

WARRANTY FOR SAMSUNG PRODUCTS (New Zealand Only)

(WASHING MACHINES AND CLOTHES DRYERS)
(FOR USE IN A DOMESTIC, NOT A COMMERCIAL ENVIRONMENT)

PART I GENERAL TERMS AND CONDITIONS

The New Zealand Consumer Guarantees Act (1993) as well as other laws in the jurisdiction guarantee certain conditions, warranties and undertakings, and give you other legal rights, in relation to the quality and fitness for purpose of Samsung consumer products sold in New Zealand. For products sold in New Zealand, these guarantees cannot be modified nor excluded by any contract, except in those circumstances contemplated by section 43(2) of the New Zealand Consumer Guarantees Act. You are entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality. You are also entitled to a replacement or refund for a major failure of the goods and compensation for any other reasonably foreseeable loss or damage. What constitutes a major failure is an objective test of reasonableness and not necessarily an individual consumer's point of view. Nothing in this Warranty purports to modify or exclude the conditions, warranties and undertakings, and other legal rights, under the New Zealand Consumer Guarantees Act and other laws. This Warranty gives you additional protection for your Samsung consumer product, and identifies a preferred approach to resolving warranty claims which will be quickest and simplest for all parties, subject to the exclusions, terms and conditions below.

I. Coverage and Application

- A.** Samsung Electronics New Zealand Limited of 24 The Warehouse Way, Northcote, Auckland 0627 ("Samsung") warrants that your Samsung consumer product:
- (a) is of acceptable quality;
 - (b) does not have a latent defect.
- B.** For the purpose of this Warranty, a "Samsung consumer product" is a hardware product which:
- (a) was manufactured by or on behalf of Samsung; and
 - (b) is used in a normal domestic environment, not a commercial environment; and
 - (c) bears a trade mark owned or used by Samsung (generally "SAMSUNG"); and
 - (d) was sold by an Authorised Reseller or Distributor of Samsung; and
 - (e) was purchased in New Zealand, but does not include any hardware or software which is packaged or sold with a Samsung consumer product unless that is itself a Samsung consumer product.

II. Warranty Period

The period during which this Warranty is in effect will depend upon the Samsung consumer product to which it relates. In all cases the commencement date for the period is the actual day of purchase, as reflected on the Authorised-Reseller's or Distributor's invoice / receipt provided to you. The period during which each Samsung consumer

product which is the subject of this Warranty is covered by this Warranty is identified in Part II of this Warranty.

III. Warranty Claim

- A.** If you consider that the Samsung consumer product which you have purchased is not of acceptable quality, has a latent defect, or is otherwise not compliant with the conditions, warranties, undertakings, and legal rights given to you under New Zealand Law (for example, it appears faulty, or does not work at all or properly), you can make a claim under this Warranty.
- B.** Except where an International Product Warranty has been provided with your Samsung consumer product, warranty service will only be provided in the specific country where the Samsung consumer product was originally purchased. For example, if you have purchased the Samsung product within New Zealand, warranty service will be limited to New Zealand only.
- C.** If you purchased this product in New Zealand and wish to make a claim under this Warranty, you should:
- a) contact 0800 SAMSUNG (726786);
 - b) visit the nearest Samsung Customer Service Plaza; or
 - c) visit www.samsung.com/nz.

PRODUCT ONLINE REGISTRATION

You can register your product online at www.samsung.com/nz for customers in New Zealand. While registration is not necessary to make a claim under this Warranty, it may assist Samsung to process any claim which you may make more quickly.

- D.** When you make any claim under this Warranty it is essential that you provide a copy of your proof of purchase of the Samsung consumer product, whether in person, by email or by fax. A claim under this Warranty is not formally made unless and until that proof of purchase is provided. This does not detract from your statutory rights.

E. You will not be able to gain the benefit of this Warranty without making a claim. A claim must be made within the Warranty Period. This Warranty does not cover any defects not notified to Samsung within the Warranty Period.

- F.** If, following receipt of a claim under this Warranty, Samsung or its agent determine that your claim in respect of a Samsung consumer product is valid (having regard to the terms of Part II of this Warranty), and:

- a) Samsung consumer product is valid (having regard to the terms of Part II of this Warranty), and:
 - If the goods can be repaired and the failure to comply with the warranty is not a major failure or a failure of substantial character, Samsung or its agent will either repair the Samsung consumer product or, if authorised by Samsung, pay you for the cost of a repair of the Samsung consumer product, or replace the Samsung consumer product with the same or similar product or refund you the cost of a replacement, in each case depending upon what is reasonable in the circumstances with regard to Samsung's statutory obligations and at no cost to you. Goods presented for repair may be replaced by refurbished goods of the same type with equal or greater functionality rather than being repaired.
- b) If the failure to comply with the warranty is a major failure or a failure of substantial character, you may reject the goods or return the goods for a replacement or refund. If Samsung provides you with either a replacement or refund, you immediately transfer ownership in the original Samsung consumer product or part to Samsung. If Samsung repairs the goods, you immediately transfer ownership in any residual parts to Samsung. Any such resolution by Samsung of a claim under this Warranty by you does not otherwise detract from any other statutory rights which you might have in the circumstances, including your right to monetary compensation for a valid claim.
- c) If, following receipt of a claim under this Warranty, Samsung or its agent determine that your claim in respect of a Samsung consumer product is invalid, Samsung may charge you for any labour, parts or transport costs incurred by Samsung or its agent in assessing your claim.

- D.** With any on-site visit, while Samsung will make all efforts to fix the Samsung consumer product on-site, there may be instances when the product must be taken back to a Samsung Customer Service Centre. If the Samsung consumer product referred to above in this paragraph is located in a place which is greater than 50 kilometres (by road) from the nearest Samsung Customer Service Centre, Samsung will liaise with you to determine the best way in which to repair the product the subject of the claim under this Warranty. In addition, if you believe it is not reasonable for you to bring or send a Samsung consumer product that is not included in the above list to a Samsung Customer Service Plaza or an authorised repair service centre, Samsung will liaise with you to determine the best way in which to repair the product the subject of the claim under this Warranty.

- a clothes dryer
- a washing machine; and
- On-site service is available for the following Samsung consumer products:

- C.** On-site service is available for the following Samsung consumer products:
- a clothes dryer
 - a washing machine; and
 - On-site service is available for the following Samsung consumer products:
- B.** If you make a claim under this Warranty in relation to a Samsung consumer product of the type referred to in paragraph (c), the cost of a replacement or refund of the Samsung consumer product will be subject to the remainder of the original Warranty Period. You may have statutory rights in respect of a replacement product or refund to be subject to the remainder of the original Warranty Period. You may assist Samsung to process any claim which you may make more quickly.
- D.** When you make any claim under this Warranty it is essential that you provide a copy of your proof of purchase of the Samsung consumer product, whether in person, by email or by fax. A claim under this Warranty is not formally made unless and until that proof of purchase is provided. This does not detract from your statutory rights.
- E.** You will not be able to gain the benefit of this Warranty without making a claim.
- F.** If, following receipt of a claim under this Warranty, Samsung or its agent determine that your claim in respect of a Samsung consumer product is valid (having regard to the terms of Part II of this Warranty), and:
- (a) If the goods can be repaired and the failure to comply with the warranty is not a major failure or a failure of substantial character, Samsung or its agent will either repair the Samsung consumer product or, if authorised by Samsung, pay you for the cost of a repair of the Samsung consumer product, or replace the Samsung consumer product with the same or similar product or refund you the cost of a replacement, in each case depending upon what is reasonable in the circumstances with regard to Samsung's statutory obligations and at no cost to you. Goods presented for repair may be replaced by refurbished goods of the same type with equal or greater functionality rather than being repaired.
 - (b) If the failure to comply with the warranty is a major failure or a failure of substantial character, you may reject the goods or return the goods for a replacement or refund. If Samsung provides you with either a replacement or refund, you immediately transfer ownership in the original Samsung consumer product or part to Samsung. If Samsung repairs the goods, you immediately transfer ownership in any residual parts to Samsung. Any such resolution by Samsung of a claim under this Warranty by you does not otherwise detract from any other statutory rights which you might have in the circumstances, including your right to monetary compensation for a valid claim.
 - c) If, following receipt of a claim under this Warranty, Samsung or its agent determine that your claim in respect of a Samsung consumer product is invalid, Samsung may charge you for any labour, parts or transport costs incurred by Samsung or its agent in assessing your claim.

- A.** This Warranty is transferable to a subsequent owner of a Samsung consumer product, in the event of that product, provided that Samsung is informed in writing within a reasonable time of the sale of the subsequent owner's name and contact details, such notice to be provided to Samsung at:
- www.samsung.com/au

- IV. Warranty Transferability**
- A.** This Warranty is transferable to a subsequent owner of a Samsung consumer product, in the event of that product, provided that Samsung is informed in writing within a reasonable time of the sale of the subsequent owner's name and contact details, such notice to be provided to Samsung at:
- www.samsung.com/au

- B.** Except where an International Product Warranty has been provided with your Samsung consumer product, warranty service will only be provided in the specific country where the Samsung consumer product was originally purchased. For example, if you have purchased the Samsung product within Australia, warranty service will be limited to Australia only.
- C.** If you purchased this product in Australia and wish to make a claim under this Warranty, you should:
- contact 1300 362 603;
 - visit the nearest Samsung Customer Service Plaza; or
 - visit www.samsung.com/au

rather than being repaired. Refurbished parts may be used to repair the goods; or

- If the failure to comply with the warranty is a major failure or a failure of substantial character, you may reject the goods or require Samsung to pay you compensation for any reduction in the value of the goods below the price paid or payable by you for the goods.

The standard Samsung warranty periods are set out by product type in the tables in Part II of this Warranty, although each claim is assessed on its own merits and you may have statutory rights outside of the Warranty Period. If Samsung provides you with either a replacement or refund, you immediately transfer ownership in the original Samsung consumer product or part to Samsung. If Samsung repairs the goods, you immediately transfer ownership in any residual parts to Samsung. Any such resolution by Samsung of a claim under this Warranty by you does not otherwise detract from any other statutory rights which you might have in the circumstances, including your right to monetary compensation for a valid claim.

- G.** If, following receipt of a claim under this Warranty, Samsung or its agent determine that your claim in respect of a Samsung consumer product is invalid, Samsung may charge you for any labour, parts or transport costs incurred by Samsung or its agent in assessing your claim.

IV. Warranty Transferability

- A.** This Warranty is transferable to a subsequent owner of a Samsung consumer product, in the event of the sale of that product, provided that Samsung is informed in writing within a reasonable time of the sale of the subsequent owner's name and contact details, such notice to be provided to Samsung as follows: www.samsung.com/nz - for customers in New Zealand.

The notice should identify the name of the previous owner of the Samsung consumer product, place and date of purchase, model, make and serial number of the product. The effective transfer of this Warranty does not otherwise alter the terms of this Warranty in any way.

- B.** In cases of authorised product or part replacement of the original purchased Samsung product, the replacement Samsung product or part will be covered for the remainder of the original Warranty Period.

V. Carry-In and On-Site repairs

- A.** If you wish to make a claim in relation to a Samsung consumer product which you can reasonably transport to the nearest Samsung Customer Service Plaza or to an authorised repair service centre (as directed when you first make the claim under this Warranty), please bring, or send, that Samsung consumer product to the nearest Samsung Customer Service Plaza or authorised service centre for assessment, the cost of which will be borne by Samsung if your claim is determined to be valid pursuant to Part I of this Warranty. Such Samsung consumer products do not include those products dealt with in sub-paragraph (B). Whenever possible, the product should be returned in its original carton and packing or alternatively in packing suitable to prevent damage to the product. Samsung will not accept responsibility for damage to the product during this transport caused by unsuitable or inadequate packing.

- B.** If you make a claim under this Warranty in relation to a Samsung

- A.** If you consider that the Samsung consumer product which you have purchased is not of acceptable quality, has a latent defect, or is otherwise not compliant with the conditions, warranties, undertakings, and legal rights given to you under Australian Law (for example, it appears faulty, or does not work at all or properly), you can make a claim under this Warranty.

- III. Warranty Claim**
- A.** If the goods can be repaired and the failure to comply with the warranty is not a major failure or a failure of substantial character, Samsung or its agent will either repair the Samsung consumer product or, if authorised by Samsung, pay you for the cost of a repair of the Samsung consumer product, or replace the Samsung consumer product with the same or similar product or refund you the cost of a replacement, in each case depending upon what is reasonable in the circumstances with regard to Samsung's statutory obligations and at no cost to you. Goods presented for repair may be replaced by refurbished goods of the same type with equal or greater functionality rather than being repaired.

- II. Warranty Period**
- A.** The period during which this Warranty is in effect will depend upon the Samsung consumer product to which it relates. In all cases the commencement date for the period is the actual day of purchase, as reflected on the Authorised Reseller's or Distributor's invoice / receipt provided to you. The period during which each Samsung consumer product which is the subject of this Warranty is covered by this claim under this Warranty.

- I. Coverage and Application**
- A.** Samsung Electronics Australia Pty Ltd of 3 Murray Rose Avenue, Sydney Olympic Park NSW 2127 ("Samsung") warrants that your Samsung consumer product:
- was purchased in Australia;
 - was sold by an Authorised Reseller or Distributor of Samsung; and
 - bears a trade mark owned or used by Samsung (generally "SAMSUNG"), and
 - is used in a normal domestic environment, not a commercial environment; and
 - was purchased in New Zealand, but does not include any hardware or software which is packaged or sold with a Samsung consumer product unless that is itself a Samsung consumer product or that item is incorporated into the Samsung consumer product or in the case of software, pre-loaded onto the Samsung consumer product at the time of sale.

- Q2. How would you rate Samsung Brand overall?**
- Very good ☐ 7 ☐ 6 ☐ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1
- Average
- Not Good at all

- Q3. How did you first become aware of this Samsung product?**
- Magazine ☐ Newspaper ☐ TV ☐ Internet ☐ Exhibition ☐ Store Display ☐ Direct mail/Catalogue

- Q4. When do you make a purchase decision?**
- Before visiting a store ☐ At the store

- Q1. Which of the following best describes the primary reason for purchasing this Samsung Product?**
- Stylish design ☐ Price ☐ Warranty Term & Service ☐ Features ☐ Easy to use ☐ Friend's recommendation ☐ Quality ☐ Brand reputation

- Q2. How would you rate Samsung Brand overall?**
- Very good ☐ 7 ☐ 6 ☐ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1
- Average
- Not Good at all

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PLEASE TEAR OFF THIS SECTION AND RETURN TO SAMSUNG ELECTRONICS NEW ZEALAND

You can also register online at
www.samsung.com/nz

CUSTOMER INFORMATION FOR REGISTRATION

FIRST NAME:

SURNAME:

TITLE:

ADDRESS:

SUBURB:

STATE:

EMAIL:

CONTACT NO. (PHONE):

(OFFICE):

(MOBILE):

MODEL NAME:

SERIAL NO.:

DATE OF PURCHASE: / / (DD / MM / YY)

(MOBILE PHONE ONLY)

GSM IMEI NO.:

CDMA ESN NO.:

Thank you for your registration. All of your information will remain strictly confidential. To serve you better, Samsung will send information about products you may be interested in. If for any reason, you do not want to receive information from Samsung, please check this box.

AGE GROUP

- ☐ Under 18 ☐ 18-24 ☐ 25-34
☐ 35-44 ☐ 45-54 ☐ Over 55

HOUSEHOLD INCOME

- ☐ Under 10K ☐ 10-30K ☐ 30-50K
☐ 50-70K ☐ 70-100K ☐ 100K+

OCCUPATION

- ☐ Architect ☐ Banker ☐ Chartered Accountant
☐ Consultant ☐ Doctor ☐ Government Officer
☐ Engineer ☐ Entrepreneur ☐ Home Maker
☐ IT ☐ Journalist ☐ Marketing
☐ Sales/Service ☐ Teacher ☐ Retired
☐ Other (Specify):

Q1. WHICH OF THE FOLLOWING BEST DESCRIBES THE PRIMARY REASON FOR PURCHASING THIS SAMSUNG PRODUCT?

- ☐ Stylish Design ☐ Price ☐ Warranty Term & Service
☐ Features ☐ Easy to use ☐ Recommendation
☐ Quality ☐ Brand reputation

Q2. HOW WOULD YOU RATE THE SAMSUNG BRAND OVERALL?

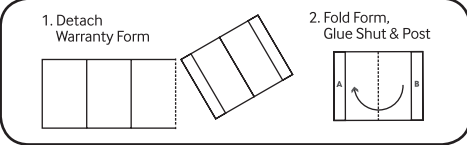
- Very Good ☐ 7 ☐ 6 ☐ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1
- Average
- Not good at all

Q3. HOW DID YOU FIRST BECOME AWARE OF THIS SAMSUNG PRODUCT?

- ☐ Magazine ☐ Newspaper ☐ TV
☐ Radio ☐ Outdoor billboard ☐ Internet
☐ Store display ☐ Salesperson ☐ Exhibition
☐ Direct mail/catalogue

Q4. WHEN DO YOU MAKE A PURCHASE DECISION?

- ☐ Before visiting a store ☐ At the store



Thank you for your registration. All of your information will remain strictly confidential. To serve you better, Samsung will send information about products you may be interested in. If for any reason, you do not want to receive information from Samsung, please check this box.

CDMA ESN NO.:

GSM IMEI NO.:

(MOBILE PHONE ONLY)

DATE OF PURCHASE: (DD/MM/YY)

SERIAL NUMBER:

MODEL NAME:

(MOBILE)

(OFFICE)

CONTACT NO. (PHONE)

EMAIL:

STATE:

SUBURB:

ADDRESS:

TITLE:

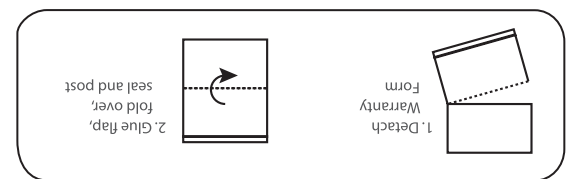
SURNAME:

FIRST NAME:

CUSTOMER INFORMATION FOR REGISTRATION

You can also register online at
www.samsung.com/au/warranty

PLEASE TEAR OFF THIS SECTION AND RETURN TO SAMSUNG ELECTRONICS AUSTRALIA



CDMA ESN NO.:

GSM IMEI NO.:

(MOBILE PHONE ONLY)

DATE OF PURCHASE: (DD/MM/YY)

SERIAL NUMBER:

MODEL NAME:

(MOBILE)

(OFFICE)

CONTACT NO. (PHONE)

EMAIL:

STATE:

SUBURB:

ADDRESS:

TITLE:

SURNAME:

FIRST NAME:

CUSTOMER INFORMATION FOR REGISTRATION

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