

## Samsung E- Gift Voucher Terms & Conditions

1. Samsung E- Gift Voucher/ Gift Voucher is issued by Samsung India Electronics Pvt Ltd (“SIEL” / “Samsung”) and Pine Labs Private Limited (“Pine Labs”) is managing the program end to end as technology partner.
2. Samsung E-Gift Voucher cannot be refunded, replaced, transferred or exchanged for cash /cheque. Samsung E-Gift Voucher cannot be reloaded.
3. Samsung E-Gift Vouchers can be redeemed only on [www.samsung.com/in/giftvoucher/](http://www.samsung.com/in/giftvoucher/)
4. While Samsung E-Gift Voucher redemption will be applicable on all product categories, SIEL reserves the right to disable redemption on selected products at its discretion
5. **Validity of Samsung E-Gift Vouchers:** Samsung E-Gift Vouchers carry validity period of 12 months from the date of its issuance/ communication made, unless specified otherwise.
6. The Samsung E-Gift Vouchers can be purchased Min Rs. 500 and Max Rs. 10,000.
7. **Usage Restrictions for Samsung E-Gift Vouchers:**
  - Samsung E-Gift Voucher has to be utilized in one single transaction and the balance will not be carried forward or refunded.
  - In case users purchase value exceed the value of Samsung E-Gift Vouchers, the differential amount of such purchase should be paid using the other modes of payment as available on the website.
  - A maximum of only 1 Samsung E-Gift Voucher can be redeemed against one order.
8. SIEL will not be responsible if any Samsung E-Gift Voucher is lost, stolen, destroyed or used without permission after its issuance.

Once Samsung E-Gift Voucher is issued/ communicated, SIEL will not entertain any request from anyone for its cancellation..

  - a. Please note that the partial cancellation by Customer is not allowed. Customer can cancel the entire order only and the Samsung E-Gift Voucher amount will be reinstated.
  - b. Once the Customer has redeemed the Gift Voucher and placed an order, no partial cancellations of such order shall be allowed. In case the Customer intends to do so, there shall be no refund of the Gift Voucher Value on proportionate basis.
  - c. In case of Partial Order cancellation made by Samsung due to unavoidable circumstances, only the value of the product that has been cancelled shall be refunded to the user who has placed the order. The proportionate value of Gift Voucher shall be refunded to bank account as informed to Customer.
9. Order cancellation is eligible in the first 2 hours of order placement via ‘cancel’ button available under Orders. In such case Voucher value will be re-instated once cancellation is completed.
  - If your order is eligible for cancellation, a ‘cancel’ button will be available for up to 2 hours\* of order placement. If you need to cancel, please do so within this timeframe.
  - If ‘Cancel’ button is not active\* or post 2 hours of order placement, then the order is too far along the fulfillment process and cannot be modified or cancelled at this time. Even our Order Support team is unable make any changes to it.
  - Any cancellations or doorstep rejections after 2 hours of order placement, will be charged basis the below grid as per the invoice value. This amount will be adjusted from the final refund amount.

Category	Cancellation charges (including GST @ 18%)
Accessories, Wearables	INR 99
Smartphones, Tablets and Laptops	INR 999
TV, AV, Monitors and Home appliances	INR 1,999

10. Samsung E-Gift Vouchers cannot be combined with other promotional vouchers like Welcome Voucher, Referral Vouchers etc.
11. All Consumer offers to be applicable as per terms of the offers, including affordability, upgrade and bundle offers.
12. SIEL reserves the right to alter any / all the terms and conditions of this e-Gift Voucher any time without prior notice.
13. **Limitation of Liability:** SAMSUNG DOES NOT MAKE ANY WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO SAMSUNG E-GIFT VOUCHERS, INCLUDING WITHOUT LIMITATION, ANY EXPRESS OR IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN THE EVENT A SAMSUNG E-GIFT VOUCHER IS NON-FUNCTIONAL, YOUR SOLE REMEDY WILL BE TO CALL THE CUSTOMER SERVICE DESK OF SAMSUNG AND TRY TO GET THE PROBLEM RESOLVED. NO NEW SAMSUNG E-GIFT VOUCHER WILL BE ISSUED IN CASE THE PROBLEM CAN NOT BE RESOLVED. IF APPLICABLE LAW DOES NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES OR THE EXCLUSION OR LIMITATION OF CERTAIN DAMAGES, SOME OR ALL OF THE ABOVE DISCLAIMERS, EXCLUSIONS, OR LIMITATIONS MAY NOT APPLY TO YOU, AND YOU MAY HAVE ADDITIONAL RIGHTS.
14. **Governing Law and Jurisdiction:** Samsung E-Gift Voucher terms and conditions are governed by and construed in accordance with the laws of India. You/ User agree to submit to the exclusive jurisdiction of the courts at Delhi in case of any disputes.
15. In case of any query, please use Support form <https://www.samsung.com/in/support/email/online-shop/> / call at 1800 3000 8282 / Chat support.