

Terms and Conditions
Hand Raiser

- This hand raiser promotion (the “Promotion”) consists of an opportunity whereby customers registering their interest in the next Galaxy smartphone product (“Device(s)”) being launched on 22nd January 2025 (“Launch Date”) may be able to receive You Got A Gift card (“Gift Card”)

UAE	200 AED
Qatar	200 QAR
Kuwait	17 KWD
Bahrain	20 BHD
Oman	20 OMR

with the pre-order purchase of a Device (“Offer”). The Promotion is only available through participating Samsung authorized retailer shops, online retailers and telecom operators (“Retailer(s)”) in the United Arab Emirates, Qatar, Kuwait, Oman and Bahrain (“Territory”).

- To qualify for the Promotion, customers must sign up for Galaxy unpacked before 22nd January 2025 through any of the participating Retailers. Customers will receive their exclusive Offer via their registered email address. The Offer will be available to the customer for redemption from 23rd January 2025 until 7th February 2025 only (“Offer Period”) as per the redemption process set out by the Retailer with which the customer has signed up for the Promotion.
- Customers must get the Gift Card through Samsung members application and redeem it on You Got a Gift Application before 30th May 2024.
- The Promotion and the Offer may not be exchanged for cash and/or be used in conjunction with any other pre-order offers, discounts or promotions.
- Samsung will be entitled at its sole and absolute discretion to terminate or modify the Promotion or to modify, vary, delete or add to any of these Terms and Conditions at any time prior to or during the Promotion Period, subject to prior notice to the customer.
- Samsung does not guarantee and shall not be liable to customers for any loss and/or damages of any kind whatsoever suffered in connection with the Promotion and/or the Offer or the customer’s inability to avail of the Offer.
- By participating in this Promotion, the customer accepts that any dispute of whatever nature which is directly or indirectly related to these Terms and Conditions or to the participation in this Promotion and/or the Offer, shall be governed by the laws of the country in the Territory where the customer is resident and such disputes in relation to these Terms and Conditions shall be resolved by the competent courts in that country.

Terms and Conditions
New Galaxy Launch Campaign

1. These Terms and Conditions comprise the New Galaxy Launch campaign (“Campaign”) whereby customers registering their interest and/or pre-ordering the New Galaxy smartphone product (“Device(s)”) being launched on 22 January 2025 (“Launch Date”) may be able to avail of special offers and benefits.
2. This Campaign is available only at Samsung online store (shop.samsung.com/ae) (“E-Store”) from 7 January 2025 until 22 January 2025 (“Validity Period”) in the United Arab Emirates, Kuwait, Oman, Bahrain and Qatar (“Territory”).
3. Participation in this Campaign is limited to customers who are at the majority age under the applicable laws of the Territory and have the legal capacity to enter into these Terms and Conditions.
4. The employees (as well as their immediate family members) of Samsung Gulf Electronics FZE, Cheil Worldwide, Samsung’s affiliates, subsidiaries and partners, are not eligible to participate in this Campaign.

Pre-Order Offers (“Offer(s)”) Mechanism & Eligibility:

5. Customers who complete the first part of the hand raiser form available at www.samsung.com/ae/unpacked (“Hand Raiser Form”) with their name, email and phone number and pre-order the Device from the E-Store may receive the following complimentary gift (“Complimentary Gift”) upon the purchase of the Device:

Complimentary Gift
Samsung Smart Tag 2

6. Customers who complete the entirety of the Hand Raiser Form with their name, email, phone number, current smartphone device, product category interest and pre-order the Device may receive the following complimentary gift voucher (“Gift Voucher”) upon the purchase of the Device:

Complimentary Gift
Gift Voucher worth up to AED 200/QAR 200/ KWD 17 / BHD 20 / OMR 20

7. Eligible customers will receive the Gift Voucher via their registered email address. Customers must redeem the Gift Voucher prior to its expiry date as outlined in the Gift Voucher terms and conditions.

Raffle Draw Mechanism & Eligibility:

8. Customers who fulfill the below conditions may be entitled to participate in a raffle draw and stand a chance to win certain prizes (“Raffle Draw”):

9. Customers must fully complete the Hand Raiser Form and provide all the required information (as described in clause 4 above).
10. The Hand Raiser Form must be submitted before 22 January 2025.
11. The Raffle Draw will comprise a total number of thirty (30) winners (“Winner(s)”) in the Territory, who will be granted one of the below-listed prizes (the “Prize(s)”):

Prize	Total No. of Units
1x New Samsung Galaxy smartphone	5 units (1 Winner per country in the Territory)
1x Samsung Galaxy Watch 7	25 units (5 Winners per country in the Territory)

12. The selection of Winners will be done randomly and electronically.
13. Winners will be contacted through their contact details provided in the Hand Raiser Form to collect their Prizes (via Email, SMS and/or telephone). Winners resident in the United Arab Emirates must collect their Prize from the Samsung offices located at Butterfly Building Tower A, Al Bourooj St, Dubai Media City, Dubai, United Arab Emirates. For any other countries in the Territory, the Prizes will be delivered via courier (DHL) to the Winner upon receipt of the Winner’s valid ID document copy via email, as requested by the Samsung team.
14. The Winners based in the United Arab Emirates, shall collect their Prize within sixty (60) calendar days from the date on which they receive their Prize confirmation email from Samsung.
15. Winners will be required to present their Original National ID or any other valid form of identification as accepted under the laws of the country where the Winner is a resident in the Territory in order to receive their Prize.
16. A copy of the Winner’s personal identification document will be retained by Samsung as required by the applicable laws in the Territory.
17. In the event the Winner fails to collect their Prize within the time limits stated above and/or fails to provide their correct personal information, the relevant Prize shall be deemed forfeited as per applicable laws in the Territory.
18. The Prize will be handed over only to the Winner and not to any of their relatives or representatives.

19. Samsung shall not reissue, replace or reimburse the Winner for any lost or void Prizes. Samsung reserves the right to change the Prizes without prior notice at its sole and absolute discretion
20. In case a fraudulent transaction is suspected, Samsung reserves the right to deny the Prize to the Winner. Samsung's decision on all aspects will be final and binding. No queries or claims will be entertained.

General Terms

21. Customers and Winners hereby consent to be contacted throughout this Campaign on their registered contact details as provided in the Hand Raiser Form.
22. The Complimentary Gift, Gift Voucher and Prizes are non-exchangeable, non-refundable, non-transferable, and not redeemable for cash or any other Samsung products or services.
23. This Campaign, the Offers and/or the Prizes are subject to availability at all times and may not be provided to all customers who have completed the Hand Raiser Form and/or entered into the Prize Draw.
24. Samsung will be entitled at its sole and absolute discretion to terminate or modify the Campaign or to modify, vary, delete or add to any of these Terms and Conditions at any time prior to or during the Validity Period, subject to prior notice to the customer.
25. Samsung shall not be liable to customers for any loss and/or damages of any kind whatsoever suffered in connection with the Campaign and/or the Offers or the customer's inability to avail of the Offers and/or the Prizes.
26. By participating in this Campaign, the customer accepts that any dispute of whatever nature which is directly or indirectly related to these Terms and Conditions or to their participation in this Campaign, shall be governed by the laws of the country where the customer is resident and such disputes in relation to these Terms and Conditions shall be resolved by the competent courts in that country.