

**SAMSUNG 2026 TAB S12 Series BUY & TRY OFFER FOR PURCHASES VIA SAMSUNG.COM/AU/
AND AT PARTICIPATING RETAILERS**

TERMS AND CONDITIONS

1. Instructions on how to claim and the offer form part of these terms and conditions ("**Terms and Conditions**"). Participation in this "Samsung 2026 Galaxy Tab S12 Series Buy & Try Offer" ("**Offer**") is deemed acceptance of these Terms and Conditions. This Offer is not valid in conjunction with any other offer or promotion, unless expressly advised.
2. The promoter is Samsung Electronics Australia Pty Ltd ABN 63 002 915 648 of 3 Murray Rose Avenue, Sydney Olympic Park, NSW 2127 ("**Promoter**" or "**Samsung**").
3. The Offer commences at 12:00am (AEDT) on 22 October 2026, and closes at 11:59pm (AEDT) on 31 December 2026 ("**Offer Period**"). The Offer Period may be extended by the Promoter in its absolute discretion. For clarity, the offer for Participating Products (defined in the table below), closes at 11.59pm (AEDT) on 31 December 2026.
4. For purchases made through the Samsung Online Store, the Refund must be claimed through the Samsung Online Store's existing Change of Mind Policy. Purchases through a Participating Retail Store must be claimed in strict accordance with the Participating Retail Store's returns policy.

Definitions

5. For the purpose of these Terms and Conditions:

- a) "**Participating Product**" means the Samsung products set out in the table below:

Product name	Model code
Tab S12+ Wi-Fi 12GB/ 256GB	SM-X840NZAAXSA
Tab S12+ Wi-Fi 12GB/ 512GB	SM-X840NZAEXSA
Tab S12+ 5G 12GB/ 256GB	SM-X846BZAAATS
Tab S12+ 5G 12GB/ 512GB	SM-X846BZAEATS
Tab S12 Ultra Wi-Fi 12GB/ 256GB	SM-X940NZAAXSA
Tab S12 Ultra Wi-Fi 12GB/ 512GB	SM-X940NZAEXSA
Tab S12 Ultra Wi-Fi 16GB/ 1TB	SM-X940NZAIXSA
Tab S12 Ultra 5G 12GB/256GB	SM-X946BZAAATS
Tab S12 Ultra 5G 12GB/ 512GB	SM-X946BZAEATS
Tab S12 Ultra 5G 16GB/ 1TB	SM-X946BZAIATS

For clarity, the definition of a Participating Product expressly excludes "C grade" or "seconds" products, second-hand, refurbished or demonstration products, non-genuine or non-Australian models, 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 model specified above;

- b) "**Participating Retail Store**" means the physical retail stores, and the equivalent online stores, of each retailer set out in the table below:

Harvey Norman	The Good Guys
Samsung Retail Stores	Joyce Mayne

Bing Lee	
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Online bidding or auction websites (including www.ebay.com.au) or any unauthorised retailers which are not listed in the table above are expressly excluded. The Promoter recommends that prior to purchasing a Participating Product, the customer verify with the retailer that the retailer is authorised by Samsung to participate in this Offer. "**Samsung Retail Store**" means a Samsung-branded physical store or studio in Australia, a list of which is available at www.samsung.com.au/samsungstore.

"**Purchase**" means payment in full (through Samsung Online Store or a Participating Retail Store) of the Participating Product during the Offer Period;

c) "**Refund**" means:

- a. for purchases made through the Samsung Online Store, a refund in AUD equal to the total amount paid, including GST, as shown on the original tax invoice, for:
 - i. the Participating Product;
 - ii. any eligible accessories purchased with the Participating Product in the same transaction; and
 - iii. any Samsung Care+ services purchased for the Participating Product in the same transaction; or
- b. for purchases made through a Participating Retail Store, an amount in AUD equal to the total amount paid, including GST, as shown on the original tax invoice, for:
 - i. the Participating Product;
 - ii. any eligible accessories purchased with the Participating Product in the same transaction; and
 - iii. any services purchased for the Participating Product in the same transaction.

Any trade-in device, or equivalent trade-in value applied to your order, will be forfeited if the claimant returns the Participating Product under this program.

d) "**Samsung Online Store**" means samsung.com/au/ and Samsung's Enhanced Partnership Portals.

Eligibility and claims

6. To be eligible to claim the Refund, a claimant (an "**Eligible Claimant**") must:

- a) be aged 18 years old or over and be a natural person (and for clarity not a company, business or organisation of any description, or an employee of the Promoter, a Participating Retail Store or any agency associated with this Offer);
- b) be an Australian resident, with an Australian residential address;
- c) purchase a Participating Product from the Samsung Online Store or a Participating Retail Store during the Offer Period;
- d) for purchases made through the Samsung Online Store, claimants must follow Samsung's Change of Mind return process found [here](#), as set out in the Samsung Online Store Terms and Conditions and return the Participating Product and any other product(s) purchased within the same transaction within sixty (60) days of the delivery of the Participating Product and:

- i. email proof of their original purchase and any delivery documentation to onlinesupport@samsung.com or complete a Self Service Return [Orders](#) Request here ; and
 - ii. return the Participating Product(s):
 - a. with all original components and accessories (including manuals, documentation, etc.);
 - b. in its original cartons and packaging to prevent damage to the Participating Product(s) and accessory(ies);
 - c. with all other products and accessories purchased in the same order; and
 - d. delivered via one of the methods as outlined in Samsung's Returns Policy.
 - e) for purchases made through a Participating Retail Store:
 - i. return the Participating Product to its place of purchase within sixty (60) days of purchasing the Participating Product;
 - ii. provide the Participating Retail Store with a copy of the original receipt for the purchase of their Participating Product; and
 - iii. provide the Participating Retail Store with the original card that was used to make the purchase. The refund will be paid into the original card that the customer used at the time of purchase; and
 - iv. if the product has been purchased on the retailer website, then the customer will need to follow the Participating Retail Store's normal online returns process as dictated on their website, including collection of the participating product and any associated costs involved.
7. All claims must be carried out by the actual purchaser of the Participating Product. Claims or registrations by any other person will not be accepted.
8. The Offer and/or any time period that claimants have to make claims and provide further information may be extended in the Promoter's absolute discretion.
9. The Promoter reserves the right, at any time, to verify the validity of claims and Eligible Claimants (including a claimant's identity, contact number and place of residence and tax invoice) 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.
10. Incomplete, indecipherable or illegible claims will be deemed invalid. Eligible Claimants are responsible for ensuring their correct contact number, email address, bank account details and address details are provided and any updated details are notified to the Promoter. Subject to clause 22, the Promoter accepts no responsibility should an otherwise Eligible Claimant fail to receive the Refund because of a failure to provide correct details or to notify of a change to those details, or for providing an invalid tax invoice.
11. Multiple claims for a Refund are permitted, subject to the following:
- a) only one (1) claim is permitted per Participating Product; and
 - b) each claim must be submitted separately and in accordance with these Terms and Conditions.

Refund

12. For purchases made through a Participating Retail Store, an Eligible Claimant will receive a Refund from the Participating Retail Store, provided that the Participating Product:
- a) has been used under normal conditions in the application for which the Participating Product is intended and maintained in accordance with the instructions provided;
 - b) is not damaged, including, without limitation, cosmetic damage such as scratches or dents; and
 - c) includes all original components, manuals and accessories provided at the time of Purchase*.

** Returns will not be accepted if any components, manuals and/or accessories provided at the time of purchase are missing*

13. For purchases made through the Samsung Online Store, the Participating Product received by Samsung from an Eligible Claimant must:
- a) have been used under normal conditions in the application for which the Participating Product is intended and maintained in accordance with the instructions provided;
 - b) not be damaged, including, without limitation, cosmetic damage such as scratches or dents; and
 - c) include all original components, manuals and accessories provided at the time of Purchase*

** Returns will not be accepted if any components, manuals and/or accessories provided at the time of purchase are missing*

14. Subject to clause 22, if the Participating Product is not returned in accordance with these terms and conditions, the Promoter may, acting reasonably, either refuse to provide a Refund or reduce it to take into account the cost of repair for any damage caused to the Participating Product, or any missing manuals or accessories.
15. For purchases made through the Samsung Online Store, claimants will be notified by email to their nominated email address once their claim has been approved. Eligible Claimants must return the Participating Product to Samsung in accordance with the return instructions provided by Samsung and Samsung's Returns Policy. Upon receipt and inspection of the Participating Product, the Promoter will arrange for the Refund to be processed, subject to the terms and conditions of this Promotion. Refunds are processed to the claimant's original payment method. If the original payment method is no longer available (for example, due to the credit or debit card being cancelled), claimants should contact their bank or financial institution for further assistance.

Privacy

16. Samsung collects personal information in order to conduct the Offer and may, for this purpose, disclose such information to third parties, including, but not limited to, agents, contractors, service providers, offer suppliers and, as required, to Australian regulatory authorities. Validity of a claim is conditional on providing this information. Samsung may, for an indefinite period, unless otherwise advised, use the information for promotional, marketing, publicity, research and profiling purposes, including sending electronic messages or telephoning a claimant. Claimants acknowledge that the information they provide will be collected by or on behalf of Samsung and may be disclosed to other group companies and to third parties that help Samsung deliver its products and services (including suppliers, contractors, dealers, agents and business partners) or as required by law. Some of these parties may be located outside of Australia, including in Singapore, Korea and the Philippines. Claimants acknowledge that by giving consent to the disclosure of his/her personal information to the overseas recipients, Samsung will not have an obligation to take reasonable steps to ensure that these overseas recipients do not breach Australian privacy law in relation to that information. In particular, the claimant acknowledges that in providing their consent, Samsung will not be accountable under the *Privacy Act 1988* (Cth) and the claimant will not be able to seek redress under the *Privacy Act 1988* (Cth). However, where practicable in the circumstances, Samsung will take reasonable steps to ensure that overseas recipients use and disclose such information in a manner consistent with Samsung's privacy policy. Claimants should direct any request to access, update or correct information to Samsung's Privacy Officer at the details provided below. These Terms and Conditions are deemed to incorporate Samsung's privacy policy and by

claiming under the Offer (whether or not as an Eligible Claimant), each claimant accepts the terms and conditions of Samsung's privacy policy. For further details see www.samsung.com/au/info/privacy.html.

General

17. For purchases made through a Participating Retail Store, each Eligible Claimant is required to return the Participating Product to their Participating Retail Store, at the Eligible Claimant's cost. Any returns to a Participating Retail Store will need to be in accordance with their normal returns process as outlined on the Participating Retail Store's website.
18. The Refund is not transferable or exchangeable and may be claimed only by the Eligible Claimant who Purchased the Participating Product.
19. If this Offer 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 Promoter, the Promoter reserves the right, in its sole discretion, to the fullest extent permitted by law, to: (a) disqualify any Eligible Claimant; or (b) modify, suspend, terminate or cancel the Offer, as appropriate.
20. Any cost associated with participating in this Offer are each Eligible Claimant's responsibility and is dependent on the internet service provider used. The Promoter makes no guarantee of the availability of its web services and will not be held responsible for interruption of service that may interfere with the ability to participate in the Offer or to receive a refund.
21. Subject to clause 22, the Promoter (including its officers, employees and agents) will not be liable for the following: (a) any technical difficulties or equipment malfunction (whether or not under the Promoter's control); (b) any theft, unauthorised access or third party interference; (c) any claim, original purchase documentation or Refund that is late, lost, altered, damaged or misdirected (whether or not after their receipt by the Promoter) due to any reason beyond the reasonable control of the Promoter; (d) any variation in the Refund value to that stated in these Terms and Conditions; (e) any tax liability incurred by an Eligible Claimant; or (f) any costs or expenses incurred by an Eligible Claimant in relation to returning a Participating Product to a Participating Retail Store.
22. Nothing in these Terms and Conditions is intended to exclude, restrict or modify any consumer rights under the *Competition and Consumer Act 2010* (Cth) ("**CCA**") or any other legislation which may not be excluded, restricted or modified by agreement. For the avoidance of doubt, this Offer is in addition to, and does not affect, any other rights and remedies a claimant may have under the Australian Consumer Law, that cannot be excluded, restricted or modified.
23. These Terms and Conditions are governed by the laws of New South Wales. Each claimant submits to the non-exclusive jurisdiction of the courts of New South Wales.

Customer support: 1300 362 603