

## Terms and Conditions

1. These terms and conditions govern the promotional offer being extended as the **“Trade in Offer”** (the **“Offer”**) at selected retail stores (i.e., Designated Stores, defined below) in Pakistan, entitling a limited number of eligible Samsung customers (the **“Customer(s)”**) to receive a discount on the purchase of certain product models of Galaxy Smartphones of the Samsung brand after trading in their older models of Samsung Smartphones or other Smartphones.

### **“Trade in”**

2. The Offer allows customers to trade-in his/her old Smartphone in exchange for credit/discount (the **“Discount”**) that may be applied towards the purchase of certain models of new Samsung Galaxy Smartphones as detailed on the Samsung website (<https://www.samsung.com/pk/>) (the **“Eligible Product Models”**).
3. The Eligible Product Models Can be changed/replaced as per Samsung Gulf FZE’s (**“Samsung”**) discretion, from time to time.
4. The Discount may only be used at the relevant Designated Store where the customer traded in their phone. The Discount may not be redeemed at any other Designated Store.
5. The Discount may only be used for the purchase of the Eligible Product Models which are in stock at the relevant Designated Store.
6. The Discount is calculated by Samsung’s Retailers in their sole discretion and is based on certain factors such as the condition of the old Smartphone that the customer is trading in under the Offer, how old the model is, usability etc. Samsung is not involved in the calculation of the Discount and owes no liability to the customer in this regard.
7. Old Smartphones which are dead, unusable, faulty or have a major defect (in the opinion of the relevant retailer) are not eligible for the trade in Offer.
8. Samsung’s Retailers may reject/refuse to trade in any old Smartphone in their sole discretion under the Offer and the Retailer’s decision is final in this regard. In case of a refusal, the Retailer will return the device to the customer.
9. The Offer will be available in specific Samsung Retail Outlets listed on the Samsung E-store (list available at: <https://www.samsung.com/pk/trade-in> (the **“Designated Stores”**) from **17<sup>th</sup> July 2023** onwards.
10. To successfully trade in an old Smartphone under the Offer, the Customer must provide the Retailer with the following:
  - 10.1. The old Smartphone
  - 10.2. IMEI number of the old Smartphone
  - 10.3. Customer's Name
  - 10.4. Customer’s CNIC
11. If a Customer fails to provide the Retailer with the information as detailed in Clause 10, the Customer will not be eligible to receive the Discount under the Offer. No Discount can be claimed under the Offer by a Customer in cases of providing incomplete information or a device which is dead, unusable, faulty or has a major defect.

### **General Terms and Conditions**

12. The Discount given under this Offer may not be redeemed nor exchangeable for cash or other Samsung products and is only applicable on the Designated Stores.
13. Samsung Gulf FZE shall be entitled at its sole discretion, to terminate or modify the Offer or to modify, vary, delete or add to any of these Terms and Conditions at any time prior to or during the continuance of these Offer.
14. Samsung shall not be liable to the Customer for any loss and/or damages of any kind suffered in connection with the purchase and/or use of this Offer or the inability to use this Offer. The customer acknowledges and understands that the Trade in Offer is between the Customer and the Retailer. The customer is selling his old phone to the Retailer to receive the Discount which he may apply towards the purchase of the Eligible Product Models which are in stock at the relevant Designated Store. All issues arising from the Trade in transaction shall be between the relevant retailer and the customer and Samsung shall not owe any obligation or responsibility to the Customer.
15. By participating in the Offer launched under the “Trade in”, the Customer accepts that any dispute of whatever nature, which is directly or indirectly related to these Terms and Conditions or to the Customer, shall be governed by the laws of the Islamic Republic of Pakistan, and shall be resolved by the competent courts at Lahore.
16. Trade- in program is only eligible on “Smartphones”, Feature phone are not eligible for trade in program.