

# Samsung Care+

## Terms and Conditions

### Welcome to Samsung Care+

Thanks for choosing Samsung Care+!

When we say 'we,' 'us,' or 'our' in this document, we mean Samsung Gulf Electronics FZE ("**Samsung**"), the provider of this Samsung Care+ Plan ("**Plan(s)**"). When we say 'you' or 'your,' we're talking about the person who purchased the Plan.

This document (the "**Terms and Conditions**"), alongside the Plan Confirmation, is your agreement with us for the Samsung Care+ Plan. Take a moment to read both carefully and keep them somewhere safe for future reference.

Samsung Care+ is a service Plan that helps protect your Samsung device (the "**Device**") against Accidental Damage, Screen Damage, and Extended Warranty issues, as outlined in Terms and Conditions.

If your Device stops working but hasn't been damaged, it may still be covered under Samsung's one-year limited warranty or your rights under local consumer laws in the Territory.

Keep in mind, Samsung Care+ doesn't cover damage that doesn't affect how your Device works, things like scratches, dents, discolouration, or purely cosmetic cracks. You're responsible for taking care of your Device to avoid this kind of damage.

This document has everything you need to know about your Samsung Care+ Plan, including what's covered, how to make a claim, and when your Plan ends.

If you have any questions about your Plan, need help making a claim, or want to know more about what's covered, you can reach out to us anytime through your local Samsung website at [www.samsung.com/support](http://www.samsung.com/support).

By signing up for Samsung Care+, you're agreeing to these Terms and Conditions, including how we collect and process your Personal Data through our website. For more details, you can check out our Privacy Policy at [https://www.samsung.com/ae\\_en/info/privacy/](https://www.samsung.com/ae_en/info/privacy/).

# Samsung Care+ Plans

## Summary of Samsung Care Plans

### Samsung Care+ Screen Damage (1 year)

Cover: One (1) Year Screen Damage			
Device Categorization		Service fee (Excl. VAT)	Claims Limit
Smartphones	Low A Series (A0, A1)	AED 30 KWD 2.75 BHD 3.25 QAR 30 OMR 3.25	1 repair claim only per policy.
	Mid A/M Series (A2, A3)	AED 30 KWD 2.75 BHD 3.25 QAR 30 OMR 3.25	
	High A Series (A5 onwards)	AED 30 KWD 2.75 BHD 3.25 QAR 30 OMR 3.25	
	S Series: S, S+, S FE	AED 100 KWD 8.5 BHD 10.5 QAR 99.5 OMR 10.5	
	S Series Ultra, S Series Edge	AED 100 KWD 8.5 BHD 10.5 QAR 99.5 OMR 10.5	
	Galaxy Z Flip Series	AED 200 KWD 16.75 BHD 20.75 QAR 198 OMR 21	
	Galaxy Z Fold Series	AED 200 KWD 16.75 BHD 20.75 QAR 198 OMR 21	
Tablets	Tab A Series	AED 30 KWD 2.75 BHD 3.25 QAR 30 OMR 3.25	1 repair claim only per policy.
	Tab S, S FE, S Lite, Active Pro	AED 100 KWD 8.5 BHD 10.5	

		QAR 99.5 OMR 10.5	
	Tab S+, S FE+, S Ultra	AED 100 KWD 8.5 BHD 10.5 QAR 99.5 OMR 10.5	

### Samsung Care+ Screen Damage (18 Months)

Cover: Screen Damage (18 Months)			
Device Categorization		Service fee (Excl. VAT)	Claims Limit
Smartphones	Low A Series (A0, A1)	AED 30	1 repair claim only per policy.
	Mid A/M Series (A2, A3)	AED 30	
	High A Series (A5 onwards)	AED 30	
	S Series: S, S+, S FE	AED 100	
	S Series Ultra, S Series Edge	AED 100	
	Galaxy Z Flip Series	AED 200	
	Galaxy Z Fold Series	AED 200	
Tablets	Tab A Series	AED 30	
	Tab S, S FE, S Lite, Active Pro	AED 100	
	Tab S+, S FE+, S Ultra	AED 100	

### Samsung Care+ Screen Damage (2 years)

Cover: Two (2) Years Screen Damage			
Device Categorization		Service fee (Excl. VAT)	Claims Limit
Smartphones	Low A Series (A0, A1)	AED 30	2 repair claims only.
	Mid A/M Series (A2, A3)	AED 30	
	High A Series (A5 onwards)	AED 30	
	S Series: S, S+, S FE	AED 100	
	S Series Ultra, S Series Edge	AED 100	
	Galaxy Z Flip Series	AED 200	
	Galaxy Z Fold Series	AED 200	
Tablets	Tab A Series	AED 30	
	Tab S, S FE, S Lite, Active Pro	AED 100	
	Tab S+, S FE+, S Ultra	AED 100	

### Samsung Care+ Screen Damage (3 years)

Cover: Three (3) Year Screen Damage			
Device Categorization		Service fee (Excl. VAT)	Claims Limit
Smartphones	Low A Series (A0, A1)	AED 30	3 repair claims only.
	Mid A/M Series (A2, A3)	AED 30	
	High A Series (A5 onwards)	AED 30	
	S Series: S, S+, S FE	AED 100	

	S Series Ultra, S Series Edge	AED 100	
	Galaxy Z Flip Series	AED 200	
	Galaxy Z Fold Series	AED 200	
Tablets	Tab A Series	AED 30	
	Tab S, S FE, S Lite, Active Pro	AED 100	
	Tab S+, S FE+, S Ultra	AED 100	

## Samsung Care+ Accidental Damage (2 years)

Cover: Two (2) Years Accidental Damage			
Device Categorization		Service fee (Excl. VAT)	Claims Limit
Smartphones	Low A Series (A0, A1)	AED 70 KWD 6 BHD 7.25 QAR 69.75 OMR 7.5	Unlimited repair claims and maximum 1 replacement per Plan Period.  One free Battery Replacement is included, subject to the Authorized Service Centre confirming battery failure.
	Mid A/M Series (A2, A3)	AED 70 KWD 6 BHD 7.25 QAR 69.75 OMR 7.5	
	High A Series (A5 onwards)	AED 70 KWD 6 BHD 7.25 QAR 69.75 OMR 7.5	
	S Series: S, S+, S FE	AED 150 KWD 12.75 BHD 15.5 QAR 149.5 OMR 15.75	
	S Ultra series, S Edge series	AED 250 KWD 21 BHD 25.75 QAR 249 OMR 26.25	
	Galaxy Z Flip Series	AED 400 KWD 33.5 BHD 41.25 QAR 397.5 OMR 42	
	Galaxy Z Fold Series	AED 400 KWD 33.5 BHD 41.25 QAR 397.5 OMR 42	
Tablets	Tab A Series	AED 70 KWD 6 BHD 7.25 QAR 69.75 OMR 7.5	

	Tab S, S FE, S Lite, Active Pro	AED 180 KWD 15.25 BHD 18.5 QAR 179 OMR 7.5	
	Tab S+, S FE+, S Ultra	AED 180 KWD 15.25 BHD 18.5 QAR 179 OMR 19	
Wearables	Galaxy Watch Series	AED 70 KWD 6 BHD 7.25 QAR 69.75 OMR 7.5	
	Galaxy Watch Ultra Series	AED 70 KWD 6 BHD 7.25 QAR 69.75 OMR 7.5	
Hearables	Galaxy Buds	AED 50 KWD 4.25 BHD 5.25 QAR 49.75 OMR 5.25	
Ring	Galaxy Ring	AED 90 KWD 7.75 BHD 9.25 QAR 89.75 OMR 9.5	

### Samsung Care+ Accidental Damage Monthly Pay (Up to 36 months)

Cover: Monthly Pay Accidental Damage and Extended Warranty (EW applicable from month 13)			
Device Categorization		Service fee (Excl. VAT)	Claims Limit
Smartphones	Low A Series (A0, A1)	AED 70 KWD 6 BHD 7.25 QAR 69.75 OMR 7.5	Unlimited repair claims and maximum 1 replacement, per rolling 12-month period.  One free Battery Replacement is included, subject to the Authorized Service Centre confirming battery failure, and confirming
	Mid A/M Series (A2, A3)	AED 70 KWD 6 BHD 7.25 QAR 69.75 OMR 7.5	
	High A Series (A5 onwards)	AED 70 KWD 6 BHD 7.25 QAR 69.75 OMR 7.5	
	S series: S, S+, S FE	AED 150 KWD 12.75	

		BHD 15.5 QAR 149.5 OMR 15.75	it is not due to manufacturing defect.
	S Ultra series, S Edge series	AED 250 KWD 21 BHD 25.75 QAR 249 OMR 26.25	
	Galaxy Z Flip Series	AED 400 KWD 33.5 BHD 41.25 QAR 397.5 OMR 42	
	Galaxy Z Fold Series	AED 400 KWD 33.5 BHD 41.25 QAR 397.5 OMR 42	
Tablets	Tab A Series	AED 70 KWD 6 BHD 7.25 QAR 69.75 OMR 7.5	
	Tab S, S FE, S Lite, Active Pro	AED 180 KWD 15.25 BHD 18.5 QAR 179 OMR 19	
	Tab S+, S FE+, S Ultra	AED 180 KWD 15.25 BHD 18.5 QAR 179 OMR 19	
Wearables	Galaxy Watch Series	AED 70 KWD 6 BHD 7.25 QAR 69.75 OMR 7.5	
	Galaxy Watch Ultra Series	AED 70 KWD 6 BHD 7.25 QAR 69.75 OMR 7.5	
Hearables	Galaxy Buds	AED 50 KWD 4.25 BHD 5.25 QAR 49.75 OMR 5.25	
Ring	Galaxy Ring	AED 90 KWD 7.75 BHD 9.25 QAR 89.75 OMR 9.5	

We reserve the right, at Samsung's discretion, to change or modify the terms of this Plan from time to time, subject to prior written notice to you.

## Purchasing Samsung Care+

If you didn't purchase Samsung Care+ when you bought your Device, you can still buy Samsung Care+ within 60 days of activating your new Device. Please ensure your Device meets the eligibility requirements outlined in the 'General Conditions' section of these Terms and Conditions.

## Plan Applicable Territory:

Your Plan must be purchased, and it will be valid only in the same country where your Device was purchased, within the United Arab Emirates, Bahrain, Oman, Qatar and Kuwait (the "Territory"). You must be a legal resident or citizen of, and of legal majority age in the applicable country at the time of purchase of the Plan.

## Plan Duration

Your Plan begins and ends on the dates specified in your Plan Confirmation.

### Samsung Care+ 1 Year Screen Damage Plan

- Coverage lasts for 12 months from the Plan Start Date (as shown on your Plan Confirmation), or until you reach the claims limit, whichever comes first.

### Samsung Care+ 18 Months Screen Damage Plan

- Coverage lasts for 18 months from the Plan Start Date (as shown on your Plan Confirmation), or until you reach the claims limit, whichever comes first.

### Samsung Care+ 2 Years Screen Damage Plan

- Coverage lasts for 24 months from the Plan Start Date (as shown on your Plan Confirmation), or until you reach the claims limit, whichever comes first.

### Samsung Care+ 3 Years Screen Damage Plan

- Coverage lasts for 36 months from the Plan Start Date (as shown on your Plan Confirmation), or until you reach the claims limit, whichever comes first.

### Samsung Care+ 2 Year Accidental Damage Plan.

- Coverage lasts for 24 months from the Plan Start Date (as shown on your Plan Confirmation).

### Samsung Care+ Monthly Pay Plan

- Coverage lasts for up to 36 months from the Plan Start Date (as shown on your Plan Confirmation).
- Monthly Pay Plans automatically renew each month as long as your Plan Fee is paid.
- These Plans have a maximum term of 36 months and will end automatically after the 36th month, unless terminated earlier by you or us.

## Payment

The Fee for your 1-year, 18 Months, 2-year and 3-year Plans are paid upfront at the time of purchasing the Plan.

For Monthly Pay Plans, the first payment of the Plan Fee is collected at the time of purchasing the Plan. Subsequent monthly payments must be made monthly on the agreed dates as per your Plan Confirmation through your chosen payment method.

## Plan Cancellation

### Cancellation by You

Subject to any additional applicable terms and conditions of the authorised partner or channel from which the Plan was purchased, you may be able to cancel your Plan within 14-30 days of your Plan start date, as shown in your Plan Confirmation. If no claims have been made, you'll receive a full refund.

1-Year, 18 Months, 2-Year and 3-Year Plans:

- If you cancel after the 30-day window, no refund will be given.

Monthly Pay Plans:

- You can cancel the renewal of your Plan at any time. The payment for the current month will be retained, and no additional payments will be charged. Your Device will continue to be covered for the duration of the period already paid.

### Termination by Us

We can terminate your Plan at any time if you don't follow the Terms and Conditions outlined in these Terms and Conditions. This includes situations like non-payment of Plan Fee/s or if it's clear you're not taking proper care of your Device based on the number of claims you've made.

We may also terminate your Plan, and you won't be able to make a claim or receive a refund of Plan Fees, if:

- You've provided false or incomplete information when purchasing the Plan.
- You've intentionally misrepresented or failed to disclose important details.
- You've committed fraud, acted dishonestly, or tried to deceive us.

We may also terminate your Plan if there is significant adverse claims experience based on your claim history, or if increases in operating costs, inflation, or other factors make it commercially unviable for us to continue providing your Plan.

If we decide to terminate your Plan, we'll notify you in writing at the registered address or email address you've provided. Please note, we won't be responsible if you've given us incorrect or outdated contact details, and we've sent the notice to the address or email on file.

### Data Processing Contingency and Right of Cancellation

By purchasing the Plan, you acknowledge and agree that issuance and activation of the Plan are subject to Samsung Gulf Electronics FZE ("Samsung") being able to lawfully process and share your personal data with the relevant service provider(s) for underwriting, policy issuance, and claims administration purposes.

In the event Samsung is unable, for regulatory, contractual, or technical reasons, to process or transfer your personal data as required to activate or maintain the Plan, Samsung reserves the right to cancel, retract, or decline issuance of the Plan within thirty (30) days from the date of purchase.

In such case, the Plan shall be deemed void, and you shall be entitled to a full refund of any Plan paid, without further liability on Samsung.

## Transferability

Your Plan remains valid even if the Device is sold or transferred to a new owner during the Plan Period. Please also note that your Plan can be transferred to another Device of the same model if the original Device is replaced by Samsung due to a manufacturer warranty or defect, or if the original Device cannot be repaired. Such transfers are subject to prior approval by Samsung.

## Changes we can make to this Plan

We may need to update these Terms and Conditions of this Plan from time to time, for example, if there's a change in the applicable laws of the Territory. Other factors outside of our control might also affect things like your Claim Service Fee, the Fee you pay for your cover or the cost of administering the Plan. If we make any changes, we'll give you at least 30 days' notice. If you're not happy with the changes, you'll have the option to terminate your Plan.

## Claims

When you make a claim under the Plan ("**Claim**"), we'll either repair or replace your Device, depending on our assessment. Repairs will use original Samsung parts. Any damaged parts or replaced Devices become our property once the claim is completed.

If your Device is deemed "Beyond Economical Repair", we'll either replace it or provide cash compensation, minus any applicable Service Fee. If we replace your Device, it may be new or refurbished and will be the same model or the closest equivalent available at the time (same colour cannot be guaranteed). Your Plan will continue for the replaced Device for the remaining term.

Your statutory rights and Samsung warranties remain unaffected.

The number of claims and replacements is limited by your Plan type, as noted under the 'Claims Limit' section of this document.

## Claims Handling

Claims are handled by our in the Samsung Authorised Service Centres available in 50+ countries, which are third-party service providers appointed by Samsung to deliver services covered under this Plan.

The list of Samsung Authorised Service Centres is available at <https://www.samsung.com/ae/support/service-center/>.

Please note while repairs can be done in any of the above-listed Samsung Authorised Service Centres, Device replacements can only be provided by Authorised Service Centres in the Territory.

## Claims Limits

Your claim limits depend on the type of Plan you purchased. The maximum number of claims allowed during your Plan's term is noted below:

- 1-Year Screen Damage Plan:
  - One (1) repair claim only, per Plan term.
- 18 Months Screen Damage Plan:
  - One (1) repair claim only, per Plan term.
- 2-Year Screen Damage Plan:
  - Two (2) repair claims only, per Plan term.
- 3-Year Screen Damage Plan:
  - Three (3) repair claims only, per Plan term.
- 2-Year Accidental Damage Plan:
  - Unlimited repair claims and one (1) replacement claim allowed per Plan term.
- Monthly Pay Plan
  - Unlimited repair claims and one (1) replacement claim allowed per rolling 12-month period.

The Screen Damage Plan covers only the cracking or breaking of the screen that affects the functionality of the Device. If the damage to the Device extends beyond the screen, you will be responsible for any additional repair costs.

## How to Make a Claim

If your Device is damaged, here's what you need to do:

1. Report the damage promptly: Let us know about the damage within 15 days of the incident. You can do this by calling the toll-free number provided below. Be sure to include details of the damage and any supporting evidence.
2. Provide your IMEI number: You'll need to share the IMEI number of your covered Device before submitting your Claim. Without this, you won't be eligible for Samsung Care+ benefits, and we won't be able to process your Claim.
3. Answer a few questions: We'll ask you some questions about the incident. The process is fully paperless, so no physical documents are required.
4. Wait for approval before repairs: Do not hand over your Device to any service centre, including Samsung Authorised Service Centres ("**ASCs**"), until we've confirmed your Claim. If you proceed with repairs before receiving our approval, we won't be responsible for any costs or liabilities. Any such actions will be at your own expense.

## How to Contact Us

You can reach Samsung through the following channels

- By Phone: Call us on the following contact numbers:

Country	Toll Free
UAE	800-7267864
Qatar	800-2255
Kuwait	183-2255
Bahrain	8000-4726
Oman	800-72627

- Samsung Authorised Service Centres: Find the list at [Samsung Service Centres](#).

When you contact us, we'll let you know what information we need to process your claim. At a minimum, we'll ask for:

1. Proof that your Device is included in the Plan (IMEI number).
2. A description and any evidence of the incident that caused the Accidental Damage or Liquid Damage.

## Claims Payment

For each successful claim you make, you'll need to pay a claim service Fee. This can be found under the 'Summary of Samsung Care Plans' section of this document.

## Finding Your IMEI Number

You can locate your IMEI number by:

- Dialling \*#06# on your covered Device.
- Checking the settings on your Device.
- Referring to the documentation that came with your Device at the time of purchase.
- Looking at the back of your Device.
- Contacting your network provider.

## What We Need From You

1. Access to your Device: Ensure we can access your covered Device for assessment and repair.
2. Disable security features: If your Device has locks, PINs, or other security features, contact your network provider to disable them. This ensures we can access your Device for repairs.
3. Timely reporting: Report any Accidental or Liquid Damage as soon as possible to prevent further deterioration. Delays may affect your claim settlement if our obligations increase due to the delay.
4. Send your Device or information: Once you've raised a claim, you'll have 15 days to send your covered Device to us or provide any additional information we request. If you don't meet this deadline, you'll need to re-register your Claim.
5. Back up your data: Before sending your Device for repair, back up your data. All Devices sent for repair will be wiped clean to protect your privacy. We're not responsible for any data loss, SIM cards, memory cards, or other storage media left in the Device.
6. Keep your IMEI secure: Ensure you have your IMEI/Serial number handy when raising a claim. If you fail to provide this, your claim won't be processed, and we won't be liable for the rejection.

## How We Determine Accidental or Liquid Damage

1. Claim review: Once your claim is submitted, we'll review it and let you know as soon as possible if it's approved. Claims are assessed by a Samsung Authorised Service Centre.
2. Honest submission: You must submit your claim fully and truthfully. This helps us properly assess the damage.

## Preventing False Claims

1. Provide accurate information: Always provide complete and truthful information when purchasing the Plan or making a Claim. If you provide false or incomplete details, we may deny your Claim.
2. Fraudulent claims: If you or someone acting on your behalf submits a false or fraudulent Claim, you'll lose all benefits under this Plan. We may also recover the cost of any Claims we've already settled and report the fraud to relevant databases or agencies.

## If You Have Multiple Coverages

If you're entitled to compensation under an insurance policy, service contract, or public scheme, you must notify us. We may decline to cover the Claim if it's already covered elsewhere. However, if the other coverage doesn't apply, we'll process your Claim under this Plan.

If we provide coverage upfront, you agree to assign your right to compensation under a third-party policy or scheme to us, where legally possible. If you have multiple coverages for the same loss, you should only submit the Claim to your insurer, and they'll coordinate with others to share the costs.

## Making an Enquiry or Complaint

If you have a question or need to make a complaint, here's how to contact us:

1. By Phone:

Country	Toll Free
UAE	800-7267864
Qatar	800-2255
Kuwait	183-2255
Bahrain	8000-4726
Oman	800-72627

2. Online: Visit [Samsung Support](#).

We'll do our best to address your query promptly. Providing your name and IMEI number will help us assist you more efficiently.

## Service Fulfilment Process

1. Pick-Up/Drop-Off service (PUDO): We offer PUDO services for repairs in eligible locations. Once your Claim is approved, you can also visit the nearest Samsung Authorised Service Centre as listed in the following link <https://www.samsung.com/ae/support/service-center/>. Wait for our confirmation via email or phone before proceeding.

2. **Repair Completion:** Repairs will be carried out at a Samsung Authorised Service Centre. Once completed, we'll notify you. If you used PUDO, the repaired Device will be delivered back to your original pick-up address. Otherwise, you'll need to collect it from the applicable Samsung Authorised Service Centre .
3. **Service Variations:** We reserve the right to change how repairs are provided based on your location, parts availability, or other factors. Response times may vary depending on your city.

## General Conditions

Samsung Care+ is valid only if:

- You're of legal age under the applicable laws of the Territory.
- Your Device was purchased in the Territory.
- Your Device is new (not second-hand).
- Your Device is authentic, and it was purchased from Samsung's official channels in the Territory.
- Your Device has no existing damage.

## Definitions

Here's what some key terms mean in this document:

Term	Definition
Accidental Damage	means damage caused by unintentional physical harm to the Device, such as dropping it or spilling liquid onto it.
Battery Replacement	means that if the Authorised Service Centre detects battery failure in the Device which is not due to manufacturing defects.
Beyond Economical Repair	means the state of the Device where it is estimated that the repair cost will significantly exceed the Device's current market retail price value.
Cosmetic Damage	means non-structural damage that does not affect the functionality or operation of the Device including but not limited to scratches dents and marks caused by normal wear and tear and/or general usage.
Data Protection Laws	means any law, regulation, decree, resolution, guideline, instruction, or policy relating to the protection or processing of Personal Data, applicable within the Territory or any other relevant jurisdiction, and any other rules, decisions, standards, directives, or practices issued from time to time by courts, competent governmental authorities, or regulatory bodies, or any other applicable competent authority.
Data Subject	means the end user of a Device, to whom Personal Data relates to for Claims Limit.
Device	means the Samsung Device that is covered under Samsung Care+ Plan.
Extended Warranty	means cover for mechanical and electrical defects of the Device that occur outside the manufacturer's warranty period.
Fee	means the amount you pay to purchase your Plan. This Fee can be found in your Plan Confirmation.

Liquid Damage	means damage caused by the Device being in contact with any liquid through spillages, damp conditions and natural weather conditions.
Personal Data	means (i) any information relating to a Data Subject in any form or medium; (ii) any information related to a Data Subject that is protected under Applicable Data Protection Law; or (iii) information that is not specifically about an identified or identifiable individual but, when combined with other information, may identify a Person. Personal Information may include names, an email address, a postal address, a telephone number, a network or hardware identifier, an identification number, an online identifier, a financial account number, credit report information, biometric information, geolocation information, and behavioral information.
Plan	means Your Samsung Care+ Plan as outlined in the Terms and Condition and the Plan Confirmation.
Plan Confirmation	means the document that sets out the details and specifications of the Device that is covered by this Samsung Care+ Plan, the type of cover and when the Plan coverage starts and finishes
Plan Period	means date on which the cover under the Plan starts and ends, as stated on the Plan Confirmation
Screen Damage	means external damage, such as cracking or breaking of the screen affecting the functionality of the Device and limited to parts needed to fix a cracked or broken screen and back glass/ plastic screen, LCD and sensors fixed to the screen. Additionally, Liquid Damage to the screen is not considered external damage.

## General Exclusions

Samsung Care+ does not cover claims resulting from or related to the following:

1. Events that occur outside the terms of this Plan.
2. Claims where the Device's serial or IMEI number cannot be identified or has been altered.
3. Loss or damage already covered by the supplier or manufacturer's warranty.
4. Non-operating or Cosmetic Damage, including paint, colour, finish, or defects. This also includes accessories used with the Device, such as screen protectors, external cables, cords, add-ons, or hardware added after the original purchase.
5. Software issues, including operating system problems, stored data, defects caused by software installation/removal, computer viruses, or other peripherals.
6. Damage that naturally occurs over time due to normal wear and tear.
7. Devices that are not installed or used according to the manufacturer's instructions.
8. Reinstalling or repurchasing content like data, music, photos, apps, or software on a replacement Device (unless specifically included as a benefit).
9. Damage caused by:
  - a. Products or accessories not authorized by the manufacturer.
  - b. Using the Device outside the intended or permitted uses described by the manufacturer.
10. Design, manufacturing, or other faults related to the Device's safety.

Samsung Care+ also does not cover damages or expenses resulting from the following:

1. Misuse, including intentional damage or using the Device for purposes it wasn't designed for.
2. Gross negligence, meaning a deliberate lack of care when using the Device.
3. Issues caused by computer viruses, such as lost, destroyed, or corrupted data.
4. Illegal acts or breaking government rules or regulations.
5. Failing to take reasonable precautions to prevent damage to the Device.
6. Theft or loss of the Device.
7. Loss of use or any consequential loss.
8. Devices purchased outside of the Territory or by non-residents of the Territory.
9. Force majeure events, such as fire, floods, lightning, or explosions.
10. Damage caused by events like electromagnetic pulses (man-made or natural), nuclear reactions, contamination from nuclear weapons, pollution, war, invasion, revolution, terrorist activity, earthquakes, or other natural disasters.
11. Any Service Fees.

## Limitation of Liability

Our responsibility under this Plan is limited to handling and fulfilling service claims that we've approved. We're not responsible for any loss of programs, data, or other information stored on your Device or any media. We are not liable for any damages incurred by you or others that arise from or are related to your Samsung Care+ Plan. This includes, but is not limited to, issues that may occur if data on your Device is erased or becomes unrecoverable.

## Privacy and Personal Data

We handle Your Personal Data with care.

In addition, we might use your Personal Data to prevent and combat fraud and to comply with statutory obligations. We may exchange your Personal Data with industry governing bodies, regulators, fraud prevention agencies and claims databases for underwriting and fraud prevention purposes. We may provide your Personal Data to others where required or permitted by law.

You have a right to request rectification and provision of a copy of the Personal Data that we hold about you. If you wish to exercise these rights, then please contact us directly via the details provided in Your Plan Confirmation.

We and our affiliates warrant and undertake that we shall comply with all obligations under the relevant local Data Protection Laws of each country where the service contracts are provided, including but not limited to, all such legal obligations relating to the protection of Personal Data.

We warrant to the other party that all Personal Data relating to you that is collected, used, and stored during a sales transaction and claims management will be fairly and lawfully obtained, that we will make any required notification with regard to your Personal Data, and that we will obtain, and always maintain a registration as required per the local data protection legislation (if applicable) appropriate to the performance of our obligations under this Plan. Moreover, we shall ensure that, where required by local law, all necessary consents have been obtained from you for the processing of your Personal Data in connection with the Plan.

We warrant and undertake, if at any stage under this Plan, we collect, process, or use Personal Data, we shall:

- a. Use your Personal Data only for the purpose of providing the Plan, claims management and related services, and comply with all the obligations related to the Personal Data protection required. Any additional applicable data protection requirements required by a particular country's laws shall be included in this T&Cs.
- b. Comply with all obligations under the applicable Laws and specifically the Data Protection Laws.
- c. Process the Personal Data for the purpose of performing its obligations under this Plan.
- d. Shall not disclose the Personal Data to any third party other than our employees or representatives requiring access to the Personal Data to perform their duties under this Plan.
- e. implement all necessary or appropriate technical and organizational measures:
  - i. to protect the security and confidentiality of Personal Data processed by it in providing the services under the Plan.
  - ii. to protect Personal Data against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure, access, or processing; and
  - iii. as required under applicable Data Protection Laws, to ensure a level of security appropriate to the risk, including as appropriate: (A) the pseudonymization and encryption of Personal Data; (B) the ability to ensure the ongoing confidentiality, integrity, availability, and resilience of processing systems and services; (C) the ability to restore the availability and access to the Personal Data in a timely manner, as and when required; and (D) a process for regularly testing, assessing, and evaluating the effectiveness of technical and organizational measures for ensuring and maintaining the security of the processing of Personal Data.
- f. On termination or expiry of this Plan, we shall securely destroy existing copies of such Personal Data except where necessary to retain such Personal Data strictly for the purposes of compliance with applicable law and regulations in any jurisdiction, and in such case such Personal Data shall be retained for the period required by Applicable Laws.

## Governing Law and Jurisdiction

This Plan is governed by the laws of the Territory and will be interpreted in line with those laws. Any disputes related to this Plan will fall under the jurisdiction of the competent courts in the Territory. Documentation in relation to this Plan will be in English and Arabic.

## Regulatory Status

This service is provided by Samsung Gulf Electronics FZE, which has its registered address at Office No. FZJOA2111, P.O. Box 61247, Jebel Ali Free Zone, Dubai, United Arab Emirates.