

KE PROMOTION TERMS & CONDITIONS

Please read these Promotion terms and conditions ("Terms and Conditions") carefully. Participation in this Promotion will constitute your agreement to comply with these Terms and Conditions. If you do not agree with these Terms and Conditions, please do not participate in this Promotion .

Please refer to this website for the current Terms and Conditions for this Promotion:
https://www.samsung.com/africa_en/support/

All participants during the term of this Promotion agree to be bound by the following terms and conditions:

1. Promotion:

- 1.1. (a) Discounted Repair fees for Handheld Devices and Home Appliance Products;
(b) Complimentary Washing-Machine Cleaning
(hereinafter "the Promotion").
- 1.2. The Promoter of the Promotion is Samsung Electronics East Africa Limited, and/or its agencies ("Organizer").

2. Promotion Period:

- 2.1. The Promotion will run from **00:00am on 05th October 2026** to **11:59pm 30th November 2026** ("the Promotion Period").
- 2.2. The Promotion Period may be extended or curtailed at the discretion of the Organizer.

3. Who may enter:

- 3.1. All participants must:
 - i. be citizens of the Republic of Kenya and/or legal residents of the aforesaid country or if not a citizen or legal resident, have resided in Kenya continuously for six (6) months prior to the Promotion Period;
 - ii. must be currently residing in Kenya at the date of the commencement of the Promotion Period,
 - iii. must be natural persons and be at least 18 (eighteen) years old at the date of the commencement of the Promotion Period.

4. How to qualify for the Promotion:

- 4.1. The participant must:
 - i. Be a participant in terms of clause 3 above; and
 - ii. The products must be genuine Samsung products that were manufactured for the Kenya market.
 - iii. Meet eligibility requirements as below.

4.2 Eligible Products

4.2.1 Handheld Devices (Mobile Devices and Tablets).

- (i) The offer applies to out of warranty customers that have accepted a repair quotation for the repair at selected authorised service centres listed in Appendix A.
- (ii) Eligible customers under (i) above will receive a repair fee discount of KES. 500;
- (iii) the discount will be available during the promotion period, limited however to a maximum of 180 participants.

4.2.2 Home Appliance Products:

- (i) The offer is applicable to out of warranty customers that have accepted a repair quotation for the repair at selected authorised service centres listed in Appendix A.
- (ii) The Qualifying radius shall be within 25Kms to and from the Authorised Service Centre location;
- (iii) Eligible customers under (i) and (ii) above will receive a repair fee discount of KES. 1,000;
- (iii) Repairs shall be carried out in-home;
- (iv) the discount will be available during the promotion period, limited however to a maximum of 125 participants.

- 4.3 Repair prices may vary from one Authorised Service Centre to another. The Organiser is not liable for any variation in prices.

5. Complimentary Washing-Machine (WM) Cleaning

- 5.1 Eligible participants must own a Qualifying product as listed under Appendix B;
- 5.2 Register on the link provided by Samsung which can be found on its Facebook account/page at: <https://www.facebook.com/SamsungKenya/>
- 5.3 Registration commences from 5th October 2026.
- 5.4 The selected Authorised Service Centre will reach out to registered Participants to confirm the washing machine model, functionality, residential address and preferred preventive maintenance date and time prior to finalizing on the booking process.
- 5.5 The Complimentary WM Cleaning will be undertaken at the participant's residence and the participant will be required to consent to the use of their personal data as part of the Registration requirements.
- 5.6 Qualifying Radius shall be within 25Kms to and from the Authorised Service Centre location.

6. Rescheduling/Cancellation

Where the appointment schedule is filled, the Participant will be advised for the purposes of rescheduling or cancellation, without any liability resulting thereto to the Service Centre and the Organiser.

7. Limitation of Liability:

To the extent permitted by the Competition Act and the Consumer Protection Act of Kenya and any other applicable law:

- i. The participant hereby indemnifies the Organizer against any direct, indirect, special, incidental, consequential or punitive damages or loss of any kind regardless of how this was caused, and whether it arose under the law of contract or delict or otherwise, because of the participant's entrance to the Promotion.
- ii. The Organizer excludes all warranties (express or implied), representations and liabilities regarding this Promotion (other than for death or personal injury caused by its negligence and/or fraud).
- iii. The Organizer's liability is limited to direct damages and only up to a cumulative sum of USD 1,000 for the promotion period.

7. No Agency Created

- i. For the avoidance of doubt and notwithstanding any term contained herein, it is stated that the relationship between the Organiser and the Authorized Service Centre is solely as independent contractors and nothing contained herein shall be construed to constitute either Party as an agent or representative of the other Party, and no such partnership is hereby created.
- ii. Accordingly, the Organiser shall not be held liable for the failure of the Authorized Service Centre to fulfil its obligations to the Customer under these T&Cs.

9. General:

- i. The Offer is not transferable. No substitution, cash redemption, or assignment of the Offer is permitted.
- ii. The Offer will be limited to the devices, equipment, Authorized Service Centres and locations listed under Appendix A and B; and at the Organizer's sole discretion to provide the same.
- iii. The above promotional offer is available on a "first come first served" basis. The Organiser cannot be held liable for any failure to complete repairs arising from depleted or lack of stock.
- iv. This offer is subject to the Authorized Service Centres' ability and availability. The Organizer cannot be held accountable for the Authorized Service Centres inability to provide the offer.

- v. The participants will be required to provide and consent to the use of their personal data such as name, contact information, identification details, residential address to facilitate provision of the offer. The details of collection, processing and any 3rd party sharing shall be provided to the Participant under the Registration portal.
- vi. In accordance with the data protection policies and practices of the Organizer, none of the entry details of any participant in this Promotion will be disclosed or used by the Organizer for any purposes other than participating in the Promotion and in accordance with this Clause.
- vii. Participants acknowledge and accept that the Organizer shall utilize a third party (the "Organizer's authorized agent/s") to contact the participant, in the event that the participant qualifies for the Promotion. In order to effect such process, the Organizer shall provide the participant's information to such third party.
- viii. By participating in the Promotion, the participants agree that the Organizer and its affiliates may contact the participants via email and through social media platforms to deliver marketing communications regarding their products and promotional activities, provided that the participants are given the opportunity to opt-out of receiving marketing communication at any time via the appropriate opt-out mechanisms provided by the Organizer for such purpose. The Organizer may also use the personal data collected from the participants as described in the Privacy Policy accessible at www.samsung.com and that such use may include transfers to the Organizer's affiliates and third-party service providers in any country. Details of participants will not be used by the Organizer for Samsung related communication should the participants opt-out to receive further communication from the Organizer. It is the participant's responsibility to ensure that any information they provide to the Organizer is accurate, complete and up-to-date.
- ix. The Organizer may require the participant to be identified and photographed. Photographs may be published in printed media, or the participant may be required to appear on radio and television when accepting their Offer and/or after having received their Offer. The participant will be given the opportunity to decline to the publication of their images and to participate in the Organizer's marketing material in so far as it relates to the Promotion.
- x. Information regarding the Promotion that is published on authorized advertising material will also form part of the terms and conditions of the Promotion.
- xi. The Organizer's may in their sole discretion amend these terms and conditions at any time, without notice, and such amendments shall be deemed to have taken effect from the date of publication of the revised terms and conditions on the Organizer's website <https://www.samsung.com/africa/en/support/>. The onus rests on the participant to constantly check the website for updates to the terms and conditions.

- xii. If this Promotion is interfered with in any way or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of the Organizer, including but not limited to technical difficulties, unauthorized intervention or fraud, the Organizer reserves the right, in its sole discretion, to the fullest extent permitted by law: (a) to disqualify any entrant; or (b) to modify, suspend, terminate or cancel the Promotion as appropriate, subject to the approval of relevant regulatory authorities.
- xiii. Save as permitted by Law, the Organizer reserves the right to cancel, suspend or terminate this Promotion, without notice at any time, and such cancellation, suspension or termination shall be deemed to have taken effect from the date of publication on the Organizer's website https://www.samsung.com/africa_en/support/. No liability shall lie against the Organizer in favor of any participant, participant(s) and/ or third party arising from such cancellation, suspension or termination. Therefore, the participant waives his/her right which they may have against the Organizer and hereby acknowledge that they will have no right of recourse or claim of any nature whatsoever against the Organizer.
- xiv. This Promotion is governed by these terms and conditions, as well as those of the relevant Authorized Service Centres, associated with this Promotion.
- xv. These Terms and Conditions shall be governed by and construed in accordance with the laws of the Republic of Kenya.
- xvi. Any dispute or claim arising out of or in connection with the Promotion shall be submitted to a court of competent jurisdiction in Kenya for determination.
- xvii. The Organizer accepts no liability or responsibility, whether occasioned by any circumstance not foreseeable and not within its reasonable control for late or delayed delivery of the Offer owing to, but not limited to, stock unavailability, strike, lock out, destruction of Offer on route by any means, any civil commotion or disorder, riot, threat of war, any action taken by governmental authority or public authority of any kind, fire, explosion, storm, flood, earth quake or other acts of God.
- xviii. If part or all of any clause of these Terms and Conditions is illegal, invalid or unenforceable:
- a. It will be read down to the extent necessary to ensure that it is not illegal, invalid or unenforceable, but if that is not possible;
 - b. It will be severed from these Terms and Conditions and the remaining provisions of these Terms and Conditions will continue to have full force and effect.
- xix. Errors and Omission may be accepted at the Organizer's sole discretion. Failure by the Organizer to enforce any of its rights at any stage does not constitute waiver of those rights.

Appendix A: LIST OF AUTHORIZED SERVICE CENTRES

NO.	AUTHORIZED SERVICE CENTRE NAME	LOCATION/CITY	REPAIR PRODUCT
1	Fonesdirect Limited	Nairobi	Handheld Products (Mobile Phones & Tablets)
2	Galaxy Mobile Accessories LTD	Nairobi CBD	Handheld Products (Mobile Phones & Tablets)
		Kiambu	
3	Jaicom Enterprises LTD	Nairobi	Handheld Products (Mobile Phones & Tablets)
4	Bolttech Services Kenya Limited	Nairobi	Handheld Products (Mobile Phones & Tablets)
5	Tricom Hitech Limited	Nakuru	Handheld Products (Mobile Phones & Tablets)
		Mombasa	
6	Mitsumi Computer Garage LTD	Nairobi	Handheld Products (Mobile Phones & Tablets)
7	M-Kopa Kenya Limited	Nairobi	Handheld Products (Mobile Phones & Tablets)
8	Samsutech Corporation LTD.	Nairobi	Consumer Electronics
9	Hotpoint Appliances LTD	Nairobi	Consumer Electronics
		Ruiru	
		Mombasa	
10	Joans & Wills Limited	Nairobi	Handheld Products (Mobile Phones & Tablets) and Consumer Electronics
		Nyeri	
		Meru	
		Nakuru	Consumer Electronics
11	Ideal Appliances Ltd (A-zone)	Nairobi	Consumer Electronics
		Eldoret	
		Kisumu	
		Kisii	
		Mombasa	
		Narok	
		Watamu	
		Malindi	
		Diani	

12	Panna Music Eldoret	Eldoret	Handheld Products (Mobile & Tablets)
13	Shankar Electronics Ltd	Nyali	Consumer Electronics
14	Coolstar Refrigeration & Air Conditioning	Malindi	Consumer Electronics
15	Finecom Services Centre Limited	Mombasa	Handheld Products (Mobile & Tablets)
16	Kenshop Supermarket Limited	Kisumu	Handheld Products (Mobile Phones & Tablets) and Consumer Electronics
17	Smart Things Executive Store LTD	Kakamega	Handheld Products (Mobile & Tablets)
18	County Connect Franchise LTD	Digo	Handheld Products (Mobile Phones & Tablets) and Consumer Electronics
19		Nyali	Handheld Products (Mobile & Tablets)

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APPENDIX B: COMPLIMENTARY WASHING MACHINE CLEANING

QUALIFYING WASHING MACHINE MODELS	LOCATION OF SERVICE CAMPAIGN	QUALIFYING DISTANCE	DETAILS OF PREVENTIVE MAINTENANCE
All functioning genuine Samsung washing machine models that were manufactured for the Kenya market	Nairobi Mombasa Kisumu Nakuru Eldoret Kisii Diani Malindi Watamu Lamu, Narok	Radius of 25km (to and from)	Washing machine cleaning