

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, wearable device, televisions or refrigerators (“**Old Device(s)**”) with any Samsung device (“**New Device(s)**”) for a certain value payable by the Customer.
- New Devices shall be limited to the following:
 - Samsung Smartphones, or
 - Samsung Tablets, or
 - Samsung Wearables, or
 - Samsung Televisions, or
 - Samsung Refrigerators
- Customer shall be able to purchase the New Device on www.Samsung.com/ae, and then visit www.Samsungtradein.ae and complete the online evaluation form.
- If the Customer is trading in a Smartphone, Tablet or Wearable device, the following process applies:
 - If the Customer is in Dubai or Sharjah, after 10 to 14 business days of receiving the New Device, 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, after 10 to 14 business days of receiving the New Device, 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.
- Television trade-in is available to customers in Dubai and Sharjah only. If the Customer is trading in a Television, after 10 to 14 business days of receiving the New Device, 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.
- If the Customer is trading in a Refrigerator, after 10 to 14 business days of receiving the New Device, 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](#).

- The Offer is only available for Completed and Delivered online orders from samsung.com/ae. Any canceled or returned orders are not eligible for trade-in.
- The Customers must apply for trade-in within 30 days of receiving their New Device. Trade-in requests for New Devices submitted after 30 days of delivery will be rejected.
- Cartlow will contact the customers to schedule a pickup or evaluation of the Old Devices. If the customer is not reachable, Cartlow may cancel the trade-in order after 30 days.
- 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:

- The Customer should visit www.Samsungtradein.ae to initiate the Trade-In process.
- The Customer shall be at least 18 years old; or have the permission of his/her parent or his/her legal guardian.
- The Customer must clear the personal data available on the Old Device prior to handing it over.
- Customer shall remove any SIM card or memory cards including personal data from the Old Device.
- Customers can Trade – in up to three (3) Old Devices in one transaction.
- 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.
- Customer is aware of the loss of all content including contact numbers stored on the Old Device.
- The Samsung associated partner shall not be liable for any costs or damages that may incur because of the loss thereof.
- The Customer evaluates its Eligible Device via the 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 or upon door step grading, then classified as per the following:

- **Smartphone, Tablet or wearable devices:**

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)

- Televisions:

- Grade1:**

- Fully Functional
 - No dent, no cracks, no damage
 - Complete set with original remote and stand

- Grade 2:**

- Fully Functional
 - No dent, no cracks, no damage
 - Without original remote and stand

- Grade 3:**

- Cracked or broken
 - Unable to turn on
 - Faulty device

- **Refrigerators:**

- Any old Refrigerator model is accepted, and in any condition

- Samsung may offer an extra top-up value in addition to the residual value provided by Cartlow, and such will be valid for customers purchasing from samsung.com/ae only. The top-up value is not applicable to customers that placed Samsung online orders from a Samsung Enhanced Partnership Program. The top-up value is dependent on the New Device and Old Device selection and varies by product. The top-up value is not available to all products. If a customer is trading in multiple Old Devices for the same New Device, they will receive only one top-up value.
- 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.
- 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.
- 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.

- Samsung shall be entitled at its sole discretion and subject to any applicable law, to terminate or modify the Promotion or to modify these Terms and Conditions at any time prior to the Promotion Period.
- 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.