

Service charges

Extra delivery charges	
Service	Unit rate
Delivery of appliances to Discovery Bay or Ma Wan	HK\$ 200 per trip
Delivery of appliances to Lantau Island or outlying islands	To be quoted separately
Installation of appliances in Lantau Island, Discovery Bay, Ma Wan, or outlying islands	To be quoted separately
Delivery of appliances through staircases	Refer to table below

Staircase charge (one floor not more than 15 staircases)	
Appliances type	Unit rate
Gas hob & cooktop (VI, VR, VF, VE, CX, CI)	HK\$ 250 per item
Cookerhood, oven, steam oven, microwave oven, coffee machine & warmer drawer	HK\$ 400 per item
Dishwasher, built-under fridge/freezer, built-under wine cellar	HK\$ 500 per item
90cm oven, freestanding washing machine, freestanding dryer & built-in fridge RB282	HK\$ 800 per item
Vario cooling 400 series	To be quoted separately

Dismantling of Gaggenau appliances		
Item description	Dismantle for re-installation at the same location*	Dismantle and disposal
	Unit rate	Unit rate
Ventilation appliances, excluding ceiling and island ventilation (AF, AH, AW, VL)	HK\$ 400 per item	HK\$ 450 per item
Ventilation appliances (AI)	HK\$ 1,300 per item	HK\$ 2,000 per item
Cooktop, excluding gas hob (VR, VF, VI, VE, VF, VK, VP, CX, CI)	HK\$ 250 per item	HK\$ 300 per item
Gas hob (VG)	HK\$ 350 per item	HK\$ 400 per item
Oven, steam oven, microwave oven, warming drawer, coffee machine (EB, BO, BOP, BS, BSP, BM, BMP, WS, WSP, DV, DVP, CM, CMP)	HK\$ 350 per item	HK\$ 450 per item
Vario cooling 400 series, (RC 4., RF 4., RY 4., RB 4., RW 464, RW 414)	HK\$ 1,000 per item	Service not available
Cooling and washing appliance (RB 280, RT, RC, RF, RW 404, DF, DI, WD, WM, WT)	HK\$ 350 per item	HK\$ 450 per item

* Re-installation of the item is not included in this rate

Product warranty

Purchasing of Gaggenau appliances entitles the customer a one-year product warranty including all parts and labour costs. In order for the warranty to be active, the appliance owner must complete and return the Warranty Card provided with. For detailed terms and conditions, please refer to the Warranty Card.

Inspection and repair services		
Service	Unit rate	
Pre-installation site inspection, necessary for Vario cooling 400 series products	HK\$ 480 per visit	
First visit for inspection of Gaggenau appliances	First item (HK / Macau)	HK\$ 700 / HK\$ 1,500
	Second item and so on...	HK\$ 500 per item / HK\$ 1,500 per item
Second visit for installation of spare parts	No charge	
Spare part replacement	To be quoted separately	
Extra charge for sites in Lantau Island, Discovery Bay, Ma Wan, or outlying islands	HK\$ 250 per visit	
Unsuccessful installation due to incomplete site condition (less than 70% of total items can be installed)	HK\$ 900 per visit	

Service hotline: 2553 8353

On-site visit schedule: Hong Kong Island – Monday, Wednesday and Friday
Kowloon and New Territories – Tuesday, Thursday and Saturday