

**Terms and Conditions (In-stores)**  
**UAE, Oman, Qatar, Bahrain and Kuwait**

- This Samsung Trade-In offer (the “**Offer**”) is available to customers (“**Customer(s)**”) in the United Arab Emirates, Kuwait, Bahrain, Qatar and Oman.
- This Offer comprises a trade in (“**Trade-In**”) by which customers are welcome to trade-in their current smartphone, tablet, or wearable devices (“**Old Device(s)**”) with ZFold 3 and ZFlip 3 (“**New Device(s)**”) for a certain value payable by the Customer.  
New Devices shall be limited to the following:
  1. Samsung Smartphones, or
  2. Samsung Tablets, or
  3. Samsung Wearables
- This Offer will be held for the period starting on the 10<sup>th</sup> of September 2021 until the 31<sup>st</sup> of December 2021 (the “**Offer Period**”).

**For Trade-in, the below conditions apply:**

- The Offer is available in selected Samsung Store [Click Here](#) (“**Stores(s)**”)
- For Devices to be eligible for Trade-In (“**Eligible Devices**”) they shall be included in the following list which also includes the price estimates, [Click Here](#)
- Eligible Devices shall be limited to devices that are in a good quality usable condition. The Samsung Store and the Stores personnel shall have the sole discretion in deciding the Eligible Devices.

**Trade-In General Conditions:**

- a) The Customer must physically present Old Devices at any of the Stores.
- b) The Customer shall be at least 18 years old; or have the permission of his/her parent or his/her legal guardian.
- c) The personal data available on the Old Device must be cleared by the Customer prior to handing it over.
- d) Customer shall remove any SIM card or memory cards including personal data from the Old Device.
- e) Customers can Trade – in up to three (3) Old Devices in one transaction and may get an instant discount on their New Device purchases.
- f) Samsung and its partner shall not accept liability for loss of any content, data or any other information contained in the Old Device.
- g) Customer is aware of the loss of all content including contact numbers stored on the Old Devices.
- h) Samsung and its partner shall not be liable for any costs or damages that may incur as a result of the loss thereof.
- i) The Old Device shall be assessed and evaluated by the Store personnel and then classified as per the following:



j) The Store personnel shall collect the Customer identification details and the IMEI number of the Old Device.

- 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 prior the Offer Period or during the Offer Period.
- 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.
- 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 his or her participation in the Offer, will be subject to, governed and construed by the laws of the country, where the retail store in domiciled and such disputes shall be resolved by the competent courts in that country.

**Terms and Conditions**  
**UAE E-Store Trade-In Offer**

- 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 smartphone, tablet, or wearable devices (“Old Device(s)”) with any Samsung device (“New Device(s)”) for a certain value payable by the Customer.
  1. New Devices shall be limited to the following:
  2. Samsung Smartphones, or
  3. Samsung Tablets, or
  4. Samsung Wearables
- Customer shall be able to purchase the New Device on [www.Samsung.com/ae](http://www.Samsung.com/ae), and then visit [www.Samsungtradein.ae](http://www.Samsungtradein.ae) and complete the online evaluation form.
- If the Customer is in Dubai or Sharjah, a partner associated with Samsung will do a doorstep evaluation directly at the Customer’s address to check the quality of the Old Device(s). Upon agreeing on the value of the Old Device(s), the Customer will be paid directly in cash by the partner.
- If the Customer is in an emirate other than Dubai or Sharjah, a partner associated with Samsung will collect the Old Device(s), and complete the final physical evaluation in their own facility. Upon agreeing on the value of the Old Device(s), the customer will receive the amount through a bank transfer. If the Customer refuses the value provided by the partner, the partner will return the Old Device(s) back to the Customer’s address.

**For Trade-In, the below conditions apply:**

- The Offer is available only at Samsung authorized online Trade-In partner stores, appointed by Samsung. For more information [click here](#).
- 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, for more information [click here](#).
- Eligible Devices shall be limited to devices that are in a good quality usable condition. The Online Trade-In partner appointed by Samsung will have the sole discretion in deciding the Eligible Devices.

**Trade-In General Conditions:**

- a) The Customer should visit [www.Samsungtradein.ae](http://www.Samsungtradein.ae) to initiate the Trade-In process.
- b) The Customer shall be at least 18 years old; or have the permission of his/her parent or his/her legal guardian.
- c) The Customer must clear the personal data available on the Old Device prior to handing it over.
- d) Customer shall remove any SIM card or memory cards including personal data from the Old Device.
- e) Customers can Trade – in up to three (3) Old Devices in one transaction.
- f) Samsung and its online Trade-In partner shall not accept liability for loss of any content, data or any other information contained in the Old Device.
- g) Customer is aware of the loss of all content including contact numbers stored on the Old Device.

- h) The Samsung associated partner shall not be liable for any costs or damages that may incur because of the loss thereof.
- i) The Customer evaluates its Eligible Device via the [www.Samsungtradein.ae](http://www.Samsungtradein.ae) in order to provide the initial estimation. The final estimation will be decided by the online Trade-In Samsung associated partner appointed by Samsung upon collection of the Old Device, then classified as per the following:

**Grade1: Working Old Device**

- Fully Functional
- No Cracks or Damage
- No Missing Parts (Back cover, Buttons, Sim tray, Straps)
- Free from all Locks (Device or Network Lock)

**Grade2: Not Working**

- Faulty device
- Cracks or damaged
- Any missing parts (back cover, buttons, Sim tray, straps)
- Free from all locks (device or network lock)

- j) Customers shall share their identification details and IMEI number of their Old Device to the Samsung associated partner. Samsung shall not be liable for any loss or theft of this data.
- k) In order to validate the Trade-In and payment, Customers will have to share the IMEI number available on the New Device to the online Trade-In Samsung associated partner Website.
- 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.
  - 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.
  - 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.