

## Terms and Conditions

### **Mobile Screen Repair/ Replacement requirements**

1. The Mobile Screen Repair (Eco- Conscious Repair) is available in the UAE, Qatar, Kuwait & Oman.
2. The Mobile Screen replacement service is available across the GCC (UAE, Qatar, Kuwait, Oman & Bahrain).
3. Kindly note the cost of the Screen repair is lower than the screen replacement, because the mobile frame in the screen repair is not being replaced and only repaired.
4. Prices of the Screen Repair varies from model to model and the condition of the mobile. The Screen repair is cheaper than the Screen Replacement by 10-40%
5. Screen repair **D2D service repairs** is available in the UAE, Qatar, Kuwait, & Oman D2D link: <https://www.samsung.com/ae/support-door-to-door-repair-service/>
6. Samsung will not be responsible for any data loss for any mobile that has been screen repaired/replaced.
7. Customers are required to remove any SIM card or memory cards from the product; together with the removal of any personal information before any pick up Delivery.

### **Consumer Electronics repair price range**

#### **A: Televisions:**

- 1.The TV repair prices are for the following TV sizes and is only a range, the final prices will be determined based on the TV condition post technician inspection.
2. The TV price range varies based on the model size, models included: (Crystal UHD, FHD/HD, Neo QLED 4K, Neo QLED 8K, QLED 4K, The Frame, The Serif , The Sero)
3. The TV Price Range only includes the cost of the panel repair excluding the labor charges, visit charges and VAT will be added separately.

#### **B: Home Appliances:**

1. Customers are required to provide all details related to the delivery location & any of their personal data whenever required by Samsung. Customers must provide a safe and appropriate environment at the customer location for Samsung personnel to carry out the Delivery.
2. Repair prices may vary based on the provider of the service and product condition
3. All repair requirements will be collected from the customer's home by the Samsung Authorized Service Partner.

### **Payment Mechanism**

1. Customers are required to make payment of the Service charges advised by Samsung prior to Delivery either; (i) Online on the link Samsung provides the customer by SMS or (ii) Cash upon Delivery.

**General Terms and Conditions:**

1. The repair prices listed are only a recommendation, the final repair price may vary based on products condition and repair requirements.
2. Samsung has the right to update the repair prices at any time.
3. The repair pricing was updated for both mobile phones and consumer electronics on May 2023.
4. The repair prices for out of warranty customers include the labor charges, spare parts and VAT. If other repair services are required, then that will be determined by the technician after the mobile phone inspection & consent received from the customer to proceed with the repair upon confirming the price
5. In the event the customer does not accept the Service charge the unit will be returned without repair/service conducted
6. The repair price is valid for mobile phones & consumer electronics purchased from the authorized outlets in the United Arab Emirates and outside the (UAE, Qatar Kuwait, Oman & Bahrain).
7. Contact Samsung Toll Free Number or click on the below link to find the closest authorized service center near you:  
<http://www.samsung.com/ae/support/servicelocation/>
8. Service and delivery may at any time be delayed depending on spare parts availability; and any other external environmental condition not within an individual's control, I.E: force majeure condition and others.
9. The repair prices does not cover accessories.
10. The Average Turn Around Time (TAT) for repair listed above is an estimate and varies based on the product condition
11. Service shall at all times be subject to the Terms and Conditions stated in the Job Card.
12. Samsung and/or its partners shall not assume liability for loss of any content, data or any other information contained in the product.
13. Samsung and/or its partners shall not be liable to the customer for any loss and/or damages of any kind suffered in connection with these terms and conditions and/or Delivery or Service.
14. Upon pick up delivery Samsung shall examine the product received and decide, having its absolute sole discretion, whether the Service required is subject to certain charges. On any case products Out-Of-Warranty shall always be subject to Service charges. For products under warranty, Samsung have the absolute discretion to decide if products under warranty are subject to a certain charge depending on the product status verification/evaluation and the cause of its damage.
15. 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.
16. Samsung shall at any time be entitled at its sole discretion to terminate or modify these Terms and Conditions.
17. The customer accepts that any dispute of whatever nature which is directly or indirectly related to these terms and conditions , shall be governed by the laws of the country where the customer is resident, and shall be resolved by the competent courts in that country