

Samsung Care+ 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. For Samsung Care+ Premium, the entitlement period will correspond to the subscription term selected.

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 Samsung Care+ live chat team is available seven days a week 24/7: start chatting now and select **Samsung Care+ Appliances support**

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 through 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.

Samsung Care+ Premium

Samsung Care+ Premium delivers elevated standard of care for purchases valued at \$3,000 AUD or more, layering dedicated, specialist-led benefits on top of standard Samsung Care+ TV & Appliance offering.

Eligibility

- a) Samsung Care+ Premium is available exclusively for eligible consumer electronic products with a Recommended Retail Price (RRP) of \$3,000 AUD or more via the Samsung Online Store. Eligibility is determined by the product's RRP before any promotional discounts, and not by the price actually paid.
- b) You will be entitled to Samsung Care+ (Premium) benefits for the period based on your Samsung Care+ (Premium) subscription option.
 - a. 2 Years (valued at \$399 AUD)
 - b. 3 Years (valued at \$595 AUD)
 - c. 4 Years (valued at \$790 AUD)

Exclusive Offers

You will be entitled to exclusive offers, including discounts on your next purchase and accessories, plus perks such as a welcome pack and exclusive event invitations.

- (a) You will receive a five percent (5%) discount off your next purchase made via the Samsung Online Store, and one (1) twenty percent (20%) discount on eligible accessory purchases across the TV/AV and Home Appliance range. All vouchers issued under this offer are subject to the applicable Voucher Terms & Conditions, including any stated expiry date.
- (b) A welcome pack will be offered to you as part of your Samsung Care+ Premium pack.
- (c) An exclusive invitation will also be extended to you for a first-look experience to Samsung's TV and Home Appliance product launches.

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 through 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.

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 through Live Chat via www.samsung.com/au/support 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 through Live Chat via www.samsung.com/au/support 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 to be 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 through Live Chat via www.samsung.com/au/support 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.

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
- (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 through Live Chat via www.samsung.com/au/support 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.

[Samsung Care+ Premium] In-home Demo

Customers may claim an In-home Demo for their eligible product one time only within the entire duration of their Samsung Care+ period.

Installation Service for wall mounted Televisions

Samsung Care+ Premium customers may claim a professional installation service for their eligible TV one time only within the entire duration of their Samsung Care+ period.

- a) Customers who wish to redeem this offer must;
 - a. Contact the Samsung customer care team through our Live Chat via the Samsung website www.samsung.com.au/support
 - b. Provide a valid proof of purchase and product registration number.

- b) Samsung will endeavour to schedule the installation service within 7 business days of the claim being validated, subject to technician availability in the customer's area.
- c) This offer is limited to (1) installation service claim per eligible TV.
- 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.

Personalised Setup Concierge

Get the most from your product from day one, with one-on-one guidance from a dedicated Samsung Specialist.

- a) Customers may claim a personalised consultation to optimise their product's settings and features, tailored to how you use your product.
- b) This service is delivered remotely by a dedicated Samsung Care+ Premium specialist, available to book at any time.
- c) Customers who wish to access this benefit must contact the Samsung Care+ Premium line through Live Chat via www.samsung.com/au/support and quoting their Premium pack registration number.
- 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.

Priority SmartThings Connection Support

Seamless smart home integration, guided end-to-end.

- a) Samsung Care+ Premium customers receive dedicated assistance connecting their eligible product to SmartThings, available at the time of installation or at any point afterward during the coverage period.
- b) A Samsung Care+ Premium specialist will guide the customer through TV account setup, device pairing, and configuration of relevant SmartThings features for their product.
- c) Customers who wish to access this benefit must contact the Samsung Care+ Premium line through Live Chat via www.samsung.com/au/support and quoting their Premium pack registration number.

Refrigerator

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 through Live Chat via www.samsung.com/au/support. 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

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 through 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

25% accidental damage discount

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 through Live Chat via the Samsung website www.samsung.com.au/support 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 through Live Chat via www.samsung.com/au/support for assistance.

- (g) This Offer is not transferrable, exchangeable or redeemable for cash.

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 through Live Chat via Samsung Website www.samsung.com/au/support.
- (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

[Samsung Care+ Premium] In-home Demo

Customers may claim an In-home Demo for their eligible product one time only within the entire duration of their Samsung Care+ period.

Personalised Setup Concierge

Get the most from your product from day one, with one-on-one guidance from a dedicated Samsung Specialist.

- (a) Customers may claim a personalised consultation to optimise their product's settings and features, tailored to how you use your product.
- (b) This service is delivered remotely by a dedicated Samsung Care+ Premium specialist, available to book at any time.
- (c) Customers who wish to access this benefit must contact the Samsung Care+ Premium line by through Live Chat via Samsung website www.samsung.com/au/support and quoting their Premium pack registration number.
- (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.

Priority SmartThings Connection Support

Seamless smart home integration, guided end-to-end.

- (a) Samsung Care+ Premium customers receive dedicated assistance connecting their eligible product to SmartThings, available at the time of installation or at any point afterward during the coverage period.
- (b) A Samsung Care+ Premium specialist will guide the customer through Refrigerator setup, device pairing, and configuration of relevant SmartThings features for their product.
- (c) Customers who wish to access this benefit must contact the Samsung Care+ Premium line through Live chat via Samsung website www.samsung.com/au/support and quoting their Premium pack registration number.

Laundry - Washing Machine / Combo Washer-Dryer / Dryer

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 through Live Chat via www.samsung.com/au/support. 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

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 through 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

25% accidental damage discount

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 through Live Chat via www.samsung.com/au/support 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 for assistance.
- (g) This Offer is not transferrable, exchangeable or redeemable for cash.

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 through Live Chat via www.samsung.com/au/support.
- (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

[Samsung Care+ Premium] In-home Demo

Customers may claim an In-home Demo for their eligible product one time only within the entire duration of their Samsung Care+ period.

Personalised Setup Concierge

Get the most from your product from day one, with one-on-one guidance from a dedicated Samsung Specialist.

- (a) Customers may claim a personalised consultation to optimise their product's settings and features, tailored to how you use your product.
- (b) This service is delivered remotely by a dedicated Samsung Care+ Premium specialist, available to book at any time.
- (c) Customers who wish to access this benefit must contact the Samsung Care+ Premium line through Live Chat via www.samsung.com/au/support and quoting their Premium pack registration number.
- (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.

Priority SmartThings Connection Support

Seamless smart home integration, guided end-to-end.

- (a) Samsung Care+ Premium customers receive dedicated assistance connecting their eligible product to SmartThings, available at the time of installation or at any point afterward during the coverage period.
- (b) A Samsung Care+ Premium specialist will guide the customer through TV account setup, device pairing, and configuration of relevant SmartThings features for their product.
- (c) Customers who wish to access this benefit must contact the Samsung Care+ Premium line through Live Chat via www.samsung.com/au/support and quoting their Premium pack registration number.

Split Air-Conditioner

Free maintenance clean

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

- (a) Maintenance clean refers to cleaning of the Air conditioner filter, cleaning of drains and pumps where applicable, 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 through Live Chat via www.samsung.com/au/support.
- (d) Maintenance clean is to be completed by an Authorised Service Centre
- (e) Units must be installed by licenced technicians and installed to manufacturers specifications, Samsung has the right to request installation documentation with installer licence details

- (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

Free pre-summer check

Samsung Care+ customers may claim one (1) free pre-summer check during the term of their Samsung Care+ service pack period.

- (a) Pre-summer check includes checking refrigerant levels (using temperature readings and gauges if needed), inspecting and adjusting wiring, measuring system running currents, testing controls and early-detection devices, verifying and flushing condensate drains and pumps where applicable, and cleaning air-conditioning filters, and performing a diagnostics check of the product to ensure working to manufacturing specifications
- (b) Pre-summer refers to the period between 1 March to 30 November. Bookings outside this period will not be accepted
- (c) Product must be in a position that is accessible by an Authorised Service Technician
- (d) Customers who wish to request a Pre-summer check must contact Samsung Support through Live Chat via www.samsung.com/au/support.
- (e) Pre-summer check is to be completed by an Authorised Service Centre
- (f) Units must be installed by licenced technicians and installed to manufacturers specifications, Samsung has the right to request installation documentation with installer licence details
- (g) 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 spare remote control

Samsung Care+ Appliances customers may claim one (1) free remote control 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 through Live Chat via the Samsung website www.samsung.com.au/support.
- (c) Provide a valid Samsung Care+ Appliances pack registration number
- (d) Samsung will endeavour to distribute the required spare part within ten (10) business days of the claim validation, subject to parts availability
- (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

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 through Live Chat via www.samsung.com/au/support 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 for assistance.
- (g) This Offer is not transferrable, exchangeable or redeemable for cash

[Samsung Care+ Premium] In-home Demo

Customers may claim an In-home Demo for their eligible product one time only within the entire duration of their Samsung Care+ period.

Personalised Setup Concierge

Get the most from your product from day one, with one-on-one guidance from a dedicated Samsung Specialist.

- (a) Customers may claim a personalised consultation to optimise their product's settings and features, tailored to how you use your product.
- (b) This service is delivered remotely by a dedicated Samsung Care+ Premium specialist, available to book at any time.
- (c) Customers who wish to access this benefit must contact the Samsung Care+ Premium line through Live Chat via www.samsung.com/au/support and quoting their Premium pack registration number.
- (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.

Priority SmartThings Connection Support

Seamless smart home integration, guided end-to-end.

- (a) Samsung Care+ Premium customers receive dedicated assistance connecting their eligible product to SmartThings, available at the time of installation or at any point afterward during the coverage period.
- (b) A Samsung Care+ Premium specialist will guide the customer through Air-Conditioner account setup, device pairing, and configuration of relevant SmartThings features for their product.
- (c) Customers who wish to access this benefit must contact the Samsung Care+ Premium line through Live Chat via www.samsung.com/au/support and quoting their Premium pack registration number.

Standalone

Customers may purchase Samsung Care+ Appliances pack as a standalone variant from <https://shop.samsung.com/au/offer/samsung-care-plus/appliance/standalone> within 30 days of an eligible purchase from S.Com.

In order to apply, customers must provide the following information:

- (a) Only appliances purchased from Samsung Online in the last 30days from original billing date, are eligible.
- (b) Customer must enter, Serial number, Model code, and original purchase order to check eligibility.
- (c) Please note the return of your appliance does not cancel the Samsung Care+ Appliances pack. Please contact the Samsung Customer Service Team for any cancellation queries.