

Samsung Galaxy 30 Day 'Satisfaction Guarantee' (Promotion)

Terms and Conditions (T&Cs)

Offer

Eligible Entrants who purchase a Participating Product from a Samsung Branded Participating Retail Store during the relevant Promotional Period will be eligible for the 30 Day 'Satisfaction Guarantee', subject to these Terms and Conditions.

Eligible Entrants

All Australian residents aged 18 years and over who purchase a Participating Product by pre-order from a Participating Retail Store during the Promotional Period.

Participating Products

Model	SKU	Colour	RRP
Galaxy Buds Live	SM-R180NZKAASA	Mystic Black	\$319.00
	SM-R180NZNAASA	Mystic Silver	
	SM-R180NZWAASA	Mystic White	
	SM-R180NZBAASA	Mystic Blue	
	SM-R180NZRAASA	Mystic Red	
Galaxy Buds Pro	SM-R190NKSAASA	Mystic Black	\$349.00
	SM-R190NZSAASA	Mystic Silver	
	SM-R190NZVAASA	Mystic Violet	

Participating Products			
Model	SKU	Colour	RRP
Galaxy Z Flip 5G 256GB	SM-F707BZNAXSA	Mystic Bronze	\$1749.00
Galaxy Z Flip 5G 256GB	SM-F707BZAAXSA	Mystic Grey	\$1749.00
Galaxy Z Fold2 5G 256GB	SM-F916BZKAXSA	Mystic Black	\$2499.00
Galaxy Z Fold2 5G 256GB	SM-F916BZNAXSA	Mystic Bronze	\$2499.00

Participating Accessories*		
SKU	Model	RRP
EF-VF916LBEGWW	Galaxy Z Fold2 Leather Cover Black	\$124.00
EF-VF916LAEGWW	Galaxy Z Fold2 Leather Cover Brown	\$124.00
EF-VF916LGEGWW	Galaxy Z Fold2 Leather Cover Green	\$124.00
EF-XF916SBEGWW	Galaxy Z Fold2 Slim Cover Black	\$94.00
EF-QF707CTEGWW	Z Flip 5G Clear Case – 2 Piece	\$49.00
EF-VF700LBEGWW	Z Flip Leather Cover - 2 Piece Black	\$119.00
EF-VF700LSEGWW	Z Flip Leather Cover - 2 Piece Silver	\$119.00

*Participating Accessories listed above can only be returned in accordance under this Offer if purchased with a Participating Product in a single transaction, as evidenced on the Eligible Customer's proof of purchase.

Participating Products 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,

	<p>delivery or any other cost which is, at the determination of the Promoter in its absolute discretion, additional or ancillary to the Participating Products listed in the table above.</p> <p>Note: Please note that each Participating Product is a certified product of Samsung Electronics Australia. Non-genuine or non-Australian models of the Participating Products are not eligible for this Promotion. Further information on the benefits of purchasing Australian models can be found at www.samsung.com/au/made-for-australia.</p>																																		
Purchase Price	<p>The Purchase Price for the Participating Products is the:</p> <p>(a) recommended retail price (RRP) detailed in the table above if payment is made in full; or</p> <p>(b) the amount paid towards a contract or rental payment plan with a term of twelve (12) months.</p>																																		
Participating Retail Stores	<table border="1"> <thead> <tr> <th>Store Location</th> <th>State</th> <th>Address</th> </tr> </thead> <tbody> <tr> <td>George St</td> <td>NSW</td> <td>450 George Street, Sydney, NSW 2000</td> </tr> <tr> <td>Parramatta</td> <td>NSW</td> <td>Level 3, Westfield Parramatta, 159-175 Church Street, Parramatta, NSW 2150</td> </tr> <tr> <td>Garden City</td> <td>QLD</td> <td>Level 1, Westfield Garden City, Corner Logan and Kessels Roads, Mount Gravatt, QLD 4122</td> </tr> <tr> <td>Chermside</td> <td>QLD</td> <td>Level 1, Westfield Chermside, Corner Gympie and Hamilton Roads Chermside, QLD 4032</td> </tr> <tr> <td>Robina</td> <td>QLD</td> <td>Robina Town Centre, 19 Robina Town Centre Drive, Robina, QLD 4230</td> </tr> <tr> <td>Highpoint</td> <td>VIC</td> <td>Level 2, Highpoint Shopping Centre, 120 – 200 Rosamond Road, Maribyrnong, VIC 3032</td> </tr> <tr> <td>Doncaster</td> <td>VIC</td> <td>Ground Floor, Westfield Doncaster, 619 Doncaster Road, Doncaster, VIC 3108</td> </tr> <tr> <td>Fountain Gate</td> <td>VIC</td> <td>Level 1, Westfield Fountain Gate, 352 Princes Highway, Fountain Gate, VIC 3805</td> </tr> <tr> <td>Chadstone</td> <td>VIC</td> <td>Chadstone Shopping Centre, 1341 Dandenong Road, Chadstone, VIC 3148</td> </tr> <tr> <td>Carousel</td> <td>WA</td> <td>Level 1, Westfield Carousel, 1382 Albany Highway, Cannington, WA 6107</td> </tr> </tbody> </table>		Store Location	State	Address	George St	NSW	450 George Street, Sydney, NSW 2000	Parramatta	NSW	Level 3, Westfield Parramatta, 159-175 Church Street, Parramatta, NSW 2150	Garden City	QLD	Level 1, Westfield Garden City, Corner Logan and Kessels Roads, Mount Gravatt, QLD 4122	Chermside	QLD	Level 1, Westfield Chermside, Corner Gympie and Hamilton Roads Chermside, QLD 4032	Robina	QLD	Robina Town Centre, 19 Robina Town Centre Drive, Robina, QLD 4230	Highpoint	VIC	Level 2, Highpoint Shopping Centre, 120 – 200 Rosamond Road, Maribyrnong, VIC 3032	Doncaster	VIC	Ground Floor, Westfield Doncaster, 619 Doncaster Road, Doncaster, VIC 3108	Fountain Gate	VIC	Level 1, Westfield Fountain Gate, 352 Princes Highway, Fountain Gate, VIC 3805	Chadstone	VIC	Chadstone Shopping Centre, 1341 Dandenong Road, Chadstone, VIC 3148	Carousel	WA	Level 1, Westfield Carousel, 1382 Albany Highway, Cannington, WA 6107
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<p>Excludes purchases made on Samsung Enhanced Portals, Samsung Government Store, Samsung Business Store and Samsung Education Store, Samsung Experience Store, any other Samsung online store or any store not listed above.</p>																																			
Promotional Period	Start Time and Date	08:00 AM AEDT 1 August 2021																																	
	End Time and Date	11:59 PM AEST 31 December 2021																																	
Offer	<p>Eligible Entrants who purchase a Samsung Galaxy Buds Pro, Buds Live, Galaxy Fold2 or Galaxy Z-Flip 5G (with or without Participating Accessories) will be entitled to claim a refund to the value of the Purchase Price within 30 days of purchasing the Participating Product from a Participating Retail Store, provided the Eligible Entrant returns the Participating Product to the same Participating Retail Store of Purchase:</p> <p>(a) in full working condition; and</p> <p>(b) with no physical damage (including scratches or marking); and</p> <p>(c) with original packaging and inbox items.</p> <p>To claim a refund, an Eligible Entrant must:</p> <p>(a) return the Participating Product to the original Participating Retail Store of Purchase;</p> <p>(b) present a valid receipt or other acceptable proof of purchase from the Participating Retail Store; and</p> <p>(c) return the Participating Product to the Participating Retail Store of Purchase within 30 days' of Purchase.</p> <p>Samsung reserves the right to refund a portion and not the full Purchase Price, in its absolute discretion.</p>																																		
Purchase	<p>Participating Products must be purchased at a Participating Retail Store in full or a be under a contract or rental payment plan with a term of twelve (12) months or more.</p> <p>Purchase excludes:</p> <p>(i) rental payment plans with a term of less than twelve (12) months;</p> <p>(ii) lay-buys; and</p> <p>(iii) commercial or business transactions.</p> <p>Proof of purchase must clearly show that the purchase or contract was made during the Promotional Period.</p>																																		
Other Matters	<ol style="list-style-type: none"> Participation in this Promotion is deemed acceptance of these T&Cs. This Promotion is valid with Participating Products that were Purchased through the TradeUp Program (further details can be found at https://www.samsung.com/au/tradeup/). If the Eligible Customer purchased the Participating Product through the Samsung TradeUp Program, they will be entitled to receive the Purchase Price for the Participating Product, but they will not be entitled to receive their old device that they traded in. This Promotion is available only to individuals and is 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. There is a limit of one (1) per Participating Product Purchased. All prices quoted in these T&Cs are inclusive of GST. 																																		

	<p>7. If this Promotion is interfered with or cannot be conducted as planned, Samsung may disqualify any entrant and/or modify, suspend or terminate the Promotion as applicable.</p> <p>8. The Promotional Period may be extended in Samsung's absolute discretion.</p> <p>9. The Promoter reserves the right, at any time, to verify the validity of a claim for a refund using all other information available to the Promoter, and to disqualify any claimant who fails to provide evidence of a proof of purchase or otherwise submits a claim for a refund 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>10. The Promoter (including its officers, employees and agents) 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 the Promotion, including, but not limited to, where arising out of the following:</p> <ul style="list-style-type: none"> (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, proof of purchase documentation or due to any reason beyond the reasonable control of the Promoter; (d) any variation in Purchase Price to that stated in these Terms and Conditions; or (e) any tax liability incurred by a claimant. <p>11. 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) ("CCA") 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 these 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:</p> <ul style="list-style-type: none"> (a) in the case of supply of goods, the Promoter doing any one or more of the following: <ul style="list-style-type: none"> (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: <ul style="list-style-type: none"> (i) supplying the services again; and/or (ii) paying the cost of having the services supplied again. <p>12. These Terms and Conditions are governed by the laws of New South Wales, Australia. Entrants submit to the non-exclusive jurisdiction of the courts of New South Wales, Australia. The Participating Products are subject to stock availability at each individual Participating Retailer Store.</p>
Privacy	<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 www.samsung.com/au, which forms part of these T&Cs.</p>
Samsung/ the Promoter	<p>Samsung Electronics Australia Pty Ltd (ACN 002 915 648) 3 Murray Rose Avenue, Sydney Olympic Park NSW 2127, Australia</p>
Promotion Support	<p>Email: promos.au@samsung.com Phone: 1300 362 603 (Option 5)</p>

Short form T&C

- Offer available until 31 December 2021. Available in Participating Retailer Stores only and only when you purchase a Participating Product. For Full T&C s visit <https://www.samsung.com/au/samsungstore/satisfaction-guarantee/>