



Terms and Conditions of the Recycling Program

1. The Samsung recycling program (the “**Recycling Program**”) is available to customers (“**Customer(s)**”) in the United Arab Emirates, Kuwait, Qatar and Oman (“**Territory**”).
2. Customer shall be able to participate in the **Recycling Program** by completing the recycling form from: <https://mena.samsung.com/CampaignFeedback/SamsungCampaign?CAMPID=1116&LANGID=1&COUNTRYID=7> and Customer Service Representative inputs the OTP (code).
3. In order to participate in the Recycling Program, the Customer must present his/her ID issued by their country where they reside in the Territory, at the Samsung authorized service center and complete the **Recycling Program Request Form**.
4. The Customer must be at the majority age under the applicable laws of the United Arab Emirates, Kuwait, Qatar and Oman; and have the legal capacity to enter into these Terms and Conditions.
5. The Customer must include the list of the devices (the “**Device(s)**”) submitted for the Recycling Program along with the following details; brand, model number, IMEI number or serial number.
6. The Customer upon his/her participation in the Recycling Program shall get an instant gift voucher (the “**Voucher**”) that can be redeemed on Samsung E-store (“**Samsung.com**”). The value of the Voucher may amount up to 200 AED / 200 QAR / 16 KWD / 20 OMR for Customers purchasing Samsung products (“**Products**”) from **Samsung.com**. The eligible Products and corresponding Voucher amounts will be as per the below table: **Not all models are included in this program**

Mobile		Tablet	
Flip & Fold Series Galaxy S Series	200 AED / 16 KWD / 20 OMR/ 200 QAR	Tab S series	150 AED / 12 KWD / 15 OMR / 150 QAR
Galaxy A & M series	Between: 50 - 100 AED OFF 4 - 8 KWD OFF 5 - 10 OMR OFF 50 - 100 QAR OFF	Tab A Series	Between: 50 - 100 AED OFF 4 - 8 KWD OFF 5 - 10 OMR OFF 50 - 100 QAR OFF

- *This program excludes the S22 Series, Fold 4 & Flip 4 series.*

The Customer can contact the Samsung call center for further details (<https://www.samsung.com/ae/support/contact/>).

7. The personal data available on the Device(s) must be cleared by the Customer prior to handing it over to the Samsung authorized service center.
8. Customer shall remove any SIM card or memory cards including personal data from the Device(s) subject to the Recycling Program.
9. Samsung will submit the Device(s) for recycling through the approved recycling company and neither the Device(s) nor any spare parts will be reused again.
10. Samsung and its partner(s) shall not accept liability for loss of any content, data or any other information contained in the Device(s).

11. Customer is aware of the loss of all data content on the Device(s) including but not limited to contact numbers stored and pictures.
12. Samsung shall be entitled at its sole discretion and subject to any applicable law, to terminate or to modify these Terms and Conditions at any time.
13. Samsung shall not be liable to the Customer for any loss and/or damages of any kind suffered in connection with the Recycling Program.
14. The Recycling Program is governed by the laws of the country where the Customer resides within the Territory. Any dispute of whatever nature, which is directly or indirectly related to these Terms and Conditions, shall be governed by the laws of the country where the Customer resides within the Territory, and shall be resolved by the competent courts in country where the Customer resides within the Territory.