



原廠保用 - 客戶權責聲明

1. 對於任何仍然在有效期內的 Volkswagen 原廠保用或之前附送的延長保用，Volkswagen 客戶均享有自由選擇在原廠維修中心或其他市場上非原廠授權汽車維修中心進行維修或保養汽車的權利，而不會因為此選擇而抵銷該客戶車輛的 Volkswagen 原廠保用或之前附送的延長保用。
2. 客戶透過 Volkswagen 原廠保用或之前附送的延長保用，所申請要求的任何索償，Volkswagen 廠方將會按其官方所定的“保用指引”作出判斷是否受理或拒絕，包括：
 - (A) 車主是否按“車主使用手冊”於廠方、進口商或原廠代理的建議定期保養間距，或建議公里範圍內進行專業保養或維修；
 - (B) 汽車是否適當地被使用（例如：沒有參加賽道賽車活動並只在正常道路駕駛）；
 - (C) 汽車是否曾被安裝或改裝任何未經過廠家認可的機件或零件等。*詳情以 Volkswagen 廠方判斷為準。
3. Volkswagen 廠方、進口商及原廠代理將不承擔任何在非原廠或獨立車房檢查或維修過程當中之任何金錢、時間或任何對車主、乘客或其他道路使用者安全上或其他範疇上的責任。

2023 年 3 月更新

Standard Warranty Customer Rights & Obligation Disclaimer

1. For any Volkswagen vehicles in Hong Kong with Standard Warranty or Complimentary Extended Warranty still within valid period, Maintenance Services and Repair Services may be conducted at a Non-Authorized Repair Centre without this invalidating a Standard Warranty or a Complimentary Extended Warranty or leading to claims under a Standard Warranty or a Complimentary Extended Warranty being rejected.
2. Warranty claim may not be acknowledged or rejected by Volkswagen, based on considerations from the official warranty handbook including,
 - (A) Buyer failed to observe the recommendations for the treatment, servicing and maintenance of the vehicle (eg. Owner's manual or service schedule suggested by Volkswagen, importer and dealer), or
 - (B) The vehicle has been improperly treated or overused, for example in motorsport competitions, or
 - (C) Parts have been fitted to the vehicle, the use of which or the way been altered was not approved by Volkswagen.*The consultation of Volkswagen shall be final and conclusive.
3. Volkswagen, importer and dealer are free from any obligation of time, money, safety of drivers, passengers or other road users, or to reimburse the Passenger Car owner for Repair Services or Maintenance Services conducted at a Non-Authorized Repair Centre which would have been provided for free under the Standard Warranty or a Complimentary Extended Warranty.

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Kam Lung Motors Limited
The sole dealer of Volkswagen in
Hong Kong

Volkswagen Kowloon Showroom
Shop 27, G/F, E-max, Kowloon Bay
International Trade & Exhibition Centre,
1 Trademart Drive, Kowloon Bay
Tel: 852-3698-9888

Volkswagen Tsuen Wan Service Centre
Shop B, G/F, Tsuen Wan Industrial
Centre, 220-248 Texaco Road,
Tsuen Wan, N.T.
Tel: 852-3698-9733

Volkswagen Ap Lei Chau Service Centre
Unit 4 & 5, G/F, Oceanic Ind. Centre,
2 Lee Lok Street, Ap Lei Chau
Tel: 852-3698-9898

Volkswagen Yuen Long Service Centre
Castle Peak Road, Ping Shan, Yuen
Long, N.T.
(Opposite to Tong Fong Tsuen LRT
Station)
Tel: 852-3698-9797