

Samsung Care+ TV & Home Appliances

Understanding your Samsung Care+ Pack Benefits

Entitlements and Term Validity

- (a) Each consumer electronic product you purchase via the Samsung online store allows you to purchase one (1) Samsung Care+ Pack. To ensure that we efficiently provide you with the benefits fitting to your purchased product, the ratio of 1:1 applies (1 service pack per product)
- (b) You will be entitled to the Samsung Care+ Pack benefits for twenty-four (24) months from its date of purchase.

Benefits for all products

Exclusive post-purchase support

For all General Service and Warranty Information, Troubleshooting, Service Centre information Samsung Electronics Australia, we are here for you every day.

Our exclusive Samsung Care+ customer care team is available to support your Samsung enquiries via the following channels:

- (a) Our Samsung Care+ call team is available seven days a week, 8am-8pm AEST by calling 1300 362 603 and selecting option '3' for Samsung Apps & Service, then '3' for Samsung Care+
- (b) Our Samsung Care+ live chat team is available seven days a week 24/7: start chatting now and select Samsung Care+ TV & Home Appliances support from your desired product category.

5% off next purchase for the Samsung Online Store

Following registration of the Samsung Care+ Appliances pack, customers will receive an eVoucher worth 5% discount, which may be used on the Samsung online store

- (a) eVoucher will be sent via registered email within fourteen (14) days of registration
- (b) eVoucher is valid for twelve (12) months from the date of receipt
- (c) eVoucher must be added to the Promo Code section at checkout to validate
- (d) Value of purchase must exceed the value of the eVoucher
- (e) Discounts and offers are not transferable, exchangeable or redeemable for cash.
- (f) The purchase must meet the terms and conditions of sale found at www.samsung.com/au/offer/terms_and_conditions/

Like for Like Replacement

In the event of a manufacturing product failure, which requires repairs to be completed, Samsung Care+ Appliances customers can claim a like for like replacement in the event repairs are not completed within fourteen (14) days of the time of inspection, regardless of the current status of the repair.

- (a) Inspections and repairs must be completed by a Samsung authorised service centre
- (b) Inspection bookings must be registered via the Samsung customer care team by calling 1300 362 603 or via Live Chat via the Samsung website www.samsung.com.au/support
- (c) In the event repairs cannot be completed within fourteen (14) days of the date of inspection, the customer can claim a like for like replacement instead of repair
- (d) Like-for-like replacement refers to product with the same or greater model specifications such as size, features and colours.
- (e) Where you claim a like for like replacement, you agree that title to the original product you purchased is passed to Samsung and where the product is in your possession you will make available for Samsung to collect.
- (f) Nothing in these terms and conditions are intended to exclude, restrict or modify any rights that you may have under the Australian Consumer Law or any other applicable legislation.

Television

Free spare remote control

Samsung Care+ Appliances customers may claim up to two (2) free remote controls during the period of the Samsung Care+ program

- (a) The offer is only valid during the Samsung Care+ coverage period
- (b) Customers who wish to redeem this offer must;
 - a. Contact Samsung the Samsung customer care team by calling 1300 362 603 or via Live Chat via the Samsung website www.samsung.com.au/support
 - b. Provide a valid Samsung Care+ Appliances pack registration number
- (c) Samsung will endeavour to distribute the required spare part within ten (10) business days of the claim validation, subject to parts availability
- (d) Nothing in these terms and conditions are intended to exclude, restrict or modify any rights that you may have under the Australian Consumer Law or any other applicable legislation

Uninstall and Re-install for wall mounted Televisions

- (a) Customers are entitled to claim up to one (1) uninstall and remount during the term of their Samsung Care+ service pack period
- (b) Uninstall refers to the registered product being removed from an existing wall mount by an authorised Samsung technician
- (c) Re-install refers to re-installing of the wall mount and remounting of the registered product by an authorised Samsung technician, at a position where working power is accessible. This may likewise include cable management of the registered product's cable and accessories.
- (d) The customer is responsible for procurement of an eligible wall mount.
- (e) The customer is responsible for storage and transportation of the registered product and wall mount to the new location.
- (f) Uninstall and Re-install Services must be completed by a Samsung Authorised Service Centre Only.
- (g) New location "address" must be located within Australia, this service does not include remounting in countries outside of Australia.
- (h) Customers who wish to request an Uninstall and Re-install service must contact Samsung Support 1300 362 603 to complete a booking request, provide product information such as model and serial number, provide current address information, provide new address information as well as details of relocation dates for advanced scheduling. A separate call might be needed depending on the preferred re-install date and address.
- (i) The Samsung Authorised Service Centre will endeavour to complete the uninstallation within seven (7) business days of receiving the booking request excluding public holidays and weekends.
- (j) The Samsung Authorised Service Centre will endeavour to complete the remount service on the preferred date advised or within seven (7) days of this date excluding public holidays and weekends.

25% accidental damage discount on panels only*

Accidental damage discount on selected parts

- (a) For the purposes of this Offer, "Discount" means a discount of 25% off the invoice amount applicable to the cost of spare parts and does not extend to any labour charges which may be payable..

- (b) The Offer is only valid during the Samsung Care+ Appliances pack period. Customers may make up to two (2) accidental damage claims during Samsung Care+ Appliances pack period
- (c) Customers with an Eligible Product who make a valid claim will be able to receive the relevant Discount in the event the Eligible Product suffers from customer-induced damage or is otherwise not covered by Eligible Product's express warranty or the Australian Consumer Law.
- (d) Repair Services must be completed by a Samsung Authorised Service Centre Only.
- (e) Customers who wish to exercise the Offer must contact Samsung Support 1300 362 603 to complete a Repair Service Request, provide product information such as model and serial number and provide detailed description of failure
- (f) Nothing in these terms and conditions are intended to exclude, restrict or modify any rights that you may have under the Australian Consumer Law or any other applicable legislation and customers who believe that their Eligible Product is suffering a manufacturing fault should contact Samsung Support via www.samsung.com/au/support or 1300 362 603 for assistance.
- (g) This Offer is not transferrable, exchangeable or redeemable for cash.

Power Surge Coverage

Samsung Care+ includes coverage for Televisions that may be malfunctioning as a result of a power surge or fluctuation resulting directly from lightning strikes.

- (a) The Offer is designed to cover circumstances where the Eligible Product suffers from a power surge, which is typically deemed customer induced damage not a manufacturing failure.
- (b) Coverage includes warranty repairs for both parts and labour.
- (c) Repair Services must be completed by a Samsung Authorised Service Centre Only.
- (d) Customers who wish to exercise the Offer must contact Samsung Support 1300 362 603 to complete a Repair Service Request, provide product information such as model and serial number and provide detailed description of failure.
- (e) This coverage relates only to the Samsung Television, which is registered for the Samsung Care+ Appliances service pack and does not include any other connected products or services.

Refrigerator

Free water filter and replacement shelves

Samsung Care+ Appliances customers may claim up to two (2) free water filters and one (1) free shelf replacement during the period of the Samsung Care+ program

- (a) The offer is only valid during the Samsung Care+ coverage period
- (b) Customers who wish to redeem this offer must;
 - a. Contact Samsung the Samsung customer care team by calling 1300 362 603 or via Live Chat via the Samsung website www.samsung.com.au/support
 - b. Provide a valid Samsung Care+ Appliances pack registration number
- (c) Samsung will endeavour to distribute the required spare part within ten (10) business days of the claim validation, subject to parts availability
- (d) Nothing in these terms and conditions are intended to exclude, restrict or modify any rights that you may have under the Australian Consumer Law or any other applicable legislation

Free maintenance clean

Samsung Care+ customers may claim up to one (1) free maintenance clean during the term of their Samsung Care+ service pack period.

- (a) Maintenance clean refers to cleaning of the Refrigerator compressor and condenser areas, drain tray, and performing a diagnostics check of the product to ensure working to manufacturing specifications
- (b) Product must be in a position that is accessible by an Authorised Service Technician
- (c) Customers who wish to request a Maintenance Clean must contact Samsung Support 1300 362 603
- (d) Maintenance clean is to be completed by an Authorised Service Centre
- (e) Nothing in these terms and conditions are intended to exclude, restrict or modify any rights that you may have under the Australian Consumer Law or any other applicable legislation

Food Spoilage

Samsung Care+ Appliances customers can claim payment of \$200 for food spoilage in the event of a registered product failure.

- (a) In the event of a manufacturing failure a customer may claim \$200 for food spoilage compensation without receipts

- (b) The manufacturing failure must be confirmed by a Samsung Authorised Service Centre.
- (c) In the event the customer has incurred more than \$200 worth of food spoilage, the customer may submit a claim to the Samsung VOC department for the claim to be reviewed by contacting Samsung Support 1300 362 603. This claim must be submitted with eligible receipts.
- (d) Nothing in these terms and conditions are intended to exclude, restrict or modify any rights that you may have under the Australian Consumer Law or any other applicable legislation

25% accidental damage discount

Accidental damage discount on selected parts (hub screen & doors)

- (a) For the purposes of this Offer, "Discount" means a discount of 25% off the invoice amount applicable to the cost of spare parts and does not extend to any labour charges which may be payable.
- (b) The Offer is only valid during the Samsung Care+ Appliances pack period. Customers may make up to two (2) accidental damage claims during Samsung Care+ Appliances pack period.
- (c) Customers with an Eligible Product who make a valid claim will be able to receive the relevant Discount in the event the Eligible Product suffers from customer-induced damage or is otherwise not covered by Eligible Product's express warranty or the Australian Consumer Law.
- (d) Repair Services must be completed by a Samsung Authorised Service Centre Only.
- (e) Customers who wish to exercise the Offer must contact Samsung Support 1300 362 603 to complete a Repair Service Request, provide product information such as model and serial number and provide detailed description of failure
- (f) Nothing in these terms and conditions are intended to exclude, restrict or modify any rights that you may have under the Australian Consumer Law or any other applicable legislation and customers who believe that their Eligible Product is suffering a manufacturing fault should contact Samsung Support via www.samsung.com/au/support or 1300 362 603 for assistance.
- (g) This Offer is not transferrable, exchangeable or redeemable for cash.

Laundry – Washing Machine / Combo Washer-Dryer / Dryer

Free inlet and outlet hose replacement

Samsung Care+ Appliances customers may claim one (1) inlet and outlet hose replacement during the period of the Samsung Care+ program

- (a) The offer is only valid during the Samsung Care+ coverage period
- (b) Customers who wish to redeem this offer must;
 - a. Contact Samsung the Samsung customer care team by calling 1300 362 603 or via Live Chat via the Samsung website www.samsung.com.au/support
 - b. Provide a valid Samsung Care+ Appliances pack registration number
- (c) Samsung will endeavour to distribute the required spare part within ten (10) business days of the claim validation, subject to parts availability
- (d) Nothing in these terms and conditions are intended to exclude, restrict or modify any rights that you may have under the Australian Consumer Law or any other applicable legislation

Free maintenance clean

Samsung Care+ customers may claim up to one (1) free maintenance clean during the term of their Samsung Care+ service pack period.

- (a) Maintenance clean refers to cleaning of the gasket (door seal), sediment filter (water inlet valves) and solids filter (drain pump) including performing a diagnostics check of the product to ensure working to manufacturing specifications
- (b) Product must be in a position that is accessible by an Authorised Service Technician
- (c) Customers who wish to request a Maintenance Clean must contact Samsung Support 1300 362 603
- (d) Maintenance clean is to be completed by an Authorised Service Centre
- (e) Nothing in these terms and conditions are intended to exclude, restrict or modify any rights that you may have under the Australian Consumer Law or any other applicable legislation

Laundry Compensation (excluding Dryers)

Samsung Care+ Appliances customers can claim payment of \$100.00 for laundry compensation in the event of a registered product failure.

- (a) In the event of a manufacturing failure a customer may claim \$100.00 for laundry compensation without receipts
- (b) The manufacturing failure must be confirmed by a Samsung Authorised Service Centre.

- (c) In the event the customer has incurred more than \$100.00 worth of laundry costs the customer may submit a claim to the Samsung VOC department for the claim to be reviewed by contacting Samsung Support 1300 362 603. This claim must be submitted with eligible receipts.
- (d) Nothing in these terms and conditions are intended to exclude, restrict or modify any rights that you may have under the Australian Consumer Law or any other applicable legislation

25% accidental damage discount

Accidental damage discount on selected parts (doors)

- (a) For the purposes of this Offer, "Discount" means a discount of 25% off the invoice amount applicable to the cost of spare parts and does not extend to any labour charges which may be payable.
- (b) The Offer is only valid during the Samsung Care+ Appliances pack period. Customers may make up to two (2) accidental damage claims during Samsung Care+ Appliances pack period
- (c) Customers with an Eligible Product who make a valid claim will be able to receive the relevant Discount in the event the Eligible Product suffers from customer-induced damage or is otherwise not covered by Eligible Product's express warranty or the Australian Consumer Law.
- (d) Repair Services must be completed by a Samsung Authorised Service Centre Only.
- (e) Customers who wish to exercise the Offer must contact Samsung Support 1300 362 603 to complete a Repair Service Request, provide product information such as model and serial number and provide detailed description of failure
- (f) Nothing in these terms and conditions are intended to exclude, restrict or modify any rights that you may have under the Australian Consumer Law or any other applicable legislation and customers who believe that their Eligible Product is suffering a manufacturing fault should contact Samsung Support via www.samsung.com/au/support or 1300 362 603 for assistance.
- (g) This Offer is not transferrable, exchangeable or redeemable for cash.