

## Samsung Galaxy Buds4 Pro - 30 Day 'Satisfaction Guarantee' (Promotion)

### Terms and Conditions (T&Cs)

<b>Promotion</b>	Customers who purchase a Participating Product on the Samsung Online Store during the Promotional Period will be eligible: (a) the 30 Day 'Satisfaction Guarantee', subject to these T&Cs.													
<b>Customers</b>	Australian residents who purchase a Participating Product from the Samsung Online Store during the Promotional Period.													
<b>Participating Products</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Code</th> <th style="text-align: left;">Description</th> <th style="text-align: left;">Colour</th> </tr> </thead> <tbody> <tr> <td>SM-R640NZKAXSA</td> <td>Galaxy Buds4 Pro</td> <td>Black</td> </tr> <tr> <td>SM-R640NZWAXSA</td> <td>Galaxy Buds4 Pro</td> <td>White</td> </tr> <tr> <td>SM-R640NZDAXSA</td> <td>Galaxy Buds4 Pro</td> <td>Pink Gold</td> </tr> </tbody> </table> <p>Participating Products are sold with in box accessories, including a charging cable</p> <p>Participating Product expressly excludes "C grade" or "seconds" products, second-hand, refurbished or demonstration products, and any costs, fees, expenses or liability of any description to pay any amount for installation, insurance, warranty or extended warranty, financing, delivery or any other cost which is, at the determination of the Promoter in its absolute discretion, additional or ancillary to the models listed in the table above.</p> <p><u>Note:</u> Please note that each Participating Product is a certified product of Samsung Electronics Australia. Further information on the benefits of purchasing Australian models can be found at <a href="http://www.samsung.com/au/made-for-australia">www.samsung.com/au/made-for-australia</a>.</p>		Code	Description	Colour	SM-R640NZKAXSA	Galaxy Buds4 Pro	Black	SM-R640NZWAXSA	Galaxy Buds4 Pro	White	SM-R640NZDAXSA	Galaxy Buds4 Pro	Pink Gold
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<b>Purchase Price</b>	The Purchase Price means the actual price paid by the Customer for the Participating Product(s) as evidenced by the original tax invoice, inclusive of GST, but excluding any delivery charges, interest, or credit card fees.													
<b>Samsung Online Store</b>	<p>a) The "Samsung Online Store" means Samsung's official e-store accessible via the URL <a href="https://shop.samsung.com/au/">https://shop.samsung.com/au/</a></p> <p>b) "Samsung Online Store" does not mean Samsung's Enhanced Partnership Portals, Samsung's Government Store (<a href="https://shop.samsung.com/au/multistore/aepp/government_au/login/multistore">https://shop.samsung.com/au/multistore/aepp/government_au/login/multistore</a>) Samsung Business Store (<a href="https://shop.samsung.com/au/business/login/business">https://shop.samsung.com/au/business/login/business</a> and Samsung Education Store (<a href="https://shop.samsung.com/au/multistore/aepp/samsung_education_au/login/multistore">https://shop.samsung.com/au/multistore/aepp/samsung_education_au/login/multistore</a>).</p> <p>c) For the avoidance of doubt, online bidding and auction websites (e.g. <a href="http://www.ebay.com.au">www.ebay.com.au</a>) are not participating online stores for the purposes of the Promotion</p>													
<b>Promotional Period</b>	<b>Start Time and Date</b>	00:00 AM AEST 28th May 2026												
<b>Promotional Period</b>	<b>End Time and Date</b>	11:59 PM AEST 1st July 2026												
<b>Purchase</b>	Participating Products must be ordered from the Samsung Online Store by payment in full or a contract or rental payment plan with a term of at least twelve (12) months or more.													
<b>30 Day 'Satisfaction Guarantee'</b>	<p>Purchase excludes: (i) rental payment plans with a term of less than twelve (12) months; (ii) lay-buys; and (iii) commercial or business transactions.</p> <p>Within 30 days of Purchase, each Customer is entitled to claim a refund to the value of the Purchase Price, provided the Customer return the Participating Product to Samsung:</p> <p>(a) in full working condition; and</p> <p>(b) with no physical damage (including scratches or markings).</p> <p>Customers will not be required to return original packaging. To claim a refund, Customer must:</p> <p>(a) contact Samsung by way of phone (1300 362 603, option 9 and option 4) or online by way of the 'Chat' function published on Samsung's support website (<a href="mailto:onlinesupport@samsung.com">onlinesupport@samsung.com</a>);</p> <p>(b) provide all reasonable information required of the Customer to enable Samsung to prepare a return order for the Participating Product; and</p> <p>(c) follow Samsung's instructions to deliver the Participating Product to Samsung.</p> <p>Upon the Participating Product being received by Samsung, Samsung will assess the Participating Product and if satisfied of its condition, arrange for a refund to be processed for the benefit of the Customer.</p> <p>Samsung reserves the right to refund a portion and not the full Purchase Price, in its absolute discretion.</p>													

<b>Other Matters</b>	<p>(a) Participation in this Promotion is deemed acceptance of these T&amp;Cs.</p> <p>(b) This Promotion is not valid in conjunction with any other Samsung offer or promotion.</p> <p>(c) This Promotion is available only to individuals and is not open to companies, businesses, commercial ventures, organisations or anyone acting on their behalf. This does not prevent an individual on a business phone plan from entering the Promotion.</p> <p>(d) All prices quoted in these T&amp;Cs are inclusive of GST.</p> <p>(e) If this Promotion is interfered with or cannot be conducted as planned, Samsung may disqualify any Customers and/or modify, suspend or terminate the Promotion as applicable</p> <p>(f) The Promotional Period may be extended in Samsung's absolute discretion</p> <p>(g) The Promoter reserves the right, at any time, to verify the validity of claims and claimants (including a claimant's identity, contact number and place of residence, tax invoice and serial number) using all other information available to the Promoter, and to disqualify any claimant who submits a claim that is not in accordance with these Terms and Conditions or who tampers with the claim process. The Promoter's decision is final and no correspondence will be entered into. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights.</p> <p>(h) Customers are responsible for ensuring their correct contact number, email address and address details are provided and any updated details are notified to the Promoter.</p> <p>(i) Except for any liability that cannot be excluded by law (including statutory consumer guarantees), the Promoter (including its officers, employees and agents) is not responsible for and excludes all liability (including negligence) for any personal injury, or any loss or damage (including loss of opportunity), whether direct, indirect, special, or consequential, arising in any way out of this Promotion. This exclusion includes, but is not limited to, the following: (a) any technical difficulties or equipment malfunction (whether or not under the Promoter's control); (b) any theft, unauthorized access, or third party interference; (c) any refund request or original purchase documentation that is late, lost, or misdirected due to any reason beyond the reasonable control of the Promoter; (d) any tax liability incurred by a claimant; or (e) any injury or damage arising from the Customer's use of the product.</p> <p>(j) Nothing in these Terms and Conditions is intended to exclude, restrict or modify any consumer rights under the <i>Competition and Consumer Act 2010</i> (Cth) ("<b>CCA</b>") or any other legislation which may not be excluded, restricted or modified by agreement. If the CCA or any other legislation implies a condition, warranty or term into the Terms and Conditions or provides statutory guarantees in connection with these Terms and Conditions, in respect of goods and services supplied (if any), the Promoter's liability for breach of such a condition, warranty, other term or guarantee is limited to (at the Promoter's election), to the extent it is able to do so: (a) in the case of supply of goods, the Promoter doing any one or more of the following: (i) replacing the goods or supplying equivalent goods; (ii) repairing the goods; (iii) paying the cost of replacing the goods or of acquiring equivalent goods; and/or (iv) paying the cost of having the goods repaired; or (b) in the case of supply of services, the Promoter doing either or both of the following: (i) supplying the services again; and/or (ii) paying the cost of having the services supplied again. The rights provided to the Customer under the 30 Day 'Satisfaction Guarantee' are in addition to, and do not replace, the statutory rights and remedies available to consumers under the Australian Consumer Law.</p> <p>(k) These Terms and Conditions are governed by the laws of New South Wales. Entrants submit to the non-exclusive jurisdiction of the courts of New South Wales.</p>
<b>Privacy/the Promoter</b>	<p>Samsung (or third parties on its behalf) may collect personal information to conduct the Promotion and disclose such information to third parties for this purpose, including agents, contractors, service providers and offer suppliers. Validity of an eligible entry is conditional on providing this information. Some of these entities may be outside Australia, including in Singapore, Korea and the Philippines. Entrants acknowledge that by consenting to this disclosure, Samsung is not obliged to take reasonable steps to ensure overseas recipients do not breach Australian privacy law. All entrants consent to their personal information being collected and stored for this purpose in accordance with Samsung's privacy policy available at <a href="http://www.samsung.com/au">www.samsung.com/au</a>, which forms part of these T&amp;Cs.</p>
<b>Samsung</b>	<p>Samsung Electronics Australia Pty Ltd (ACN 002 915 648) 3 Murray Rose Avenue, Sydney Olympic Park NSW 2127, Australia</p>
<b>Promotion Support</b>	<p>Chat with us on <a href="https://www.samsung.com/au/support/contact/#start-chat/">https://www.samsung.com/au/support/contact/#start-chat/</a> Call us on <b>1300 362 603</b> for the Customer Care team</p>

Version Updated: 21<sup>st</sup> May 2026

**Short form Disclaimer**

\*Offer ends 01.07.2026. While stocks last. Samsung Online Store only. T&Cs apply see (website link to be provided)