

**S-Care Expert Cleaning or Filter Care Program
Terms and Conditions**

- A. The S-Care Expert Cleaning &/ Filter Care Program (the “**Program**”) is available for customers to purchase online from samsung.com/ae and/or from the Samsung authorized sellers in the United Arab Emirates (“**Territory**”).
- B. This Program is available for Samsung Home Appliances as illustrated below (the “**Product(s)**”).

Product categories included in the Program:

Service Type	Product Type	Category	Pack code
Expert Cleaning	Air Conditioner (Wall mounted)	RAC	P-RAC-LXXXS07
	Washing machines	Upto 15kg	P-WM-LXXXW02
		Above 16kg	P-WM-LXXXW03
		Top-load	P-WM-LXXXW01
	Refrigerators	255-499 L	P-RE-LXXXR01C
		500-700 L	P-RE-LXXXR10C
Vacuum Cleaner	Jet Series	P-VC-LXXX000	
Filter Care	Air Purifiers	1 Filter (AX32/40/60)	P-AX-LXXXS21
		2 Filters (AX70/80/90)	P-AX-LXXXS22
	Dryer	Upto 10 Kgs	P-WM-LXXXW05
		Above 10 Kgs	P-WM-LXXXW06

- C. The Program is sold solely and directly from Samsung regardless of the home appliance warranty status and condition.
- D. The Program is available starting from 10AM- 4PM on Monday – Saturday for all product categories.
- E. Once the Program purchase is completed, the Samsung call center will call the customer within three business days to schedule the preferred date and time of the customer for the Program.
- F. The customer can reschedule the Program 24 hours prior to the chosen date and time.
- G. The Program is conducted by only highly trained and certified Samsung experts, all products included in the Program are authorized by Samsung.
- H. The mechanics of this Program varies and the duration is based on the Product category, model and condition: Below includes the Product lists and the process of the Program of each:
- I. **Expert Cleaning:**
- **Refrigerator:** The Expert Cleaning is conducted at the customers’ homes/ premises and requires around from 65-130 minutes. (Customers to remove all food and beverages from the refrigerator as Samsung is not responsible for any damaged or loss of the food)
 - **Washing machines:** The Expert Cleaning is conducted at the Samsung authorized service center & the Product is collected from customers home/premises and returned after 24 hours upon the completion of the Program. (this is due to special requirement are used and space is required to conduct the disassembly and assembly of the Product)
 - **Air Conditioners:** The Expert Cleaning is conducted at the customers’ homes/ premises and the cleaning requires 120- 145 minutes based on the Product condition.

- **Vacuum Cleaner (Jet Model Only):** The Expert Cleaning is conducted at the Samsung authorized service center- the Product is collected and returned after 24 hours once the expert cleaning is completed and filter replacement is conducted.

J. Filter Care:

- **Dryer:** The Filter Care is conducted in the customer's home/premises and the filter care includes replacement of the filter and minor cleaning with sanitization of the Product. The Program duration requires 35 – 60 minutes.
 - **Air Purifier:** The Filter Care is conducted in the customer's home/premises and the filter care includes replacement of the filter and minor cleaning with sanitization of the Product. The Program duration requires 35 – 60 minutes.
- K. The Expert Cleaning or Filter Care is a benefit and not considered a repair or part of the repair process. Customers can purchase a single cleaning or filter care unit at a time.
- L. There is no specific period or duration for the Program to be done it is based on the customer's preference, but to ensure complete durability of your home appliances.
- M. The Program cannot be transferred to another customer or another product.
- N. A comprehensive inspection with a detailed report will be shared with the customer on the condition of the Product prior and post of the Program, the report will be shared with the customer once the Program is completed.
- O. The Program does not cover any kind of software support or installations.
- P. The method of the Program and operating conditions will be as described in the original warranty statement provided with the Samsung Product. Samsung makes no representation or warranty that the product will operate uninterrupted or error free.
- Q. The online purchase invoice that you will receive via email of order confirmation is your official proof of purchase. Please keep it for your records.
- R. In case the customer wants to cancel the Program before its completion, there shall be no refund of the charges and customer must contact Samsung Call center to conduct the cancelation.
- S. In case there has been a fault/ damage found in the Product during the inspection prior to the collection of the Product from the customers house/ premises, the technician who will collect the Product will highlight these fault/damage in the inspection report (the "**Report**"), the customer shall sign Report to proceed with the repair along with the expert cleaning. The amount shall be paid additionally through payment link or cash as per customer's preference.
- T. In case there has been a fault/ damage found during the inspection of the Product at the customers house/ premises and the customer rejects the additional repair charges then the Program cannot be conducted and the request will be canceled, the customer will be entitled for a refund and technicians visit fees will be deducted from the value that needs to be refunded **(visit fee is between 100 AED and 150 AED)**
- U. Upon disassembly of the Product at the authorized service center and prior to conducting the Program and if the technicians found a fault/ damage with the Product and will hinge the technician from proceeding with the Program, the customer will be contacted and informed of the condition along with the charges , if the customer rejects the additional charges the Product will be re-assembled and sent back to the customer. Samsung is not responsible or entitled for the Product condition due to the damage/ fault found in the Product.
- V. The customer shall not directly or indirectly alter or tamper with the Product, which would change the internal operation of

the Product. The authorized service center shall not be liable to service or repair in such cases and decision by Samsung authorized service center shall be final and binding.

- W. Samsung shall be under no obligation to provide service/repair because of improper use, modification or substitution, or in case the serial number of the Product is altered or removed or is illegible.
- X. The Program does not apply to normal wear and tear of the parts or defects caused by household pets, rats, cockroaches or any other animals or insects.
- Y. The Program does not cover the damage or loss caused by accident, lighting, water, fire or other acts of God, improper ventilation, dropping or excessive shock or any external cause beyond Samsung's control. In case services are required as a result of the causes stated above, such services shall be at extra charges.
- Z. Any third party peripherals whether purchased as a part of the Product or bundled with it, come with such third party standard warranty and Samsung makes no warranty whatsoever on their behalf.
- AA. The Program shall not be applicable in case the Product is used for commercial purposes.
- BB. Samsung will not be liable to the customer for any loss and/or damages of any kind whatsoever suffered in connection with the customer inability to avail this Program or failure to provide the complete right information to Samsung call center or authorized service center/personnel
- CC. Samsung will be entitled at its sole and absolute discretion to terminate or modify the Program or to modify, vary, delete or add to any of these Terms and Conditions at any time prior or during the Program period.
- DD. By participating in this Program, the customers accept that any dispute of whatever nature which is directly or indirectly related to these Terms and Conditions or to the participation in this Program, will be subject to, governed and construed by the laws and regulations of the United Arab Emirates, and such disputes shall be resolved by the competent courts in Dubai.