

Overseas Product Repair/Limited International Warranty (Smartphones, Tablets, Wearable Devices) (For KE & TZ)

Samsung limits service for smartphones, tablets, and wearable devices to the country where the product was first sold.

However, if you need service for a Samsung smartphone, tablet, or wearable device purchased in a country other than the country in which you intend to have your device repaired (or if you need service for a Samsung smartphone, tablet, or wearable device), Samsung provides limited overseas product repair support to ensure customer satisfaction. This limited overseas product repair support is subject to the limitations highlighted below. You can contact a Samsung authorized service center to check if the Overseas Product Repair is available in that country and whether it can be repaired at such service center.

The Overseas Product Repair shall **not** apply to parallel imports.

SAMSUNG may require that you provide your original proof of purchase documents alongside the device in the event of a claim.

It would also assist SAMSUNG, to ensure that the correct repairs are effected, if you provide with the product at the time of your claim, a detailed description of the problem you are experiencing.

Limitations in Overseas Product Repairs:

- A warranty period of 1 year from the date of first sale of the device will apply for the Overseas Product Repair, regardless of the warranty period of the country where the product was first sold.
- Repair may take longer due to procuring some parts, or service may unavoidably only be available in the country of sale.
- Repair may incur costs if the warranty does not apply, and repair costs vary by country and may differ from those in the country where the product was first sold.
- Returns and refunds are only available from the country where the product was first sold, in accordance with the warranty provisions.
- Service is not provided outside the country where the product was first sold for accessory products such as battery packs, charging pads, and cases.

What is not covered:

1. The Overseas Product Repair does not cover user manuals or any third party software, settings, content, data or links, whether included or downloaded in the Product, whether included during instalment, assembly, shipping or at any other time in the delivery chain or otherwise and in any way acquired by you. SAMSUNG does not warrant that any SAMSUNG software will meet your requirements, will work in combination with any hardware or software provided by a third party, that the operation of any software will be uninterrupted or error free or that any defects in the software are correctable or will be corrected.
2. Overseas Product Repair does not cover:
 - a. normal wear and tear (including, without limitation, wear and tear of camera lenses, batteries or displays),
 - b. defects caused by rough handling (including, without limitation, defects caused by sharp items, by bending, compressing or dropping, etc.), or
 - c. defects or damage caused by misuse of the Product, including use that is contrary to the instructions provided by SAMSUNG (e.g., as set out in the Product's user guide)
 - d. transport costs and/or
 - e. other acts beyond the reasonable control of SAMSUNG.
3. This Overseas Product Repair does not cover defects or alleged defects caused by the fact that the Product was used with, or connected to, any product, accessory, software and/or service not manufactured, or supplied by SAMSUNG or was used otherwise than for its intended use. Defects can be caused by viruses from your or from a third party's unauthorized access to services, other accounts, computer systems or networks. This unauthorized access can take place through hacking, password mining or through a variety of other means.

This Overseas Product Repair does not cover defects caused by the fact that the battery has been short-circuited or by the fact that the seals of the battery enclosure or the cells are broken or show evidence of tampering or by the fact that the battery has been used in equipment other than those for which it has been specified.

4. This Overseas Product Repair is not enforceable if the Product has been opened, modified or repaired by anyone other than a SAMSUNG Authorized Service Center, if it is repaired using unauthorized spare parts or if the Product's serial number, the mobile accessory date code or the IMEI number has been removed, erased, defaced, altered or are illegible in any way and this shall be determined in the sole discretion of SAMSUNG.
5. This Overseas Product Repair is not enforceable if the Product has been exposed to moisture, to dampness or to extreme thermal or environmental conditions or to rapid changes in such conditions, to corrosion, to oxidation, to spillage of food or liquid or to influence from chemical products.
6. Failure of the product due to the use of third party software programmes to alter, change, adapt or amend the existing, approved Samsung software which operates on the product. The functionality or operation of third party media services and/or content available on accessible via the product.

Other important notices

A third party, independent operator provides the SIM card and cellular and/or other network or system on which the Product operates. Therefore, SAMSUNG will not accept responsibility under this Overseas Product Repair for the operation, availability, coverage, services or range of the cellular or other network or system. Before SAMSUNG or SAMSUNG Authorized Customer Care Centers can repair or replace the Product the operator may need to unlock any SIM-lock or other lock that may have been added to lock the Product to a specific network or operator. In such situations kindly contact first your operator to unlock the Product.

Please remember to make back-up copies or keep written records of all important content and data stored in your Product, because content and data may be lost during repair or replacement of the Product. SAMSUNG, in a manner consistent with the provisions of the section entitled "Limitation of SAMSUNG's Liability" below, shall not under any circumstances be liable, either expressly or impliedly, for any damages or losses of any kind whatsoever resulting from loss of, damage to, or corruption of, content or data during repair or replacement of the Product.

All parts of the Product or other equipment that SAMSUNG has replaced shall become the property of SAMSUNG. If the Product is found not to be covered by the terms and conditions of this Overseas

Product Repair, SAMSUNG or SAMSUNG Authorized Service Centers reserve the right to charge a handling fee. When repairing or replacing the Product, SAMSUNG may use products or parts that are new, equivalent to new or re-conditioned.

Your Product may contain country specific elements, including software.

If the Product has been re-exported from its original destination country to another country, the Product may contain country specific elements that are not considered to be a defect under this Overseas Product Repair.

Limitation of SAMSUNG's liability

To the extent permitted by applicable law(s) SAMSUNG does not assume any liability for loss of or damage to or corruption of data, for any loss of profit, loss of use of Products or functionality, loss of business, loss of contracts, loss of revenues or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage.

To the extent permitted by applicable law, SAMSUNG's liability shall be limited to the purchase value of the Product. The above limitations shall not apply in case of gross negligence or intentional misconduct of SAMSUNG or in case of death or personal injury resulting from SAMSUNG's proven negligence.