

PROMOTION TERMS & CONDITIONS

Please read these Promotion terms and conditions ("Terms and Conditions") carefully. Participation in this Promotion will constitute your agreement to comply with these Terms and Conditions. If you do not agree with these Terms and Conditions, please do not participate in this Promotion .

Please refer to this website for the current Terms and Conditions for this Promotion:
https://www.samsung.com/africa_en/support/

All participants during the term of this Promotion agree to be bound by the following terms and conditions:

1. Promotion:

- 1.1. Discounted Spare Parts & Repairs and Washing Machine Preventive Maintenance ("Promotion").
- 1.2. The Promoter of the Promotion is Samsung Electronics East Africa Limited, and/or its agencies ("Organizer").

2. Promotion Period:

- 2.1. The Promotion will run from 00:00am on 01st October,2025 to 11:59pm on 31st October,2025 ("the Promotion Period").
- 2.2. The duration of the promotion may be extended or curtailed at the discretion of the organizer.

3. Who may enter:

- 3.1. All participants must:
 - i. be citizens of the Republic of Kenya and/or legal residents of the aforesaid country or if not a citizen or legal resident, have resided in Kenya continuously for six (6) months prior to the Promotion Period;
 - ii. must be currently residing in Kenya at the date of the commencement of the Promotion Period,
 - iii. must be natural persons and be at least 18 (eighteen) years old at the date of the commencement of the Promotion Period.

4. How to qualify for the Promotion:

- 4.1. The participant must:
 - i. Be a participant in terms of clause 3 above; and
 - ii. Own a qualifying product as listed under Appendix B.
 - iii. The products must be genuine Samsung products that were manufactured for the Kenya market.
 - iv. Register on the platform provided by Samsung which can be found at:
https://www.samsung.com/africa_en/support/ on/before 11:59pm, 31st October, 2025.

Hand held devices (mobile devices and tablets)

- a) This offer is strictly applicable to the mobile devices and tablets and spare parts listed under Appendix B.
- b) For hand held devices, participants will be required to present their devices to an Authorized Service Centre listed under Appendix A for diagnosis to determine the defects.

Televisions

- a) This offer is strictly applicable to the television spare parts listed under Appendix B.
- b) For televisions, further diagnosis will be undertaken via call in order to determine whether the spare parts are available.
- c) Television repairs will be undertaken at the participant's residence. Therefore, participants who wish to have their televisions repaired under this promotion will need to provide their residential addresses.

Free Washing Machine Preventive Maintenance

- a) For the Free Washing Machine Preventive Maintenance, a call will be made to the participant to confirm the washing machine model, functionality, residential address and preferred preventive maintenance date and time prior to finalizing on the booking process.
- b) The Washing Machine Preventive Maintenance will be undertaken at the participant's residence. Therefore, participants who wish to enjoy this service under this promotion will need to provide their residential addresses.

4.2. Where the appointment schedule is filled, the Organizer shall be at liberty to refuse further appointments and/or reschedule the same to a later time without incurring any liability.

5. Offer:

- i. The Promotion will afford the participants to receive the below listed discounts and services:
Participants are eligible for only one discounted repair per product category i.e.,
 - a) one (1) discounted repair for either a mobile device/tablet listed under Appendix B,
 - b) one (1) discounted repair for a television listed under Appendix B; and
 - c) one (1) free washing machine preventive maintenance as per Appendix C.

No.	Device/Equipment	Discounts/services	Type of repair
1.	Mobile devices/tablets as listed under Appendix B	50% discount* on the spare parts indicated under Appendix B and free labour.	Carry in
2.	Television as listed under Appendix B	50% discount* on the spare parts indicated under Appendix B and free labour. The Authorized Service Centre must be one that repairs televisions and be within a 25km radius (to and from) the participants residence.	In home (participants residence)
3.	Washing Machines as indicated under Appendix C	Free Preventive Maintenance, which will involve cleaning of the washing machine, as detailed under Appendix C. The Authorized Service Centre must within the location of service campaign, one that repairs washing machines and be within a 25km radius (to and from) the participants residence.	In home (participants residence)

**The Authorized Service Centres are independently owned; prices may vary from one Authorized Service Centre to another and Samsung is not responsible for variations in prices among the Authorized Service Centres.*

- ii. Offer is not transferable. No substitution, cash redemption, or assignment of the Offer is permitted.
- iii. The Offer will be limited to the devices, equipment, Authorized Service Centres and locations listed under Appendix A, B and C, and at the Organizer's sole discretion to provide the same.

- iv. The above promotional offer is available on a “first come first served” and while stock lasts” basis and the Organizer cannot be held accountable once the stock of the promotional offer has been depleted.
- v. This offer is subject to the Authorized Service Centres’ ability and availability. The Organizer cannot be held accountable for the Authorized Service Centres inability to provide the offer.
- vi. The unique identifier that the Organizer will use to determine the eligibility of participants will be their Identification Document Number.

6. Limitation of Liability:

To the extent permitted by the Competition Act and the Consumer Protection Act of Kenya and any other applicable law:

- i. The participant hereby indemnifies the Organizer against any direct, indirect, special, incidental, consequential or punitive damages or loss of any kind regardless of how this was caused, and whether it arose under the law of contract or delict or otherwise, because of the participant’s entrance to the Promotion.
- ii. The Organizer excludes all warranties (express or implied), representations and liabilities regarding this Promotion (other than for death or personal injury caused by its negligence and/or fraud).
- iii. The Organizer’s liability is limited to direct damages and only up to a cumulative sum of USD 1000 for the promotion period.

7. No Agency Created

- i. For the avoidance of doubt and notwithstanding any term contained herein, it is stated that the relationship between the Organiser and the Authorized Service Centre is solely as independent contractors and nothing contained herein shall be construed to constitute either Party as an agent or representative of the other Party, and no such partnership is hereby created.
- ii. Accordingly, the Organiser shall not be held liable for the failure of the Authorized Service Centre to fulfil its obligations to the Customer under these T&Cs.

8. General:

- i. The participants will be required to provide their personal data such as name, contact information, identification details to facilitate provision of the offer.
- ii. In accordance with the data protection policies and practices of the Organizer, none of the entry details of any participant in this Promotion will be disclosed or used by the Organizer for any purposes other than participating in the Promotion and in accordance with clause 8 (iii) below.
- iii. Participants acknowledge and accept that the Organizer shall utilize a third party (the “Organizer’s authorized agent/s”) to contact the participant, in the event that the participant qualifies for the

- Promotion, and to arrange delivery of the Offer, where applicable. In order to effect the contacting and delivery process, the Organizer's shall provide the participant's information to such third party.
- iv. By participating in the Promotion, the participants agree that the Organizer and its affiliates may contact the participants via email and through social media platforms to deliver marketing communications regarding their products and promotional activities, provided that the participants are given the opportunity to opt-out of receiving marketing communication at any time via the appropriate opt-out mechanisms provided by the Organizer for such purpose. The Organizer may also use the personal data collected from the participants as described in the Privacy Policy accessible at www.samsung.com and that such use may include transfers to the Organizer's affiliates and third party service providers in any country. Details of participants will not be used by the Organizer for Samsung related communication should the participants opt-out to receive further communication from the Organizer. It is the participant's responsibility to ensure that any information they provide to the Organizer is accurate, complete and up-to-date.
 - v. The Organizer may require the participant to be identified and photographed. Photographs may be published in printed media, or the participant may be required to appear on radio and television when accepting their Offer and/or after having received their Offer. The participant will be given the opportunity to decline to the publication of their images and to participate in the Organizer's marketing material in so far as it relates to the Promotion.
 - vi. Information regarding the Promotion that is published on authorized advertising material will also form part of the terms and conditions of the Promotion.
 - vii. The Organizer's may in their sole discretion amend these terms and conditions at any time, without notice, and such amendments shall be deemed to have taken effect from the date of publication of the revised terms and conditions on the Organizer's website https://www.samsung.com/africa_en/support/. The onus rests on the participant to constantly check the website for updates to the terms and conditions.
 - viii. If this Promotion is interfered with in any way or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of the Organizer, including but not limited to technical difficulties, unauthorized intervention or fraud, the Organizer reserves the right, in its sole discretion, to the fullest extent permitted by law: (a) to disqualify any entrant; or (b) to modify, suspend, terminate or cancel the Promotion as appropriate, subject to the approval of relevant regulatory authorities.
 - ix. Save as permitted by Law, the Organizer reserves the right to cancel, suspend or terminate this Promotion, without notice at any time, and such cancellation, suspension or termination shall be deemed to have taken effect from the date of publication on the Organizer's website https://www.samsung.com/africa_en/support/. No liability shall lie against the Organizer in

favor of any participant, participant(s) and/ or third party arising from such cancellation, suspension or termination. Therefore, the participant waives his/her right which they may have against the Organizer and hereby acknowledge that they will have no right of recourse or claim of any nature whatsoever against the Organizer.

- x. This Promotion is governed by these terms and conditions, as well as those of the relevant Authorized Service Centres, associated with this Promotion.
- xi. These Terms and Conditions shall be governed by and construed in accordance with the laws of the Republic of Kenya.
- xii. Any dispute or claim arising out of or in connection with the Promotion shall be submitted to a court of competent jurisdiction in Kenya for determination.
- xiii. The Organizer accepts no liability or responsibility, whether occasioned by any circumstance not foreseeable and not within its reasonable control for late or delayed delivery of the Offer owing to, but not limited to, stock unavailability, strike, lock out, destruction of Offer on route by any means, any civil commotion or disorder, riot, threat of war, any action taken by governmental authority or public authority of any kind, fire, explosion, storm, flood, earth quake or other acts of God.
- xiv. If part or all of any clause of these Terms and Conditions is illegal, invalid or unenforceable:
 - i. It will be read down to the extent necessary to ensure that it is not illegal, invalid or unenforceable, but if that is not possible;
 - ii. It will be severed from these Terms and Conditions and the remaining provisions of these Terms and Conditions will continue to have full force and effect.
- xv. Errors and Omission may be accepted at the Organizer's sole discretion. Failure by the Organizer to enforce any of its rights at any stage does not constitute waiver of those rights.

Appendix A: LIST OF AUTHORIZED SERVICE CENTRES

NO.	AUTHORIZED SERVICE CENTRE NAME	LOCATION/CITY	PRODUCTS
1	Fones Direct Limited	Westlands - Nairobi	Mobile devices/tablets
		Moi Avenue - Nairobi	Mobile devices/tablets
2	Galaxy Mobile Accessories Limited	Nairobi	Mobile devices/tablets
		Runda - Kiambu	Mobile devices/tablets
3	Mitsumi Computer Garage	Nairobi	Mobile devices/tablets
4	Joans & Wills Limited	Nairobi	Mobile devices/tablets/televisions and washing machines
		Nyeri	Mobile devices/tablets/televisions and washing machines
		Meru	Mobile devices/tablets/televisions and washing machines
		Nakuru	televisions and washing machines
5	Jaicom Enterprises Limited	Nairobi	Mobile devices/tablets
6	County Connections Limited	Digo - Mombasa	Mobile devices/tablets/televisions and washing machines
		Nyali - Mombasa	Mobile devices/tablets
7	Finecom Services Centre Limited	Mombasa	Mobile devices/tablets
8	Tricom Hitech Limited	Nakuru	Mobile devices/tablets
9	Kenshop Supermarket Limited	Kisumu	Mobile devices/tablets/televisions and washing machines
10	Panna Music	Eldoret	Mobile devices/tablets/televisions and washing machines

11	Smart Things Executive Store Ltd	Kakamega	Mobile devices/tablets
12	Hotpoint Appliances	Sarit Centre - Nairobi	televisions and washing machines
		Mombasa	televisions and washing machines
		Ruiru - Kiambu	televisions and washing machines
13	Samsutech Corporation Limited	Nairobi	televisions and washing machines
14	Ideal Appliances Limited (Azone)	Mombasa	televisions and washing machines
		Kisumu	televisions and washing machines

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Appendix B: LIST OF QUALIFYING PRODUCT MODELS WITH 50% DISCOUNTED PARTS AND 100%

DISCOUNTED REPAIR FEE

MODEL	PRODUCT CATEGORY	Spare parts
UA50TU8000UXKE	Television	Screen
GALAXY S22 ULTRA	Mobile	Screen
GALAXY S23 ULTRA	Mobile	Screen
GALAXY S23+	Mobile	Screen, Frame
GALAXY S24	Mobile	Screen
GALAXY S24+	Mobile	Screen
GALAXY TAB A7 LITE	Tablet	Screen, Motherboard, Charging Port
GALAXY TAB A8	Tablet	Screen
GALAXY Z FLIP4	Mobile	Screen, Battery, Motherboard, Charging Port
GALAXY-A02	Mobile	Charging Port, Screen, Motherboard
GALAXY-A03	Mobile	Screen, Motherboard, Charging Port
GALAXY-A03-CORE	Mobile	Motherboard, Battery, Charging Port
GALAXY-A04	Mobile	Screen
GALAXY-A04E	Mobile	Charging Port, Battery, Motherboard
GALAXY-A04S	Mobile	Screen, Battery, Motherboard, Charging Port
GALAXY-A12	Mobile	Screen, Motherboard
GALAXY-A12S	Mobile	Screen, Motherboard, Charging Port
GALAXY-A13	Mobile	Screen, Battery, Motherboard, Charging Port
GALAXY-A14	Mobile	Screen, Motherboard, Charging Port, Back Cover,
GALAXY-A22	Mobile	Charging Port, Motherboard
GALAXY-A21s	Mobile	Screen
GALAXY-A23	Mobile	Charging Port, Motherboard
GALAXY-A32	Mobile	Battery, Motherboard
GALAXY-A33 5G	Mobile	Charging Port, Motherboard
GALAXY-A51	Mobile	Screen
GALAXY-A52 5G	Mobile	Screen
GALAXY-A53 5G	Mobile	Screen, Motherboard, Charging Port
GALAXY-A54 5G	Mobile	Screen
GALAXY-A73 5G	Mobile	Screen, Motherboard

APPENDIX C: PREVENTIVE MAINTENANCE FOR WASHING MACHINES

QUALIFYING WASHING MACHINE MODELS	LOCATION OF SERVICE CAMPAIGN	QUALIFYING DISTANCE	DETAILS OF PREVENTIVE MAINTENANCE
All functioning genuine Samsung washing machine models that were manufactured for the Kenya market	Nairobi and Mombasa	Radius of 25km (to and from)	Washing machine cleaning

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