

Terms and Conditions of Home Appliance Trade-In, Recycle & Save Program:

1. Program Overview

The Samsung Home Appliances (the “Product(s)”) Trade-In, Recycle & Save Program (the “Program”) is available to customers (“Customer(s)”) in the United Arab Emirates.

2. Eligibility

The Customer who purchased specific Products from Samsung online eStore (on the following link: <https://samsung.com/ae/>) (“eStore”) will be eligible for enrolling in the Program within 30 days from the date of purchase of the Product.

The Customer will receive an email from Samsung to confirm the collection of the old unit and to start the process of claiming the cashback (“Cashback”) (for more details on the cashback you visit the link:

<https://ha.samsungtradein.ae>

3. Collection Process of old unit for recycling

3.1. Only one (1) old unit will be collected for recycling for a unique Samsung Order placed on samsung.com/ae.

3.2. During delivery of the new Product purchased from the eStore, the delivery and installation team will collect the old unit for recycling. Once the team confirms the collection of the old unit, the Customer will receive an email to confirm collection of the old unit for recycling along with a link to start the process of Cashback.

3.3. The old unit shall be uninstalled and ready for collection (for example, a refrigerator must be empty of food or liquids, or a washing machine must be empty of clothes, dried, and disconnected from the power/water supply etc...).

3.4. In case the old unit is not ready for collection, the delivery and installation team has the right to refuse the collection and/or arrange the collection at a later time.

3.5. After the collection, the old unit will be submitted to an authorized recycling company, then reclaiming of the whole/part/items inside the old unit will not be possible once it is collected from the Customer’s house.

4. Cashback Process

The customer needs to fill the details of their new purchased and old product on Trade-in page. Once Samsung verifies the information and confirm that the old product is collected, our partner (Northladder) will contact the customer within four business days to initiate the bank transfer for cashback. The bank transfer might take up to 10 working days to reflect in the customer’s account and is subject to the T&Cs of the bank.

The Cashback amount varies based on the new home appliance purchased as per the below list, and is subject to separate terms and conditions:

Product Type	Model Code	Cashback Amount (AED)
Washing Machine	DV90T5240AX/GU	375
Washing Machine	WF18T6300GV/GU	575
Washing Machine	WD80TA046BX/GU	375
Washing Machine	WW90TA046AE/GU	275
Washing Machine	WA10T5260BY/GU	175
Washing Machine	WA12T6260BV/GU	175
Washing Machine	WW70T3020BS/GU	175
Washing Machine	WA18A8376GV/GU	375

Washing Machine	WW90T554DAN/GU	275
Washing Machine	WD90T554DBN/GU	375
Washing Machine	WW80TA046AE/GU	175
Washing Machine	WW80TA046AX/GU	175
Washing Machine	WW10T554DAN/GU	375
Washing Machine	WD10T554DBN/GU	375
Washing Machine	DV80T5220AX/GU	275
Washing Machine	WT12J4200MB/GU	175
Washing Machine	WT15K5200MB/GU	175
Washing Machine	WA10CG5745BVGU	175
Washing Machine	WA12CG6745BVGU	275
Washing Machine	WW11BB944DGBGU	500
Washing Machine	WW11BB904DGHGU	500
Washing Machine	WD11BB904DGHGU	500
Washing Machine	WD11BB944DGBGU	500
Washing Machine	WF20B9600KV/GU	750
Washing Machine	WD18B6400KV/GU	750
Washing Machine	DV90BB9440GHGU	375
Washing Machine	DV90BB9440GBGU	375
Washing Machine	DV17B9750CV/GU	575
Washing Machine	WW90CGC04DABGU	175
Refrigerator	RF65A90TEB1/AE	1000
Refrigerator	RS64R5331B4/AE	500
Refrigerator	RS62R5001B4/AE	500
Refrigerator	RT58K7057SL/AE	300
Refrigerator	RT50K6357SL/AE	300
Refrigerator	RT62K7158SL/AE	300
Refrigerator	RZ32M72407F/AE	300
Refrigerator	RT47CB663612AE	300
Refrigerator	RT42CG6424S9AE	300
Refrigerator	RT35CG5004WWAE	300
Refrigerator	RT42CG6004WWAE	300
Refrigerator	RS65R5691SL/AE	500
Refrigerator	RT35CG5404S9AE	200
Refrigerator	RT38CG6404S9AE	300
Refrigerator	RT42CB6624C2AE	200
Refrigerator	RT47CG6406S9AE	300
Refrigerator	RT47CB664622AE	300
Refrigerator	RS6HA8891B1/AE	1000
Refrigerator	RB33A300405/AE	500
Refrigerator	RR39T7405AP/AE	500
Refrigerator	RZ32T7405AP/AE	500
Refrigerator	RB33T3662AP/AE	500
Refrigerator	RF60A91C3AP/AE	1000
Refrigerator	RF85A92W1AP/AE	2000
Gas Cooker	NX36BG48531SSG	275
Gas Cooker	NX36BG58631SSG	275
Dishwasher	DW60M6040FS/GU	275
Dishwasher	DW60M6050FS/GU	275
Dishwasher	DW60A8050FG/GU	500

Airdresser	DF60A8500HG/SG	575
Airdresser	DF10A9500CG/SG	1000

5. Accepted Appliances

Samsung will accept household appliances mentioned in the below table from any brand and regardless the condition of the unit (as long as the unit is safe to be handled and carried).

Old unit appliances acceptable for recycling

Refrigerator
Washing Machine
Dishwasher
Microwave Oven
Vacuum Cleaner
Gas Cooker
Airdresser
Air Purifier

6. Preparation Requirements

Customer who wants to apply for the Program should make sure to choose the delivery, installation, and recycling option on the eStore before the checkout process and to make sure that the old unit is uninstalled and ready for collection during the delivery.

Once the old unit is collected by Samsung delivery and installation team, the Customer will receive an email with the full-required details on Cashback process.

7. Liabilities and Disclaimers

Samsung shall not be liable to the Customer for any loss and/or damages of any kind suffered in connection with the Program.

8. Program Modifications

Samsung shall be entitled at its sole discretion and subject to any applicable law, to terminate or to modify the Program Terms and Conditions at any time.

9. Dispute Resolution

By participating in this Program, the Customer accepts that any dispute of whatever nature which is directly or indirectly related to these Terms and Conditions, 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 the United Arab Emirates.