

Terms and Conditions of Home Appliance Trade-In, Recycle & Save Program:

1. Program Overview

The Samsung Home Appliances (the "Product(s)") Trade-In, Recycle & Save Program (the "Program") is available to customers ("Customer(s)") in the United Arab Emirates and valid from 26 August to 31 December 2024

2. Eligibility

The Customer who purchased specific Products from Samsung online eStore (on the following link: <https://samsung.com/ae/>) ("eStore") will be eligible for enrolling in the Program within 30 days from the date of purchase of the Product.

The Customer will receive an email from Samsung to confirm the collection of the old unit and to start the process of claiming the cashback ("Cashback") (for more details on the cashback you can visit the link:

<https://ha.samsungtradein.ae>

3. Collection Process of old unit for recycling

3.1. Only one (1) old unit will be collected for recycling for each unique Samsung Order placed on samsung.com/ae.

3.2. During delivery of the new Product purchased from the eStore, the delivery and installation team will collect the old unit for recycling. Once the team confirms the collection of the old unit, the Customer will receive an email to confirm collection of the old unit for recycling along with a link to start the process of Cashback.

3.3. The old unit shall be uninstalled and ready for collection (for example, a refrigerator must be empty of food or liquids, or a washing machine must be empty of clothes, dried, and disconnected from the power/water supply etc...).

3.4. In case the old unit is not ready for collection, the delivery and installation team has the right to refuse the collection and/or arrange the collection at a later time.

3.5. After the collection, the old unit will be submitted to an authorized recycling company, then reclaiming of the whole/part/ items inside the old unit will not be possible once it is collected from the Customer's house.

4. Cashback Process

The customer needs to fill the details of their new purchased and old product on Trade-in page. Once Samsung verifies the information and confirm that the old product is collected, our partner (Northladder) will contact the customer within four business days to initiate the bank transfer for cashback. The bank transfer might take up to 10 working days to reflect in the customer's account and is subject to the T&Cs of the bank.

The Cashback amount varies based on the new home appliance purchased as per the below list, and is subject to separate terms and conditions:

Product Type	Model Code	Cashback Amount
		(AED)
Laundry	WW11BB944DGBGU	500
Laundry	WD11BB944DGBGU	500
Laundry	WF20B9600KV/GU	750
Laundry	WD18B6400KV/GU	750
Laundry	DV17B9750CV/GU	575
Others	DW60M6040FS/GU	275
Others	DW60M6050FS/GU	275
Others	DW60A8050FG/GU	500
Others	NX36BG48531SSG	275
Others	NX36BG58631SSG	275

Ref	RS64R5331B4/AE	500
Ref	RS62R5001B4/AE	500
Ref	RT58K7057SL/AE	300
Ref	RT50K6357SL/AE	300
Ref	RT62K7158SL/AE	300
Ref	RS6HA8891B1/AE	1000
Ref	RH65DG54R3S9AE	500
Ref	RF65DG90BEB1AE	1000
Ref	RF65DB975E22AE	1000
Ref	RF71DG9H0EB1AE	1500
JET	VS20C9544TB/SG	200
JET	VS20B95943N/SG	250
JET	VS28C9764QG/SG	300

5. Accepted Appliances

Samsung will accept household appliances mentioned in the below table from any brand and regardless the condition of the unit (as long as the unit is safe to be handled and carried).

Old unit appliances acceptable for recycling
Refrigerator
Washing Machine
Dishwasher
Microwave Oven
Vacuum Cleaner
Gas Cooker
Airdresser
Air Purifier

6. Preparation Requirements

Customer who wants to apply for the Program should make sure to choose the delivery, installation, and recycling option on the eStore before the checkout process and to make sure that the old unit is uninstalled and ready for collection during the delivery.

Once the old unit is collected by Samsung delivery and installation team, the Customer will receive an email with the full-required details on Cashback process.

7. Liabilities and Disclaimers

Samsung shall not be liable to the Customer for any loss and/or damages of any kind suffered in connection with the Program.

8. Program Modifications

Samsung shall be entitled at its sole discretion and subject to any applicable law, to terminate or to modify the Program Terms and Conditions at any time subject to prior notice to the Customer.

9. Dispute Resolution

By participating in this Program, the Customer accepts that any dispute of whatever nature which is directly or indirectly related to these Terms and Conditions, will be subject to, governed and construed by the laws and regulations of the United Arab Emirates and such disputes shall be resolved by the competent courts in the United Arab Emirates.