

Terms and Conditions

Hand Raiser

- These Terms and Conditions comprise the details for the hand raiser period of the upcoming 2024 product launch (“**The Campaign**”).
- Customer who registers their interest during the hand raiser phase will be automatically entered for a raffle draw where they get the chance to win a music frame (“**The Prize**”).
- The Campaign is valid from April 24th 2024 until May 7th 2024 (“**The Campaign Duration**”).
- Overall across the GCC we will have 15 winners.
- **Registration validation Mechanism**

During the Hand raiser phase: [Starts on April 24th 2024 - End May 7th 2024]

1. The customer registers their interest through a form that they access through various promotional material that Samsung will distribute (“**The Form**”). This promotional material will be in the form of social media posts, paid advertising on websites and/or social media campaigns, in-store advertising on screens or with promoters, and the customer may receive the form link through their email if they had previously signed up for marketing communications.
2. If a customer is interested in purchasing a Samsung TV the customer will then fill the Form with their details [Name, Email, Phone Number and Country of Residence] and a short questionnaire form to register their interest.
3. Once the customer completes the registration, they enter into the raffle draw to win the Prize. Should the customer want to not be included in the raffle draw they can reach out to Samsung customer service via Phone call or by email to request their removal

UAE	800-7267864
Qatar	800-2255
Kuwait	183-2255
Bahrain	8000-4726
Oman	800-72627
Email support	Email us Samsung Support (sprinklr.com)

4. Once a customer registers for hand raiser they are assigned a unique ID which will be shared at the next day of the Campaign phase on the 8th of May 2024. This unique ID is required to be submitted at a later stage.

5. The raffle will then be conducted based on the registered users and will randomly be selected in Samsung gulf office in Dubai.

6. Customer will then be contacted via their provided details to receive their Prize.

Overall, across the GCC there will be 15 winners.

- UAE - 5 Winners
- Qatar - 3 Winners
- Kuwait - 3 Winners
- Oman - 2 Winners
- Bahrain - 2 winners

Country	Model	RRP LC	
Kuwait	Music Frame	KWD	116
Oman	Music Frame	OMR	146
Qatar	Music Frame	QAR	1,389
Bahrain	Music Frame	BHD	144
UAE	Music Frame	AED	1,399

- **Pre-order Phase: [May 8th – May 28th 2024]**

Samsung.com / Samsung brand shops & authorized retailers

1. When a customer pre-orders an eligible Samsung TV through Samsung.com they receive an order number with their order details via email. ("**Samsung.com**").

2. When a customer pre-orders an eligible Samsung TV through Samsung brand shops and authorized retailers across UAE and GCC they receive an order number with their order details via email / receipt. (**“Samsung authorized stores”**)
 3. Upon receiving their order at home the customer will then open a link that will be received by the registered email and input their details to claim their free [KWD 40, OMR 50, QAR 500, BHD 50 AND AED 500] YouGotAGift Voucher (**“The Gift Voucher”**).
 4. The details required are name, email, phone number, invoice photo, serial number and the unique ID they previously had collected.
 5. After a successful completion of the Form being filled the customer will receive a thank you email stating that their claim is being verified.
 6. The verification process will take up to 14 days. Should a customer return / refund the product at any time the customer is no longer entitled to the Gift Voucher.
 7. The verification process will include matching the customers email, unique ID, invoice photo and serial number to Samsung’s factory database.
 8. A systematic database will verify if registration is valid for a reward of [KWD 40, OMR 50, QAR 500, BHD 50 AND AED 500] voucher.
 9. The Gift Voucher will be distributed upon the completion of the verification process (14 days) +/- 7 days afterwards.
- Samsung reserves the rights to change and/or update the Campaign at any time with prior notice to customer purchasing the products.
 - The Gift Voucher shall at all times be subject to availability and may not be provided to all customers purchasing the products.

- The Prize is not transferable to another product nor is refundable or exchangeable for another content or service provided by Samsung.
- This Prize cannot be combined with any other ongoing or future Prize/Campaign, and is not transferable.
- Samsung will not be liable to the customer for any loss and/or damages of any kind whatsoever, suffered in connection with the redemption of the Voucher or usage of this Campaign.
- By participating in this Campaign, the customer accepts that any dispute of whatever nature which is directly or indirectly related to these Terms and Conditions or to the participation in this Campaign, will be subject to, governed and construed by the laws and regulations of the country of purchase of the products and such disputes shall be resolved by the competent courts within this country.