

\*In-store Pickup is available at selected Samsung Stores for Mobiles, Tablets, and Wearables (Eligible Products) purchased on the Samsung Online Store ([www.samsung.com/au/](http://www.samsung.com/au/)). Customers must select the In-Store Pickup option at the checkout. Samsung will endeavour to fulfill all orders within 48hrs but this is subject to product availability and may be subject to delays. Customised Galaxy S21+ and S21 Ultra devices require special production so cannot be cancelled or returned and orders may take approximately 4 - 5 weeks. Customers must collect their Eligible Products from the store during usual business hours within 7 days of receiving notice that the product is ready for collection and present their order confirmation email and valid photo ID. In-store retail staff reserve the right to refuse to provide order if they have reasonable grounds to believe someone is not the customer who purchased the products online. In-store staff can assist customers with Smart Switch and offer Tips & Tricks at cost to customers, but customers should be aware that the store can be busy and staff may request that customers return at a later time. Please note that customised Galaxy S21+ and S21 Ultra devices cannot be returned.