

Terms and Conditions for the Samsung Galaxy S9|S9+ “Trade-up and Save” Offer

*Some conditions apply. Offer is valid on purchases made from February 25, 2018 to April 30, 2018. Purchase any eligible Samsung Galaxy S9|S9+ device from a participating authorized Canadian carrier, retailer, Samsung Experience Store location, or <http://www.samsung.com/ca/> during the offer period and, when you trade in your old phone, receive a minimum \$100 off in addition to the trade in value. While quantities last. No rain checks. Any trade-ins made after April 30, 2018, will not be eligible for the minimum \$100 credit.

Eligible Samsung Galaxy S9|S9+ devices are as follows: Samsung Galaxy S9 (Model number SM-G960WZAAXAC, SM-G960WZPAXAC, MSRP \$960), Samsung Galaxy S9+ (Model Number SM-G965WZAAXAC, SM-G965WZPAXAC, MSRP \$1,100).

You save a minimum of \$100 on the outright purchase, new activation or contract renewal of a Samsung Galaxy S9|S9+ when you trade in a select old phone. Offer is open to Canadian residents only. In order for the old phone to be eligible for this offer, it can be any make, any model, any manufacturer and any condition provided that: (i) it is verifiable in accordance with its serial number, and (ii) was purchased in Canada.

Available Credit by Participating Canadian Authorizer Retailer or Carrier, Samsung Experience Store or <http://www.samsung.com/ca/>:

Partner	Customer STAR Purchase Method	Credit to Customer
Rogers	Online	\$100 + Trade-in value cheque through Galaxyupgrade.ca
	In-store	\$150 + Trade-in value instant credit
Telus	Online	A one-time \$150 credit will appear on customer's first or second bill during pre-order (Feb 26 - Mar 15, 2018) only
	In-store	\$150 + Trade-in value instant credit after pre-order (Mar 16 - Apr 9, 2018) only
Bell	Online	\$100 + Trade-in value cheque through Galaxyupgrade.ca
	In-store	\$150 + Trade-in value instant credit
Videotron	Online & In-store	\$100 + Trade-in value cheque through Galaxyupgrade.ca
Freedom	Online	\$100 + Trade-in value cheque through Galaxyupgrade.ca
	In-store	\$150 + Trade-in value instant credit
Eastlink	In-store	\$150 + Trade-in value instant credit
Fido	Online	\$100 + Trade-in value cheque through Galaxyupgrade.ca
	In-store	\$150 + Trade-in value instant credit
Chatr	Online	\$100 + Trade-in value cheque through Galaxyupgrade.ca
	In-store	\$150 + Trade-in value instant credit
Koodo	Online	A one-time \$150 credit will appear on customer's first or second bill during pre-order (Feb 26 - Mar 15, 2018) only
	In-store	\$150 + Trade-in value instant credit after pre-order (Mar 16 - Apr 9, 2018) only
SaskTel	Online	\$100 + Trade-in value cheque through Galaxyupgrade.ca
	In-store	\$150 + Trade-in value instant credit
Virgin	Online	\$100 + Trade-in value cheque through Galaxyupgrade.ca
	In-store	\$150 + Trade-in value instant credit
CDW	In-store & online	\$100 + Trade-in value cheque through Galaxyupgrade.ca
Compugen	In-store & online	\$100 + Trade-in value cheque through Galaxyupgrade.ca
Direct Dial	In-store & online	\$100 + Trade-in value cheque through Galaxyupgrade.ca
Insight	In-store & online	\$100 + Trade-in value cheque through Galaxyupgrade.ca
London Drugs	In-store & online	\$100 + Trade-in value cheque through Galaxyupgrade.ca
Mobile Wireless	In-store & online	\$100 + Trade-in value cheque through Galaxyupgrade.ca
Canada Computers	Online	\$100 + Trade-in value cheque through Galaxyupgrade.ca
PC-Canada.com	In-store & online	\$100 + Trade-in value cheque through Galaxyupgrade.ca
PCM Canada	In-store & online	\$100 + Trade-in value cheque through Galaxyupgrade.ca
Softchoice	In-store & online	\$100 + Trade-in value cheque through Galaxyupgrade.ca
TBayTel	In-store & online	\$100 + Trade-in value cheque through Galaxyupgrade.ca
Tiger Direct	In-store & online	\$100 + Trade-in value cheque through Galaxyupgrade.ca
Best Buy	Outright	\$100 + Trade-in value cheque through Galaxyupgrade.ca
	In-store Bell/Rogers/Telus Activations	\$150 + Trade-in value instant credit
Source	Online	\$100 + Trade-in value cheque through Galaxyupgrade.ca
	In-store Bell Activation	\$150 + Trade-in value instant credit
WOW	Online	\$100 + Trade-in value cheque through Galaxyupgrade.ca
	In-store Rogers/Telus Activations	\$150 + Trade-in value instant credit
	In-store Outright	\$100 + Trade-in value instant credit
Mobile Shop	Online	\$100 + Trade-in value cheque through Galaxyupgrade.ca
	In-store Bell/Rogers/Telus Activations	\$150 + Trade-in value instant credit
	In-store Outright	\$100 + Trade-in value instant credit
Staples	In-store & online	\$100 + Trade-in value cheque through Galaxyupgrade.ca
Visions	In-store Bell Activations	\$150 + Trade-in value instant credit
	Outright	\$100 + Trade-in value cheque through Galaxyupgrade.ca
Walmart	In-store & online	\$100 + Trade-in value cheque through Galaxyupgrade.ca
Airmiles	Online	\$100 + Trade-in value cheque through Galaxyupgrade.ca
Wirelesswave	In-Store Activations	\$150 + Trade-in value instant credit
T-Booth	In-Store Activations	\$150 + Trade-in value instant credit
Costco (Wireless etc.)	In-Store	\$100 + Trade-in value cheque through Galaxyupgrade.ca
Branded CSP	In-store	\$150 + Trade-in value instant credit
SES	In-store	\$150 + Trade-in value instant credit
Eshop (Samsung.ca)	Online	\$150 instant credit, Trade-in value cheque through Galaxyupgrade.ca

Offer is valid for a limited time and is subject to change or cancellation without notice. This offer cannot be combined with any other offer unless otherwise specifically agreed to by Samsung Electronics Canada Inc. ("Samsung") in writing. The credit is eligible for one (1) traded-in old phone in connection with the purchase of one (1) Samsung Galaxy S9|S9+ device; i.e., two or more traded-in old phones cannot be combined towards a higher credit on the purchase of a Samsung Galaxy S9|S9+, and can only be redeemed in one location as specified below.

The credit will be combined with the value of the traded-in old phone offered and determined by the participating authorized Canadian carrier, retailer, Samsung Experience Store or Clover Wireless (Samsung's trade-in partner), if any and as applicable, and Samsung disclaims any liability for the value of the traded-in old phone. Value of the traded-in old phone will depend on the participating authorized Canadian carrier's, retailer's or Samsung Experience Store's own policy or will be determined by Clover Wireless for purchases made on <http://www.samsung.com/ca/> and will depend on the condition of the traded-in old phone. The offer has no cash value. Any questions relating to the traded-in value of the old phone must be addressed where the trade-in takes place. For any questions with respect to the redemption process at www.galaxyupgrade.ca operated by Clover Wireless, please call 1-800-863-8023

Note:

1. Customer is responsible for removing/backing-up all data and all device locks from the traded-in old phone. Samsung and/or participating carriers, retailers, Samsung Experience Stores or Clover Wireless are not responsible for any loss or recovery of personal data whatsoever.
2. Once the traded-in old phone has been traded-in, it cannot be returned to the customer, even if the Samsung Galaxy S9|S9+ device has been returned by the customers for any reason including but not limited to buyer's remorse. Samsung is not responsible for the traded-in old phone once it has been provided by the customer in connection with this offer.
3. You must have a Samsung Account email address in order to be eligible for this offer. Setting up of a Samsung Account is free. Visit <http://www.samsung.com/ca/samsungaccount/login/> for more details.

Samsung and its authorized partners, retailers and carriers reserve the right to claim back the \$100 or the \$150 credit applied towards the purchase of a Samsung Galaxy S9|S9+ device in the event that the customer fails to fulfill any of the Terms and Conditions of this offer, including but not limited to failure to bring, ship, mail or otherwise provide the traded-in device.

I. Redemption Process for purchases made in-store at participating authorized Canadian carriers, retailers or Samsung Experience Stores with an in-store trade-in program:

The purchase of Samsung Galaxy S9|S9+ device and the verification of the traded-in old phone will occur simultaneously at the point of purchase at a participating authorized Canadian carrier, retailer or a Samsung Experience Store location. The process is as follows:

1. Visit a participating authorized Canadian carrier, retailer or Samsung Experience Store with an in-store trade-in program from February 25, 2018 to April 30, 2018.
2. Meet with a store representative to complete a physical in-store assessment of your traded-in old phone.
3. The \$150 credit plus the assessed value of your traded-in old phone will be applied toward your Samsung Galaxy S9|S9+ purchase.

II. Redemption process for purchases made online on <http://www.samsung.com/ca/>:

Purchase the Samsung Galaxy S9|S9+ device at <http://www.samsung.com/ca/> at which time the \$150 credit will be applied automatically towards the purchase price of your device. Verification of the traded-in old phone will be determined by Clover Wireless through www.galaxyupgrade.ca and a cheque for the value of the traded-in old phone, if any and subject to customer's compliance with these Terms and Conditions, will be mailed to the customer once the verification process is complete. The process is as follows:

1. Purchase a Samsung Galaxy S9|S9+ device at <http://www.samsung.com/ca/> from February 25 – April 30, 2018 and a \$150 credit will be applied automatically to the purchase price at the time of purchase.
2. Visit www.galaxyupgrade.ca (operated by Clover Wireless, Samsung trade-in partner) to begin processing your old phone trade in.
3. Register and provide all requested information. You must enter the IMEI of your traded-in old phone.
Note: You must have a valid Samsung Account email address before registering. If you don't have a Samsung Account, you can create an account during when completing your Samsung Galaxy S9|S9+ device setup process or visit <http://www.samsung.com/ca/samsungaccount/login/>.
4. The trade-in tool on the site will provide an estimated value for the traded-in old phone. The tool is an estimate only and what determines credit eligibility is the actual value of the old phone as determined by Clover Wireless once the old phone is received.
5. Once you receive your Samsung Galaxy S9|S9+ device, you need to go back to the www.galaxyupgrade.ca to complete the trade-in process. You will be required to enter the IMEI of your Samsung Galaxy S9|S9+ device as well as upload your proof of purchase of the Samsung Galaxy S9|S9+ device. Please use the same email as in Step 3.
6. A prepaid waybill will be sent to your registered address.
7. Mail your traded-in old phone to the address listed on the waybill within thirty (30) days of your new Samsung Galaxy S9|S9+ device purchase and prior to May 10, 2018.
8. Provided that all conditions have been met, once the traded-in old phone is received and assessed, you will be mailed a cheque for the value of your traded-in old phone via regular Canada Postal Service within 60 days of completion of the verification process.
9. The entire process may take 6-8 weeks to complete.

Note: The traded-in old phone must be verifiable in accordance with its serial number and must have been purchased in Canada. Value of traded-in old phone, if any, is determined using a third-party tool of Clover Wireless; trade-in value is final and non-negotiable. Subject to Samsung Trade-In Program Terms and Conditions available at <http://www.samsungupgrade.ca/terms-of-service>.

III. Redemption Process for purchases made in-store at participating authorized Canadian carriers and retailers without a trade-in program or for purchases made online from a participating authorized Canadian carrier or retailer (except for purchases made on <http://www.samsung.com/ca/>):

Purchase the Samsung Galaxy S9|S9+ device in-store at a participating authorized Canadian carrier or retailer without a trade-in program or purchase the Samsung Galaxy S9|S9+ device online from a participating authorized Canadian carrier or retailer (except for purchases made on <http://www.samsung.com/ca/>). Verification of the traded-in old phone will be determined by Clover Wireless through www.galaxyupgrade.ca and a cheque for the \$100 credit plus the value of the traded-in old phone, if any and subject to customer's compliance with these Terms and Conditions, will be mailed to the customer once the verification process is complete. The process is as follows:

1. Visit a participating authorized Canadian carrier or retailer (without a trade-in program) and purchase Samsung Galaxy S9|S9+ from February 25 – April 30, 2018 (or purchase it online from a participating authorized Canadian carrier or retailer and wait until you receive your device).
2. Go to www.galaxyupgrade.ca (operated by Clover Wireless, Samsung's trade-in partner) to begin processing your old phone trade in.
3. Register and provide all requested information. You must enter the IMEI of your traded-in old phone and your new Samsung Galaxy S9|S9+ as well as upload your proof of purchase of the Samsung Galaxy S9|S9+ device.
Note: You must have a valid email address tied to a Samsung Account to complete this step. If registering a Samsung Account for the first time, you can create an account while completing your Samsung Galaxy S9|S9+ device setup process or visit www.samsung.com/ca/samsungaccount/login/.
4. The trade-in tool on the site will provide an estimated value for the traded-in old phone. The tool is an estimate only and what determines credit eligibility is the actual value of the old phone as determined by Clover Wireless once the old phone is received.
5. A prepaid waybill will be sent to your registered address.
6. Mail your traded-in old phone to the address listed on the waybill within thirty (30) days of your new Samsung Galaxy S9|S9+ device purchase and prior to April 30, 2018.
7. Provided that all conditions have been met, once the traded-in old phone is received and assessed, you will be mailed a cheque for \$100 plus the value of your traded-in old phone via regular Canada Postal Service within 60 days of completion of the verification process.
8. The entire process may take 6-8 weeks to complete.

Note: The traded-in old phone must be verifiable in accordance with its serial number and must have been purchased in Canada. Value of traded-in old phone, if any, is determined using a third-party tool of Clover Wireless; trade-in value is final and non-negotiable. Subject to Samsung Trade-In Program Terms and Conditions available at <http://www.samsungupgrade.ca/terms-of-service>.