft 365, Windows, etc.) 	Tier 1 Service: <ul style="list-style-type: none"> Remote or onsite support from professional engineers to quickly fix technical issues with hardware (computer equipment) or software programs (Office Microsoft 365, Windows, etc.) Tier 2 or Tier 3 Service: <ul style="list-style-type: none"> If the problem persists for more than 10 minutes, immediately escalate the problem to the second or third level or Send professional engineers to the site for repairs within the agreed time Professional engineers work closely with system suppliers to help solve user problems 	<ul style="list-style-type: none"> Onsite collection of defective POS devices Provision of loaner POS devices with customized settings Streamlined warranty claim process with vendors Collection of repaired or replaced devices from the vendor once the claim is completed Seamless reconfiguration of devices with warranty claimed to customer's settings
Device Replacement Support	<ul style="list-style-type: none"> Equipment replacement – provide equipment replacement delivery service Collection of faulty equipment (only applicable to conference equipment, including speakers, conference cameras, wireless adapters) If an equipment quote is required, coordinate with distributors/vendors to provide individual quotes* 	<ul style="list-style-type: none"> Equipment replacement – provide equipment replacement delivery service Collect faulty computers or equipment If an equipment quote is required, coordinate with distributors/vendors to provide individual quotes* Contact and coordinate third-party distributors/vendors to provide onsite repairs and hardware replacement^ 	<ul style="list-style-type: none"> Return of the devices with warranty claimed to site Smooth loaner device retrieval upon return of units with warranty claimed Replacement of excluded consumable parts* Repair of physical damage*
	Exclusions: <ul style="list-style-type: none"> Purchase of Vendor RMA (Returned Material Authorization); RMA refers to the process which the vendor issues an authorization for defective/failed parts to be returned and replaced Onsite hardware swapping – customers must bring devices to distributor/vendor service center for RMA 		Exclusions: <p>Consumable parts not covered under warranty (as defined by vendor), usually including:</p> <ul style="list-style-type: none"> Thermal print head, receipt cutter for POS printers Cash drawer money trays Batteries for tablet devices Physical damage to devices

* Must be quoted separately

^ Additional added services

Within the original factory warranty period or repair services have been purchased

Terms & Conditions

1. "HKBNCare+", "OfficeCare+", "RetailCare+" (each a "HKBNES IT Support Service") are applicable to new or existing customers ("Customers") of HKBN Enterprise Solutions Limited ("HKBNES"). 2. The contract period for the HKBNES IT Support Service is 24 months. 3. "RetailCare+" is only applicable to customers who purchased POS system under HKBNES's service plans, such as "IT Simplified Service Plan" or "SHOP-IN-A-BOX" service plan. 4. The services included in HKBNES IT Support Service are subject to their respective terms and conditions. For more details, please refer to the relevant service registration form or inquire with your account manager. 5. HKBNES IT Support Service includes services and/or products provided by third-party suppliers. Customers agree to comply with and accept the terms and conditions of these third-party suppliers. The annual charge or monthly charge of HKBNES IT Support Service is exclusive of any additional fees incurred from using third-party services, including but not limited to transaction fees or processing fees charged by payment system providers. 6. Any payments made to HKBNES are non-transferable and non-refundable. 7. Customers are required to register in the name of the company and provide a valid Business Registration number, a copy of the Business Registration Certificate, the company name, contact telephone number(s) and email address(es) for liaison and account registration purposes. Registration in the name of an individual will not be accepted. 8. If there are discrepancies between the Chinese and the English versions of these terms and conditions, the English version shall prevail. 9. HKBNES reserves the right to modify, suspend, cancel or terminate HKBNES IT Support Service, and / or amend the applicable terms and conditions at any time without prior notice. 10. If there is any dispute, the decision of HKBNES shall be final.

