<table>
<thead>
<tr>
<th>Product categories included in the Program:</th>
</tr>
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<tbody>
<tr>
<td>- Refrigerators</td>
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<tr>
<td>- Washing machines</td>
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<tr>
<td>- Televisions</td>
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<tr>
<td>- Air Purifiers</td>
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<tr>
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<tr>
<td>- Dishwashers</td>
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<td>- Vacuum Cleaner (Jet Model Only)</td>
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</tbody>
</table>

- The S-Care extended warranty can be purchased via the following channels from Samsung authorized partners and direct selling channels in the Territory:
  a) Samsung.com online shop as an add-on to a new consumer electronic Product purchase;
  b) Samsung.com as an independent purchase for goods bought from Samsung authorized partners or Samsung.com that are within the 60 days purchase period;
  c) Samsung authorized service providers; and
  d) Samsung authorized retailers/shops

- The S-Care extended warranty will be activated automatically upon delivery of the new Product if purchased as an add on from the Samsung.com. The certificate will be shared to the registered mail ID.

- In cases other than those legally stipulated in accordance with the relevant consumer protection law, there is no return after 14 days, no exchange or transfer of the warranty to another Product.

**S-Care Activation (Only For eStore – Standalone Purchase):**

- The S-Care extended warranty standalone purchase from the Samsung.com online store must be activated via the following steps by the customer.
  1. Access the following link within 48 hours of purchasing the extended warranty to upload the

**Terms and Conditions**

- The S-Care Extended Warranty Program (the "Program") is available for customers to purchase online from samsung.com/ae in the United Arab Emirates and authorised direct service and sales partners in the United Arab Emirates, Qatar, Kuwait, Oman and Bahrain ("Territory").

- This Program is only available for In-Warranty products from a selection of Samsung Home Appliances and Televisions as illustrated below (the "Product(s)").

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**Product categories included in the Program:**

- Refrigerators
- Washing machines
- Televisions
- Air Purifiers
- Microwaves
- Dishwashers
- Air Conditioners
- Vacuum Cleaner (Jet Model Only)

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required information: https://mena.samsung.com/ae/S-Care

2. Uploading the invoice/ proof of payment (POP) of your Samsung Home Appliance or Television is mandatory as part of the activation process.
3. The Samsung Home Appliance/Television must be purchased within 60 days from purchasing the S-Care extended warranty.
4. The Samsung Customer Service representative will review and process all the information within 48 hours from filling up the form.
5. Samsung Customer Service Representative will decide based on the documents (submitted by the customer on the activation approval or rejection). If the activation is rejected the money will be refunded via transfer payment method within 14 business days.
6. The customer should submit to the home appliance invoice within 48 hour of purchasing the S-care warranty or else the sales order will be canceled purchase value will be refunded within 14 business days.
7. Once the required fields are filled and reviewed by the Samsung representative an activation confirmation email will be sent to the customer.
8. If the customer wants to purchase the S-care extended warranty but it passed due 60 days from the day of purchase of the Home Appliance/television its best to call the Samsung Call Center and they will schedule an Engineer visit to inspect the unit condition prior to purchasing the S-care standalone.
9. The S-Care Standalone cannot be changed or transferred to another product or customer.

S-Care Coverage:
- During the extended warranty period, Samsung will repair or replace any purchased Samsung Product defects within the basic warranty scope free of charge.
- Repair or replacement parts of the Samsung Products will be furnished on an exchange basis and will be either new or refurbished to be functionally equivalent to a new Product.
- The warranty with respect of a repaired or replaced item shall be for the remainder of the extended warranty period.
- All original items replaced in the performance of services shall become the property of Samsung and the new or replaced parts will become the property of the customer.

Samsung Support

- Uploading the invoice/ proof of payment (POP) of your Samsung Home Appliance or Television is mandatory as part of the activation process.
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- The Samsung Customer Service representative will review and process all the information within 48 hours from filling up the form.
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- The customer should submit to the home appliance invoice within 48 hour of purchasing the S-care warranty or else the sales order will be canceled purchase value will be refunded within 14 business days.
- Once the required fields are filled and reviewed by the Samsung representative an activation confirmation email will be sent to the customer.
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- All original items replaced in the performance of services shall become the property of Samsung and the new or replaced parts will become the property of the customer.
The method of service and operating conditions will be as described in the original warranty statement provided with the Samsung Product. Samsung makes no representation or warranty that the product will operate uninterrupted or error free.

The online purchase invoice that you will receive upon the Product delivery is your official proof of purchase. Please keep it for your records.

The extended warranty does not cover the replacement of any cosmetic parts.

The extended warranty shall be valid for a period of 1 or 2 years as per customer selection at checkout and cannot be modified or upgraded later on.

In case the customer wants to cancel the extended warranty before completion of the extended warranty period, there shall be no refund of the charges for the unexpired period of the extended warranty.

The customer shall not directly or indirectly alter or tamper with the Product, which would change the internal operation of the Product. The authorized service center shall not be liable to service or repair in such cases and decision by Samsung authorized service center shall be final and binding.

Samsung shall be under no obligation to provide service/repair because of improper use, modification or substitution, or in case the serial number of the Product is altered or removed or is illegible.

The extended warranty does not apply to normal wear and tear of the parts or defects caused by household pets, rats, cockroaches or any other animals or insects.

The extended warranty does not cover the damage or loss caused by accident, lighting, water, fire or other acts of God, improper ventilation, dropping or excessive shock or any external cause beyond Samsung’s control. In case services are required as a result of the causes stated above, such services shall be at extra charges.

All defective components shall be replaced with compatible working parts and defective parts shall be Samsung’s property. No transportation charges will be charged pertaining to the replacement or repair of parts covered under extended warranty. For parts not covered under the extended warranty, transportation charges will be charged as per rates scheduled for those parts.

This extended warranty does not cover any kind of software support or installations.

Any third party peripherals whether purchased as a part of the Product or bundled with it, come with such third party standard warranty and Samsung makes no warranty whatsoever on their behalf.
• In the event of non availability of spares or Product not repairable, the depreciation clause will be applicable as per the depreciation rates of Samsung, prevailing at that point of time (calculated from date of purchase of the Product) as per Samsung policy.

• Extended warranty shall not be applicable in case the Product is used for commercial purposes.

• Samsung will not be liable to the customer for any loss and/or damages of any kind whatsoever suffered in connection with the customer inability to avail this Program or failure to provide the complete right information to Samsung Call center or authorized Service Center/personnel.

• Samsung will be entitled at its sole and absolute discretion to terminate or modify the Program or to modify, vary, delete or add to any of these Terms and Conditions at any time prior or during the Program Period.

• By participating in this Program, the customers accept that any dispute of whatever nature which is directly or indirectly related to these Terms and Conditions or to the participation in this Program, will be subject to, governed and construed by the laws and regulations of the country of purchase of the Product within the Territory, and such disputes shall be resolved by the competent courts in that country.