

Brand Removal Service

Removal service of the waste appliance(s) is to be provided by the brand suppliers directly. Customers who have selected this service are required to pay by cash to the supplier's delivery team at the time of removal (if applicable). Suppliers will arrange to collect waste appliance on the same day of delivery of new appliance at the same delivery address. Please contact the relevant suppliers directly for further details.

Brand	Enquiry Hotline	Applicable To	Removal Fees
BOSCH	25656161	Refrigerators, Washing Machines	Request at purchase : \$100
SIEMENS	25656161		Request upon delivery : \$200
ZANUSSI	82030298	Refrigerators, Washing Machines	Request in a month after delivery : \$300
ELECTROLUX	82030298		599 liters or below refrigerators / stand-alone washing machines : \$100
SMEG	82030298		600 liters or above refrigerators / build-in washing machines : \$200
ARISTON	28980044	Washing Machines	\$0
Hotpoint	28980044		
INDESIT	28980044		
BRANDT	82108210	Refrigerators,	\$100
PHILCO	82108210	Washing Machines	
HITACHI	2113 8883	Refrigerators	3-door or below : \$100
			Multi-door & side-by-side : \$150
		Washing Machines	\$100
FISHER & PAYKEL	2421 1200	Refrigerators,	\$0
		Washing Machines	
LIEBHERR	3977 1111	Refrigerators	Width of 599 mm or below : \$350
			Width of 600 mm or above : \$600
LG	35439678	Refrigerators	All (excepts side-by-side): \$150
			Side-by-side : \$200
		Washing Machines	\$150
Miele	2610 1025	Washing Machines	\$250
MITSUBISHI	2427 8484	Refrigerators	\$200
SHARP	2423 5151	Refrigerators	3-door or below : \$150
			4-door or above : \$300
SAMSUNG	3698 4698	Refrigerators,	4-door or below: \$100
		Washing Machines	4-dorry or above: \$200
TOSHIBA	2635 9222	Refrigerators,	\$80
		Washing Machines	

CANDY	24069792	Refrigerators, Washing Machines	499 liters or below refrigerators / 9.99 kg or below washing machines : \$100
			500 liters or above refrigerators / 10 kg or above washing machines : \$200
WHITE-WESTINGHOUSE	24069792		
WHIRLPOOL	24069138	Refrigerators	Width below 35": \$100
			Width of 35" or above : \$200
		Washing Machines	Width below 27": \$100
			Width of 27" or above : \$200

Remarks:

- 1) The above service is provided by the relevant suppliers. Fortress is only responsible for making appointments and passing the relevant customer information to the suppliers on behalf of the customer in respect of the removal service.
- 2) The above charges are provided by the relevant suppliers for reference only. Prices are subject to change from time to time without prior notice by the suppliers. Fortress can only use its best endeavour to ensure the above prices are up-to-date. Customers are reminded to check with the supplier's delivery team for the actual charge prior to collection of the waste appliance(s).
- 3) The prices are not inclusive on other additional charge(s) by the suppliers based on difference scenarios (e.g. charge for collection from premises via staircase, dismantle fee etc). Customers are required to check with the suppliers for details prior to confirming the collection appointment.
- 4) Should any dispute about above prices arise, the decision of the relevant suppliers shall be final.
- 5) Fortress shall under no circumstances be liable for any loss (whether direct or indirect) of revenue, loss of profits or any indirect or consequential loss whatsoever suffered, sustained or incurred by you or by other person arising (directly or indirectly) out of the supplier removal service.
- 6) In the event that the relevant brand supplier does not provide removal service, Fortress recommends customers to select Statutory Free Removal Service (operated by ALBA Integrated Waste Solutions (Hong Kong) Limited).
- 7) If there is any inconsistency or conflict between the English and Chinese versions, the English version shall prevail.