

| Terms and Conditions<br>Hand Raiser                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | شروط وأحكام<br>Hand Raiser |         |       |         |        |        |         |        |      |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |     |         |       |         |        |        |         |        |      |        |
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| <ul style="list-style-type: none"><li>This hand raiser promotion (the “Promotion”) consists of an opportunity whereby customers registering their interest in the next Galaxy smartphone product (“Device(s)”) being launched on 22<sup>nd</sup> January 2025 (“Launch Date”) may be able to receive You Got A Gift card (“Gift Card”)</li></ul> <table><tr><td>UAE</td><td>200 AED</td></tr><tr><td>Qatar</td><td>200 QAR</td></tr><tr><td>Kuwait</td><td>11 KWD</td></tr><tr><td>Bahrain</td><td>20 BHD</td></tr><tr><td>Oman</td><td>20 OMR</td></tr></table> <p>with the pre-order purchase of a Device (“Offer”). The Promotion is only available through participating Samsung authorized retailer shops, online retailers and telecom operators (“Retailer(s)”) in the United Arab Emirates, Qatar, Kuwait, Oman and Bahrain (“Territory”).</p> <ul style="list-style-type: none"><li>To qualify for the Promotion, customers must sign up for Galaxy unpacked before 22<sup>nd</sup> January 2025 through any of the participating Retailers. Customers will receive their exclusive Offer via their registered email address. The Offer will be available to the customer for redemption from 23<sup>rd</sup> January 2025 until 7<sup>th</sup> February 2025 only (“Offer Period”) as per the redemption process set out by the Retailer with which the customer has signed up for the Promotion.</li><li>Customers must get the Gift Card through Samsung members application and redeem it on You Got a Gift Application before 30<sup>th</sup> May 2024.</li><li>The Promotion and the Offer may not be exchanged for cash and/or be used in conjunction with any other pre-order offers, discounts or promotions.</li><li>Samsung will be entitled at its sole and absolute discretion to terminate or modify the Promotion or to modify, vary, delete or add to any of these Terms and Conditions at any time prior to or during the Promotion Period, subject to prior notice to the customer.</li><li>Samsung does not guarantee and shall not be liable to customers for any loss and/or damages of any kind whatsoever suffered in connection with the Promotion and/or the Offer or the customer’s inability to avail of the Offer.</li><li>By participating in this Promotion, the customer accepts that any dispute of whatever nature which is directly or indirectly related to these Terms and Conditions or to the participation in this Promotion and/or the Offer, shall be governed by the laws of the country in the Territory where the customer is resident and such disputes in relation to these Terms and Conditions shall be resolved by the competent courts in that country.</li></ul> | UAE                        | 200 AED | Qatar | 200 QAR | Kuwait | 11 KWD | Bahrain | 20 BHD | Oman | 20 OMR | <ul style="list-style-type: none"><li>يشتمل هذا العرض الترويجي (“العرض الترويجي”) لتمكين العملاء الذين يقومون بتسجيل رغبتهم في الإطلاق الجديد لجهاز جالاكسي (“الجهاز”) في الحدث بتاريخ 22 يناير 2025 (“تاريخ الإطلاق”) حيث يمكنهم الحصول علي كارت You Got A Gift card (“Gift Card”)</li></ul> <table><tr><td>UAE</td><td>200 AED</td></tr><tr><td>Qatar</td><td>200 QAR</td></tr><tr><td>Kuwait</td><td>11 KWD</td></tr><tr><td>Bahrain</td><td>20 BHD</td></tr><tr><td>Oman</td><td>20 OMR</td></tr></table> <p>مع الإطلاق الجديد للهواتف المحمولة من خلال الطلب المسبق لل (“العرض”). هذا العرض متاح فقط من المتاجر المعتمدة من سامسونج وشركات الاتصالات “تجار التجزئة” في الإمارات العربية، قطر، الكويت، عمان والبحرين.</p> <ul style="list-style-type: none"><li>للتأهل للترويج ، يتعين على العملاء الاشتراك في صفحة التسجيل الخاصة ب Galaxy قبل 22 يناير 2025 من خلال تجار التجزئة. بعد تاريخ الإطلاق، سيتلقى العملاء عرضهم الحصري عبر عنوان بريدهم الإلكتروني المسجل. سيكون العرض متاحًا للعملاء للاسترداد من 23 يناير 2025 إلى 7 فبراير 2025 (“فترة العرض”) وفقًا لعملية الاسترداد التي حددها بائع التجزئة الذي اشترك العميل من خلاله في العرض الترويجي.</li><li>يجب على العملاء الحصول على بطاقة الهدايا من خلال تطبيق Samsung Members واستردادها عبر تطبيق You Got a Gift قبل 30 مايو 2024.</li><li>لا يجوز استبدال العرض الترويجي والعرض نقدًا و/أو استخدامهما مع أي عروض أو خصومات أو عروض ترويجية أخرى للطلب المسبق.</li><li>يحق لشركة سامسونج وفقًا لتقديرها الخاص والمطلق، إنهاء العرض الترويجي أو تعديله أو تغيير أو حذف أو إضافة أي من هذه الشروط والأحكام في أي وقت قبل فترة العرض الترويجي أو خلالها، مع مراعاة إشعار مسبق إلى عميل.</li><li>تعتبر شركة سامسونج غير مسؤولة عن أي فقدان و/أو أضرار، من أي نوع كانت، وذات صلة بالعرض الترويجي أو بعدم تمكن العميل من الاستفادة من الخصم أو لأي سبب كان.</li><li>إذا قام العميل بالمشاركة في هذا العرض فإنه يقبل بأن أي نزاع قد ينشأ عن المشاركة مهما كانت طبيعته سواء كان ذو ارتباط مباشر أو غير مباشر في هذا العرض أو الشروط والأحكام يخضع ويفسر وفقًا للقوانين والأنظمة المعمول بها في البلد التي تم شراء الجهاز منها وأن أي خلاف سيتم تسويته والنظر فيه من قبل المحاكم ذات الاختصاص في ذلك البلد.</li></ul> | UAE | 200 AED | Qatar | 200 QAR | Kuwait | 11 KWD | Bahrain | 20 BHD | Oman | 20 OMR |
| UAE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 200 AED                    |         |       |         |        |        |         |        |      |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |     |         |       |         |        |        |         |        |      |        |
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| Terms and Conditions<br>New Galaxy Launch Campaign                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | الشروط والأحكام    |                    |                                  |        |                           |         |  |
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| <p>1. These Terms and Conditions comprise the New Galaxy Launch campaign (“<b>Campaign</b>”) whereby customers registering their interest in the New Galaxy smartphone product (“<b>Device(s)</b>”) being launched on 22 January 2025 (“<b>Launch Date</b>”) may be entitled to participate in a raffle draw and stand a chance to win certain prizes (“<b>Raffle Draw</b>”).</p> <p>2. This Campaign is available only for EPP members (VIP members and Students) from 7 January 2025 until 22 January 2025 (“<b>Validity Period</b>”) in the United Arab Emirates (“<b>Territory</b>”).</p> <p>3. Participation in this Campaign is limited to customers who are at the majority age under the applicable laws of the Territory and have the legal capacity to enter into these Terms and Conditions.</p> <p>4. The employees (as well as their immediate family members) of Samsung Gulf Electronics FZE, Cheil Worldwide, Samsung’s affiliates, subsidiaries and partners, are not eligible to participate in this Campaign.</p> <p><u><a href="#">Raffle Draw Mechanism &amp; Eligibility:</a></u></p> <p>5. Customers who fulfil the below conditions may be entitled to participate in a raffle draw and stand a chance to win certain prizes (“<b>Raffle Draw</b>”):</p> <p>6. Customers must fully complete the Hand Raiser Form (through the applicable links below) and provide all the required personal information:</p> <ul style="list-style-type: none"> <li>▪ <b>VIP members:</b><br/> <a href="https://www.samsung.com/ae/multistore/vip_members/unpacked/">https://www.samsung.com/ae/multistore/vip_members/unpacked/</a></li> <li>▪ <b>Students:</b><br/> <a href="https://www.samsung.com/ae/multistore/student_direct_program/unpacked/">https://www.samsung.com/ae/multistore/student_direct_program/unpacked/</a></li> </ul> <p>7. The Hand Raiser Form must be submitted before 22 January 2025.</p> <p>8. The Raffle Draw will comprise a total number of six (6) winners (“<b>Winner(s)</b>”) in the Territory, who will be granted one of the below-listed prizes (the “<b>Prize(s)</b>”):</p> <table border="1"> <thead> <tr> <th>Prize</th><th>Total No. of Units</th></tr> </thead> <tbody> <tr> <td>1x New Samsung Galaxy smartphone</td><td>1 unit</td></tr> <tr> <td>1x Samsung Galaxy Watch 7</td><td>5 units</td></tr> </tbody> </table> | Prize              | Total No. of Units | 1x New Samsung Galaxy smartphone | 1 unit | 1x Samsung Galaxy Watch 7 | 5 units |  |
| Prize                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Total No. of Units |                    |                                  |        |                           |         |  |
| 1x New Samsung Galaxy smartphone                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 1 unit             |                    |                                  |        |                           |         |  |
| 1x Samsung Galaxy Watch 7                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 5 units            |                    |                                  |        |                           |         |  |

9. The selection of Winners will be done randomly and electronically.
10. Winners will be contacted through their contact details provided in the Hand Raiser Form to collect their Prizes (via Email, SMS and/or telephone). The Prizes must be collected from the Samsung offices located at Butterfly Building Tower A, Al Bourooj St Dubai Media City, Dubai, United Arab Emirates.
11. The Winners shall collect their Prize within sixty (60) calendar days from the date on which they receive their Prize confirmation email from Samsung and will be required to present their Original Emirates ID or Passport.
12. A copy of the Winner's Emirates ID or Passport will be retained by Samsung as required by the applicable laws in the Territory.
13. In the event the Winner fails to collect their Prize within the time limits stated above and/or fails to provide their correct personal information, the relevant Prize shall be deemed forfeited as per applicable laws in the Territory.
14. The Prize will be handed over only to the Winner and not to any of their relatives or representatives.
15. Samsung shall not reissue, replace or reimburse the Winner for any lost or void Prizes. Samsung reserves the right to change the Prizes without prior notice at its sole and absolute discretion
16. In case a fraudulent transaction is suspected, Samsung reserves the right to deny the Prize to the Winner. Samsung's decision on all aspects will be final and binding. No queries or claims will be entertained.

#### **General Terms**

17. Customers and Winners hereby consent to be contacted throughout this Campaign on their registered contact details as provided in the Hand Raiser Form.
18. The Prizes are non-exchangeable, non-refundable, non-transferable, and not redeemable for cash or any other Samsung products or services.
19. This Campaign, and/or the Prizes are subject to availability at all times and may not be provided to all customers who have completed the Hand Raiser Form and/or entered into the Prize Draw.
20. Samsung will be entitled at its sole and absolute discretion to terminate or modify the Campaign or to modify, vary, delete or add to any of these Terms

and Conditions at any time prior to or during the Validity Period, subject to prior notice to the customer.

21. Samsung shall not be liable to customers for any loss and/or damages of any kind whatsoever suffered in connection with the Campaign and/or the customer's inability to avail of the Campaign and/or the Prizes.
22. By participating in this Campaign, the customer accepts that any dispute of whatever nature which is directly or indirectly related to these Terms and Conditions or to their participation in this Campaign, shall be governed by the laws of the United Arab Emirates and such disputes in relation to these Terms and Conditions shall be resolved by the competent courts in the Emirate of Dubai, United Arab Emirates.