

**Terms and Conditions**  
**UAE Trade In Campaign**

- This Samsung Trade-In Offer (the “**Offer**”) is available to customers (“**Customer(s)**”) in the United Arab Emirates.
- This Offer comprises a trade in (“**Trade-In**”) by which customers are welcome to trade-in their current refrigerators, Washing Machine and Dish washers (“**Old Device(s)**”) with any Samsung device of the same category (“**New Device(s)**”) for a certain value payable by the Customer from 15<sup>th</sup> March 2024 to 30 April 2024
- New Devices shall be limited to the following below table:  
  
Samsung Refrigerators, Washing Machines, and Dish washers.
- Customer shall be able to purchase the New Device in Carrefour, Emax, Sharaf DG, Lulu, E-City, Eros, Harman, Jumbo, Jacky’s offline stores “**Stores**” and then complete the online evaluation form.
- If the Customer is trading in a Refrigerator, Washing Machine or Dish Washer, within 3 business days of receiving the New Device, a partner associated with Samsung (Vascart) will collect the Old Device(s). Upon agreeing on the value of the Old Device(s) at the time of purchase, the Customer will receive the amount through a bank transfer within 30 days from the old unit pick up date.
- If Customer decides to opt out from the trade in, transportation charges for the initial collection and returning of the Old Device will be charged at 440 AED to the Customer collected by Vascart.
- Customer has to revert within 24 hours from the Old Device collection date if they opt to get back the Old Device. After the 24 hours, the Customer won’t be eligible for return.
- The Customer can’t return the New Device after 15 days from the purchase date.
- If the Customer doesn’t hand over the Old Device to Cartlow within 2 weeks latest, the Customer won’t be eligible for any Trade-In or cash back.
  - **For Trade-In, the below conditions apply:**
- The Offer is only available for completed and delivered orders at the Stores or the wholesale. Any canceled or returned orders are not eligible for trade-in.
- Vascart will contact the Customers to schedule a pickup of the Old Device. If the Customer is not reachable, Vascart may cancel the trade-in order after 30 days.
- Basis on the condition of the Product - Working condition (Full Value), Broken Condition (deduct AED 50)
- For Old Devices to be eligible for Trade-In (“**Eligible Device(s)**”) must be included in the following list that also includes the price estimates.
  - **Trade in steps**
- Customer buys any of the below listed Refrigerators, Washing machine, or Dishwasher from the Stores within the period of 18<sup>th</sup> of March 2024 to 30 April 2024.

- Customer visits the online portal (Landing page) provided on the leaflet or upon checkout & selects the model and submits the unit for trade it. The estimated trade-in amount eligible for the model will be shown.
  
- Order Number to be registered on the landing page of Vascart with all Customer contact details and pick up address
- Name & family name
- Email address
- Phone number
- Pick up address
- Upload invoice
- Bank Detail – for Bank transfer ( Cash back)
  
- Once verified and old unit collected, a transfer of cashback will be done (bank details to be provided)
  
- Al Futtaim [Samsung Partner] Delivers the new purchased appliance after receiving LPO
  
- Vascart communicates with Customer and arrange pickup schedule for the old unit from Customer within 48hrs
  
- Once old appliance is collected, Vascart sends a confirmation to Customer and asks for bank details (if needed) to transfer the cashback amount
  - **Trade-In General Conditions:**
- The Customer shall be at least 18 years old; or have the permission of his/her parent or his/her legal guardian.
- The Customer receives the evaluation that is Eligible for the device via the Trade in portal.
  - **Refrigerators, Washing machines, Dish washers:**
    - Any old model is accepted, and in any condition.
- Samsung shall be entitled at its sole discretion and subject to any applicable law, to terminate or modify the Offer or to modify these Terms and Conditions at any time after notifying the Customers.
- Samsung shall not be liable to the Customer for any loss and/or damages of any kind suffered in connection with the purchase, redemption and/or use of this Offer or the inability to use this Offer.
- Samsung and its partners shall not be liable in the event of delay and/or non-performance of any of its obligations under these Terms and Conditions in the event of: quarantine restriction caused by the outbreak of any national or international pandemic; any other restriction issued by the federal government of the United Arab Emirates or state Government in any of the emirates; or Force Majeure beyond the control of Samsung to fulfil any of its obligations stated herein.
- By participating in this Offer, the Customer accepts that any dispute of whatever nature which is directly or indirectly related to these Terms and Conditions or to their or her participation in the Offer, 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.

Model Code	Type	TOTAL [to customer]
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RF85A92W1AP/AE	Bespoke	AED 2,000
RS6HA8891B1/AE	SBS	AED 1,000
RF60A91C3AP/AE	Bespoke	AED 1,000
RB33T3662AP/AE	Bespoke	AED 500
RB33A300405/AE	Bespoke	AED 500
RR39T7405AP/AE	Bespoke	AED 500
RZ32T7405AP/AE	Bespoke	AED 500
RF65A90TEB1/AE	FDR	AED 1,000
RS64R5331B4/AE	SBS	AED 500
RS62R5001B4/AE	SBS	AED 500
RS65R5691SL/AE	SBS	AED 500

<b>Model Code</b>	<b>Type</b>	<b>TOTAL [to customer]</b>
WW11BB944DGBGU	Washer	AED 500
WW11BB904DGHGU	Washer	AED 500
WD11BB904DGHGU	Combo	AED 500
WD11BB944DGBGU	Combo	AED 500
WF20B9600KV/GU	Washer	AED 750
WD18B6400KV/GU	Combo	AED 750
DW60A8050FG/GU	DW	AED 500