

SAMSUNG CARE+

ACCIDENTAL DAMAGE AND LIQUID DAMAGE PROTECTION (ADLD)

1. The Plan

This Accidental and Liquid Damage Protection Plan offered by Servify (Service Lee Technologies Pvt. Ltd.) governs the support process for damages, as mentioned herein to select brand new Samsung Galaxy Book (“Device/s”) sold by Samsung India Electronics Pvt. Ltd. (“Samsung”) via its official channels and select e-commerce portals in India.

This plan is not valid for any device that is either refurbished or purchased by a customer post a return from the first customer, even in unboxed condition.

2. Plan Term

Benefit(s) under the Plan begins when your Device is activated as per the below scenarios and will end on completion of one (01) year from the date of activation of the Plan (“**Plan Term**”).

2.1. In case of Online purchase of the Plan: Samsung Care+ will have to be purchased along with the Device and will be activated from the date of purchase of the plan.

2.2. In case of Offline purchase:

2.2.1 When Device and Samsung Care+ purchased together – Plan will be activated the same day as that of Device purchase.

2.2.2 Plan is purchased after the Device is purchased and/or activated: In this case the Plan will be activated from the date of purchase of the Plan. However, the Plan is to be purchased within the stipulated timelines as provided in Clause 3.1 below.

3. Plan Eligibility

3.1. This Plan can be purchased along with the Device from Samsung’s official channels and select e-commerce portals or within 3 (three) days of the date of purchase of the original Device .

3.2. The terms of this Plan, the original sales receipt for your Plan, the original sales receipt of your Device, the proof of your identity provided at the time of raising a Damage Repair Service Request, the indemnification you provide about the working condition of the Registered Device before the purchase of the Plan and the Plan Confirmation are each part of your Plan.

3.3. The benefits under the accidental and liquid damage protection Plan are additional to the benefits provided by the manufacturer under Manufacturer’s Warranty.

4. Plan Details

4.1. “Registered” Device

The Device that is successfully registered under the Plan within the stipulated time period as

defined in clause 3.1 above is termed as “Registered Device”

4.2. Customer

The purchaser of the Registered Device whose name is mentioned on the original invoice is the Customer. The purchaser’s spouse, children and parents can be the users of the Registered Device. If the purchaser is a company, Customer shall mean any representative/employee of the company authorized to use the Registered Device.

4.3. Benefits Value

Maximum Benefits Value is equivalent to the invoice value of the Registered Device at the time of submitting a Damage Repair Request for availing accidental damage protection as eligible under this Plan. Limit is one (1) repair instance for the Plan term of 1 (one) year for the registered device, subject to the maximum eligible Benefits Value at the time of submitting a request. If the repair charges are more than the Benefits Value, the Customer will have the option to bear the differential price for obtaining the repair as determined by the Authorised Service Centre (“ASC”) of Samsung. There is a Processing Fee charged during a repair event under Accidental and Liquid Damage Protection Plan as mentioned below:

Device categorization	Processing fee (incl. tax) in INR
Galaxy Book Go	1,750
Galaxy Book 2 (Price < Rs. 75000)	3,250
Galaxy Book 2 (Price > Rs. 75000)	4,400
Galaxy Book 2 360, Galaxy Book 2 Pro, Galaxy Book 2 Pro 360	5,500

Please note that Device list mentioned here may not be exhaustive. In case your Device does not figure in the list here, please go through the claim process to know the processing fee applicable for your Device.

4.4. Beyond Economic Repairs (BER)

If the repair cost of the Registered Device is more than the Benefits Value of the Registered Device, then the repair request will be determined as Beyond Economic Repairs (BER). In case of BER, Samsung Authorized Service centre will repair the registered device. In case the registered device is not repairable, a Samsung device purchase coupon, equivalent to the consideration paid by the customer for purchasing the device will be provided to the customer.

4.5. Scope of Service under the Plan

Provided the Registered Device is handed over to Servify or its authorized channels in its entirety during the Damage Repair Request Process & that you have submitted the documents as desired under the Plan, the following conditions would be considered under the Plan.

4.5.1. Inclusions

- 4.5.1.1. Suffers accidental physical damage and/or such damage that impairs the normal usage of the Registered Device
- 4.5.1.2. Fails to work because accidentally fluid has entered its internal circuitry, touch panel, sub-board or battery, resulting into stoppage of the Registered Device
- 4.5.1.3. Any issue related to data recovery as defined in Clause 15

4.5.2. Exclusions

- 4.5.2.1. Any damages to the Registered Device prior to the Plan activation
- 4.5.2.2. Any damages reported within 07 (seven) days of activation of the Plan
- 4.5.2.3. Theft or loss of the Registered Device
- 4.5.2.4. Any damage to the Registered Device:
 - 4.5.2.4.1. due to Intentional act or willful neglect
 - 4.5.2.4.2. under mysterious circumstances including lost or stolen
 - 4.5.2.4.3. due to serial number that has been altered, defaced or removed, or has been modified to alter its functionality or capability without the written permission of Samsung
 - 4.5.2.4.4. due to any experiments or tests and/or alterations resulting to any abnormal conditions of the Registered Device
- 4.5.2.5. Damage caused by:
 - 4.5.2.5.1. a product/accessory that is not the Registered Device
 - 4.5.2.5.2. operating the Registered Device outside the permitted or intended uses described by manufacturer
 - 4.5.2.5.3. service (including upgrades and expansions) performed by anyone who is not an Authorized Service Centre (“ASC”)
 - 4.5.2.5.4. Third-party products or their effects on or interactions with the Registered Device or the software
- 4.5.2.6. Damages to the device due to terrorist attack, war, fire, lightning, earthquake, floods or an act of God
- 4.5.2.7. Damaged device where the serial number cannot be identified.
- 4.5.2.8. Damage caused due to electricity surge or an electromagnetic pulse (EMP)
- 4.5.2.9. Cost of any missing parts or unidentifiable damage parts
- 4.5.2.10. Consequential loss of any kind or description including wear & tear, manufacturing defects
- 4.5.2.11. Cosmetic damage to the Registered Device including but not limited to scratches, dents and broken plastic on ports
- 4.5.2.12. Loss or damage covered by supplier, dealer or Manufacturer’s Warranty
- 4.5.2.13. Any issue related to battery of the Registered Device is not covered under this plan.
- 4.5.2.14. Replacement of consumable item or accessory like, plugs, batteries, light bulbs, light covers, software and add-on options incorporated in a Device for which the Service Contract was purchased. Batteries, internal or external to the device
- 4.5.2.15. Damage resulting from power outage, power surges or dips, fluctuating voltage, inadequate or improper voltage or current. Reception or transmission problems resulting from external causes

5. Special Exclusions

Servify and Samsung shall not be liable in respect of loss or damage to Registered Device relating to or caused due to the following:

- 5.1. Loss or damage due to mechanical or electrical break down or derangement, unless such loss is accidental damage, and which is not covered within the Manufacturer's Warranty
 - 5.2. Penalties for delay or detention or in connection with guarantees of performance or efficiency
 - 5.3. Servify and Samsung shall not be liable if:
 - 5.3.1. the user is found to be involved in any way in fraudulent or illegal activity of any kind whatsoever related to this Plan or Registered Device and/or
 - 5.3.2. Due to the inability of the Customer to submit either of the processing documents/information or supporting documents/information required for processing the request within 7 days of information being requested by Servify.
 - 5.3.3. The Customer is unable to submit the Registered device for repair at the Authorized Service Centre of Samsung within 7 days from the scheduled date of the repair request or before the expiry of plan whichever is earlier
 - 5.3.4. The Customer is unable to pay the deductible within 7 days from payment requested date or expiry of the plan whichever is earlier.
- 5.4. In any action, suit or other proceeding where the Servify or underwriting Servify(s) alleges that by reason of the provisions of the exceptions or exclusions above, any loss, destruction or damage is not included under this Plan, the burden of proving that such loss, destruction or damage is included, shall be upon the Customer

6. Worldwide Cover

The Device is covered for damages occurring anywhere in the world. However, the repair will be done only in India as per the process mentioned in clause 9

7. Plan Activation Process

Instant activation: You do not need to activate the Plan. Your Device would automatically covered under the Plan, on purchase of Plan for the Plan Term as defined in clause 2.

8. Service Request Process

In the event of damage to the Registered Device, you (Customer) are required to:

- 8.1. Immediately (not later than 07 days from the time of the defect) inform Servify through the Samsung Consumer Web Portal, Samsung Call Centre or Samsung Authorized Service Centre detailing the defect, and any documentary evidence of the defect.
- 8.2. You need to share the Serial no. detail of the Registered Device before raising the request, failing which you will not be eligible to receive any benefits of the Samsung Care+ and no claims shall be entertained against Samsung or Servify.
- 8.3. Answer a few questions on the incident. The process is completely paperless, so, no documents will be required.
- 8.4. Please note, you will not handover the Registered Device for repairs at any Samsung Authorized

Service Centre (ASC) until confirmed by Servify. It is expressly stated that Servify will not be held responsible for fulfilling any such requests where the Registered Device is handed over to a service centre by you before the approval from Servify; any liabilities arising out of such requests before the in-principle approval of the Damage Repair Service Request from Servify will be solely handled by you (Customer) at your (Customer's) own expense

9. Service Fulfillment Process

- 9.1. Servify through Samsung Authorised Service Centres provide on-site repair service for the Registered device for serviceable locations, where the engineer will visit at customer's location to repair the device.
- 9.2. Servify provides services through Pick/Drop Support ("PUDO") Service for the Registered Device, for serviceable locations, for the rest you may visit the nearest Samsung Authorized Service Centre as indicated in the Samsung Consumer Web Portal once the approval is provided. You are required to wait until Servify confirms in writing via an e-mail or on a voice call on your registered mobile number or provides an update on the Samsung Consumer Web Portal about the status of the next steps expected. Service will be performed at the Samsung's Authorized Service Centre(s) after verification of the entitlement and validity of the Plan. Once you are notified & that the service is complete, you will promptly be notified via the Samsung Consumer Web Portal. The repaired Device will be delivered to the address of initial pickup after completion of repair if PUDO service is availed.
- 9.3. Servify reserves the right to change the method by which they may provide repair service to you, and your Registered Device's eligibility to receive a particular method of service under this Plan. Service options, parts availability and response times may vary according to the city you live in.

10. Your Responsibilities

To receive service or support under the Plan, you agree to comply with the following:

- 10.1. To keep the Serial no. details of your Registered Device secure and provide the same at the time of raising any claim. If you fail to provide the Serial no. details as and when asked by Servify, your claim shall not be processed and under no circumstances shall Servify or Samsung be liable for the claim rejection.
- 10.2. Provide a copy of your Registered Device's original proof of purchase at the time of raising a request
- 10.3. Provide information about the reasons and causes of the damage to the Registered Device
- 10.4. Provide identity proof if requested by Servify (at the time of raising a 'Damage Repair Request') to verify the User of the Device, on which Plan is activated
- 10.5. Respond to requests for information, including but not limited to the Registered Device serial number, model, version of the operating system and software installed, any peripherals devices connected or installed on the Registered Device, any error messages displayed, actions taken before the Registered Device experienced the damage and steps taken to avoid the damage
- 10.6. Follow instructions Servify gives you, including but not limited to refraining from sending Registered Device that is not subject to damage protection as per the Plan and packing the Registered Device in accordance with shipping instructions as per the Plan
- 10.7. Make sure to backup software and data residing on the Registered Device. DURING THE FULFILLMENT OF DAMAGE REPAIR SERVICE, SERVIFY OR THE ASC MAY DELETE

THE CONTENTS OF THE REGISTERED DEVICE AND REFORMAT THE STORAGE MEDIA IF NECESSARY. Servify, or ASC may return your Registered Device after the service event subject to applicable updates. Servify or the ASC may install latest software updates as part of hardware service that will prevent the Registered Device from reverting to an earlier version of the Operating System. Third party applications installed on the Registered Device may not be compatible or work with the Registered Device as a result of the Operating System update. You will be responsible for reinstalling all other software programs, data, and passwords.

11. Cancellation And Refund

For plans bought on select e-commerce platform's, cancellation and refund will follow select e-commerce platform's cancellation policy. For plans bought on other channels, no cancellation is allowed.

12. Limitation Of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, SAMSUNG, SERVIFY AND ITS EMPLOYEES AND AGENTS WILL UNDER NO CIRCUMSTANCES BE LIABLE TO YOU OR ANY SUBSEQUENT OWNER FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO COSTS OF RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA OR THE FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA, ANY LOSS OF BUSINESS, PROFITS, REVENUE OR ANTICIPATED SAVINGS, RESULTING FROM SERVIFY'S OBLIGATIONS UNDER THIS PLAN. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE LIMIT OF SAMSUNG, SERVIFY AND ITS EMPLOYEES AND AGENT'S LIABILITY TO YOU AND ANY SUBSEQUENT OWNER ARISING UNDER THE PLAN SHALL NOT EXCEED THE DEPRECIATED VALUE OF THE REGISTERED DEVICE. SAMSUNG AND SERVIFY SPECIFICALLY DOES NOT WARRANT THAT (i) IT WILL BE ABLE TO REPAIR OR REPLACE REGISTERED DEVICE WITHOUT RISK TO OR LOSS OF PROGRAMS OR DATA, (ii) IT WILL MAINTAIN THE CONFIDENTIALITY OF DATA, OR (iii) THAT THE OPERATION OF THE PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE. NOTHING IN THIS AGREEMENT SHALL EXCLUDE OR LIMIT SERVIFY'S LIABILITY FOR (I) DEATH OR PERSONAL INJURY CAUSED BY ITS NEGLIGENCE, OR (II) FRAUD. TO THE EXTENT THAT LIABILITY UNDER SUCH LAWS AND REGULATIONS MAY BE LIMITED, SERVIFY'S LIABILITY IS LIMITED, AT ITS SOLE OPTION, TO REPLACE OR REPAIR OF THE REGISTERED DEVICE OR SUPPLY OF THE SERVICE

13. Transfer Of Plan

- 13.1. The transfer of Plan from one registered device to another device is not allowed
- 13.2. In case of change in ownership of Registered device all benefits under this plan will continue for the remaining plan term.
- 13.3. If the Registered Device is replaced under Manufacturer's Warranty during the Plan Term, then the replacement Device will be termed as Registered Device, with the applicable Plan benefits for the remaining period of the Plan Term.
- 13.4. It is the responsibility of the Customer to share the replaced Device Serial no. and the replacement invoice issued by the ASC.

14. General Terms

- 14.1. Servify may subcontract or assign performance of its obligations to third parties but shall not be relieved of its obligations to you in doing so
- 14.2. Servify is not responsible for any failures or delays in performing under the Plan that are due to events outside its reasonable control
- 14.3. You are not required to perform preventative maintenance on the Registered Device to receive service under the Plan
- 14.4. The Device is covered for damages occurring anywhere in the world. However, the repair will be done only in India as per the process mentioned in clause 9
- 14.5. This Plan is not offered to persons who have not reached the age of majority. This Plan may not be available in all states, and is not available where prohibited by law
- 14.6. In carrying out its obligations Servify may, at their discretion and solely for the purposes of monitoring the quality of their response, record part or all the calls between you and them
- 14.7. Servify have security measures, which should protect your data against unauthorized access or disclosure as well as unlawful destruction. You will be responsible for the instructions you give to Servify regarding the processing of data, and Servify will seek to comply with those instructions as reasonably necessary for the performance of the service and support obligations under the Plan. If you do not agree with the above or if you have questions regarding how your data may be impacted by being processed in this way, contact or Service at the support mediums provided such as support@servify.tech
- 14.8. You agree that any information or data disclosed to Servify under this Plan is not confidential or proprietary to you. Furthermore, you agree that Servify may collect and process data on your behalf when it provides service. This may include transferring your data to affiliated companies or service providers in accordance with the Customer Privacy Policy of Servify, details of which are available on its website under <https://servify.in/privacy/>
- 14.9. The terms of the Plan, including the original sales receipt of the Registered Device and the Plan Confirmation, prevail over any conflicting, additional, or other terms of any purchase order or other document, and constitute your and Servify's entire understanding with respect to the Plan
- 14.10. Servify is not obligated to renew this Plan. If either Servify does offer a renewal, they will determine the price and terms
- 14.11. There is no informal dispute settlement process available under this Plan.
- 14.12. In the event any section or portion of a section of these terms and conditions are deemed invalid, void or unenforceable, that section or portion of a section shall be severed from these terms and conditions, and the remaining terms and conditions shall continue in full force and effect
- 14.13. These terms and conditions shall be governed by and construed under the laws of India
- 14.14. These terms and conditions do not affect your statutory rights as a consumer
- 14.15. Servify reserves the right, at its discretion, to change or modify, the terms of this Plan

15. Support Contact Details:
For Individual customers:

- 15.1. Support Email ID: support.careplus@samsung.com
- 15.2. Toll-Free Number: 1800 202 1234

Extended Warranty Plan

1. The Plan:

This Extended Warranty Plan offered by Servify (Service Lee Technologies Pvt. Ltd.) for applicable Samsung Devices and governs the support process for mechanical and electrical breakdown/defects to the extent provided herein. The Plan extends the manufacturer's warranty for select brand new Samsung Galaxy Book ("Device/s") sold by Samsung via its official channels and e-commerce platform's in India. .

This plan is not valid for any device that is either refurbished or purchased by a customer post a return from the first customer, even in unboxed condition

2. Plan Term:

Benefit(s) under the Plan begins from the next day after the expiry of the Manufacturer's warranty ("Plan Start Date") on the Device and ends on completion of one (01) year from the Plan Start date

(“Plan Term”):

3. Plan Eligibility:

- 3.1. This Plan can only be purchased along with the Device on e-commerce platform's and within 03 (three) days of the original device purchase date on other channels, and subject to the Device being in its perfect working condition.
- 3.2. The terms of this Plan, the original sales receipt for your Plan, the proof of your identity, the indemnification you provide about the working condition of the Device before the purchase of the Plan and the Plan Confirmation are each part of your Plan
- 3.3. Benefits under the extended warranty plan is an extension of the benefits provided by the Manufacturer's Warranty
- 3.4. Unlimited number of repair requests up-to the available Benefits Value (as defined in Point 4.3) is allowed during the term of the Plan. All subsequent repair requests shall be considered for paid repair only.

4. Plan Details

4.1. “Registered” Device

The device that has been successfully registered under the Plan within the stipulated time period as defined in clause 3.1 above is termed as “Registered Device”.

4.2. Customer

The purchaser of the Registered Device whose name is mentioned on the original invoice is the Customer. The purchaser's spouse, children, parents and siblings or the recipient of the Registered Device as a gift can also be the user subject to the fulfillment of the conditions mentioned in the terms and conditions here. If the purchaser is a company, Customer shall mean any representative/employee of the company authorized to use the Registered Device.

4.3. Benefits Value

Maximum Benefits Value is equivalent to the original invoice value of the Registered Device. The Benefits Value at any given point of time will be calculated by subtracting the repair costs of all the subsequent repair service requests, if any, from the Invoice Value of the Registered Device. Unlimited number of Repair Requests up-to the Benefits Value or one instance of replacement of your Registered Device can be availed under the Plan. If the repair or replacement charges are more than the Benefits Value, the Customer will have to bear the additional cost for the repair. Please note, the total amount of benefits paid or payable under this Plan shall not exceed the original invoice value paid by the Customer for the Registered Device under this Plan.

4.4. Scope of Service under the Plan

Provided the Registered Device is handed over to Samsung's Authorized Service Centre or Servify or its authorized channels in its entirety during the Repair Request Process & that the Customer

has submitted the documents as desired under the Plan and have purchased the Registered Device from official sales channels of Samsung in India, the following conditions would be considered under the Plan:

4.4.1. Inclusions

Any mechanical or, electrical breakdown/defects to the Registered Device to the extent provided by the Manufacturer's Warranty including the cost of parts and labor for the products manufactured in India or is legally imported in India & sold through official sales channels of Samsung and supported by an invoice & Manufacturer's Warranty/Guarantee. Any issue related to the software of the Registered Device is also covered under the Plan

4.4.2. Exclusions

- 4.4.2.1. If the Plan has been purchased beyond the eligible purchase window as defined in Clause 3.1
- 4.4.2.2. Plan purchased and activated on a defective Device
- 4.4.2.3. Costs implicitly or explicitly covered by any manufacturer's, supplier's or repairer's guarantee or warranty
- 4.4.2.4. Theft or loss of the Device
- 4.4.2.5. Non-operating and cosmetic defect to the Registered Device such as defect to paintwork, product finish, dents or scratches
- 4.4.2.6. Any accidental or liquid or physical damages to the Registered Device
- 4.4.2.7. Accessories or consumable item used in or with the Registered Device unless covered under a separable warranty policy
- 4.4.2.8. Normal wear and tear of items not integral to the functioning of the Registered Device
- 4.4.2.9. Benefits under the Plan will not under any circumstances, extend to any loss or injury to a person or loss or defect to property or any incidental, contingent, special or any direct or indirect loss and consequential defects including but not limiting to losses incurred due to any delay in rendering service related to this Plan and loss of use during the period that the Registered Device is at an Authorized Service Centre and/or while awaiting parts
- 4.4.2.10. Defect caused by unauthorized repair, theft, burglary and accident including storm and or hurricane, abuse, misuse, sand, dust, water, negligence, malicious defect, impact, corrosion, battery leakage, animal or insect infestation or intrusion
- 4.4.2.11. Defect resulting from power outage, power surges or dips, fluctuating voltage, inadequate or improper voltage or current
- 4.4.2.12. Problems or defects not covered under the original Manufacturers' Warranty/Guarantee
- 4.4.2.13. Damages to the device due to terrorist attack, war, fire, lightning, earthquake, floods, or an act of God
- 4.4.2.14. Damaged Device where the serial number cannot be identified.
- 4.4.2.15. Damage caused due to electricity surge or an electromagnetic pulse (EMP)
- 4.4.2.16. Cost of any missing parts or unidentifiable damage parts
- 4.4.2.17. Batteries, internal or external to the Registered Device
- 4.4.2.18. Recalls or modifications to the Registered Device
- 4.4.2.19. Any issue related to data recovery of the Registered Device

- 4.4.2.20. Defects resulting from failure to follow the manufacturer's instructions or the instructions from Servify during the term of the Plan
- 4.4.2.21. Use of batteries, charger and/or accessories not approved by the manufacturer, incorrect electrical leads or connection
- 4.4.2.22. The cost of repairing, restoring or reconfiguring software
- 4.4.2.23. Any consequential or incidental defects arising from the use or loss of use of the Registered Device
- 4.4.2.24. If the Registered Device is sold by original buyer to other party
- 4.4.2.25. The Registered Device is not used in accordance with the manufacturer's guidelines for usage of the Registered Device including but not limited to regular maintenance & up keep of the Registered Device
- 4.4.2.26. Replacement of consumable item or accessory like, plugs, batteries, light bulbs, light covers, software and add-on options incorporated in a Device for which the Service Contract was purchased. Batteries, internal or external to the product
- 4.4.2.27. Damage resulting from power outage, power surges or dips, fluctuating voltage, inadequate or improper voltage or current. Reception or transmission problems resulting from external causes

5. Special Exclusions

Servify and Samsung shall not be liable in respect of loss or defect to Registered Device relating to or caused due to the following:

- 5.1. Loss or defect due to any experiments or tests and/or alterations resulting to any abnormal conditions of the Registered Device
- 5.2. Loss or defect due to mechanical or electrical break down or derangement, unless such loss is not accidental defect and which is covered within the Manufacturer's Warranty during the Plan Term of the Manufacturer's Warranty
- 5.3. Penalties for delay or detention or in connection with guarantees of performance or efficiency
- 5.4. Loss due to the Registered Device which gradually develops flaws, defects, cracks or partial fractures in any part not necessitating immediate stoppage, although at some future time repair or renewal of the parts affected may be necessary
- 5.5. Loss due to deterioration or wearing away or wearing out of any part of the Registered Device that is caused due to or naturally resulting from its normal use or exposure
- 5.6. Servify and Samsung shall not be liable if:
 - 5.6.1. The Customer or User is found to be involved in any way in fraudulent or illegal activity of any kind whatsoever related to this Plan or Registered Device.
 - 5.6.2. Due to the inability of the Customer to submit either of the processing documents or supporting documents required for processing the request within 7 days of information being requested by Servify.
 - 5.6.3. The Customer is unable to submit the Registered device for repair at a Samsung Authorized Service Centre within 7 days from the scheduled date of the repair request or before the expiry of plan whichever is earlier
 - 5.6.4. The Customer is unable to pay the deductible within 7 days from payment requested date or expiry of the plan whichever is earlier.

5.7. The Plan shall also not cover a loss if:

5.7.1. Repair request amount has exhausted the Benefits Value of the Registered Device

5.7.2. In any action, suit or other proceeding where Servify or its underwriting Servify(s), alleges that by reason of the provisions of the exceptions or exclusions above, any loss, destruction, defect or liability is not covered by this Plan, the burden of proving that such loss, destruction, defect or liability is covered shall be upon the Customer

6. Worldwide Cover

The Registered Device is covered for damages occurring anywhere in the world. However, the repair will be done only in India as per the process mentioned in clause 9.

7. Plan Activation Process

Instant activation: You do not need to activate the Plan. Your Device is automatically covered under the Plan for the Plan Term as defined in clause 2.

8. Service Request Process

In the event of defect to the Registered Device, you (Customer) are required to:

8.1. Immediately (not later than 7 Days from the time of the defect) inform Servify through the Samsung Consumer Web Portal, Samsung Call Centre or Samsung Authorized Service Centre, detailing the defect, and any documentary evidence of the defect.

Submit all repair request related information/documents as mentioned in the Samsung Consumer Web Portal within 07 (seven) calendar days of raising the request or within the timelines as mentioned in the app or communicated to You by Servify

8.2. You need to share the serial number. detail of the Registered Device before raising the request, failing which you will not be eligible to receive any benefits of the Samsung Care+ and no claims shall be entertained against Samsung or Servify.

8.3. Please note, you (Customer) will not handover the Registered Device for repairs at any service centre including at any Samsung Authorized Service Centre until confirmed by Servify. It is expressly stated that Servify or Samsung will not be held responsible for fulfilling any such requests where the Registered Device is handed over to a service centre by you (Customer) before the approval from Servify; any liabilities arising out of such actions before the in-principal approval of the request from Servify will be solely handled by you at your own expense

9. Service Fulfillment Process

9.1. Samsung provides on-site repair service for the Registered device for serviceable locations, where the engineer will visit customer's location to repair the Device.

9.2. Servify provides services through Pick/Drop Support ("PUDO") Service for the Registered Device, for serviceable locations, for the rest you may visit the nearest Samsung Authorized Service Centre as indicated in the Samsung Consumer Web Portal once the approval is provided. You are required to wait until Servify confirms in writing via an e-mail or through a voice call on your registered mobile number or provides an update on the Samsung Consumer Web Portal about the status of the Repair Request and the next steps expected. Service will be performed at the Samsung Authorized Service Centre(s) after verification of the entitlement and validity of the Plan. Once you are notified & that the service is complete, you will promptly be notified via the Samsung Consumer Web Portal. The repaired device will be delivered to the address of initial pickup after completion of repair if

PUDO service is available.

- 9.3. If the Registered Device is replaced under this Plan, the original Device shall not be returned to the Customer and only the replacement product is your (Customer) property, and the benefits for the remaining period of the Plan shall expire after the replacement. Any such replacement will immediately terminate this Plan and neither Servify nor Samsung shall have any further obligations for the remainder of the term of this Plan. Due to technological advances, the replacement product may be of lower retail value than that of the original Product
- 9.4. Servify reserves the right to change the method by which they may provide repair service to you, and your Registered Device's eligibility to receive a particular method of service under this Plan. Service options, parts availability and response times may vary according to the city you live in.

10. Your Responsibilities

To receive service or support under the Plan, you agree to comply with the following:

- 10.1. To keep the serial number of your Registered Device secure and provide the same at the time of raising any claim. If you fail to provide the serial number details as and when asked by Servify, your claim shall not be processed and under no circumstances shall Servify or Samsung be liable for the claim rejection.
- 10.2. Provide a copy of your Registered Device's original proof of purchase, if requested
- 10.3. Provide information about the reasons and causes of the defect to the Registered Device
- 10.4. Provide identity proof if requested to verify Customer or User of the Device on which Plan is activated
- 10.5. Respond to requests for information, including but not limited to the serial number of the Registered Device, model, version of the operating system and software installed, any peripherals devices connected or installed on the Registered Device, any error messages displayed, actions taken before the Registered Device experienced the defect and steps taken to avoid the defect
- 10.6. Follow instructions Servify or Authorized Servify Providers (ASPs) or Samsung gives you, including but not limited to refraining from sending Registered Device that is not subject to service as per the Plan and packing the Registered Device in accordance with shipping instructions
- 10.7. Make sure to backup software and data residing on the Registered Device. DURING THE FULFILLMENT OF SERVICE SERVIFY OR THE ASP MAY DELETE THE CONTENTS OF THE COVERED DEVICE AND REFORMAT THE STORAGE MEDIA IF NECESSARY. Servify, or ASPs may return your Registered Device after the service event or provide a replacement unit as the Registered Device was originally configured, subject to applicable updates. Servify or the ASPs may install latest software updates as part of hardware service that may prevent the Registered Device from reverting to an earlier version of the Operating System. Third party applications installed on the Registered Device may not be compatible or work with the Registered Device because of the Operating System update. You will be responsible for reinstalling all other software programs, data, and passwords
- 10.8. Fill and submit the requested forms and the declaration as required for submitting a valid a repair request.

11. Cancellation And Refund

For plans bought on e-commerce platform's, cancellation and refund will follow e-commerce platform's cancellation policy. For plans bought on other channels, no cancellation is allowed.

12. Transfer Of Plan

- 12.1. The transfer of Plan from one registered device to another device is not allowed
- 12.2. In case of change in ownership of Registered device all benefits under this plan will continue for the remaining plan term.
- 12.3. If the Registered Device is replaced under Manufacturer's Warranty during the Plan Term, then the replacement Device will be termed as Registered Device, with the applicable Plan benefits for the remaining period of the Plan Term.

13. Limitation Of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, SAMSUNG, SERVIFY AND ITS EMPLOYEES AND AGENTS WILL UNDER NO CIRCUMSTANCES BE LIABLE TO YOU OR ANY SUBSEQUENT OWNER FOR ANY INDIRECT OR CONSEQUENTIAL DEFECTS OR DAMAGES, INCLUDING BUT NOT LIMITED TO COSTS OF RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA OR THE FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA, ANY LOSS OF BUSINESS, PROFITS, REVENUE OR ANTICIPATED SAVINGS, RESULTING FROM SERVIFY'S OBLIGATIONS UNDER THIS PLAN. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE LIMIT OF SAMSUNG, SERVIFY AND ITS EMPLOYEES AND AGENT'S LIABILITY TO YOU AND ANY SUBSEQUENT OWNER ARISING UNDER THE PLAN SHALL NOT EXCEED THE CURRENT MARKET VALUE OF THE REGISTERED DEVICE. SAMSUNG AND SERVIFY SPECIFICALLY DOES NOT WARRANT THAT (i) IT WILL BE ABLE TO REPAIR OR REPLACE REGISTERED DEVICE WITHOUT RISK TO OR LOSS OF PROGRAMS OR DATA, (ii) IT WILL MAINTAIN THE CONFIDENTIALITY OF DATA, OR (iii) THAT THE OPERATION OF THE PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE. NOTHING IN THIS AGREEMENT SHALL EXCLUDE OR LIMIT SERVIFY'S LIABILITY FOR (I) DEATH OR PERSONAL INJURY CAUSED BY ITS NEGLIGENCE, OR (II) FRAUD. TO THE EXTENT THAT LIABILITY UNDER SUCH LAWS AND REGULATIONS MAY BE LIMITED, SERVIFY'S LIABILITY IS LIMITED, AT ITS SOLE OPTION, TO REPLACE OR REPAIR OF THE REGISTERED DEVICE OR SUPPLY OF THE SERVICE

14. General Terms

- 14.1. Servify may subcontract or assign performance of its obligations to third parties but shall not be relieved of its obligations to you in doing so
- 14.2. Servify is not responsible for any failures or delays in performing under the Plan that are due to events outside its reasonable control
- 14.3. You are not required to perform preventative maintenance on the Registered Device to receive service under the Plan
- 14.4. This Plan is not offered to persons who have not reached the age of majority. This Plan may not be available in all states, and is not available where prohibited by law
- 14.5. The Registered Device is covered for damages occurring anywhere in the world. However, the

- repair will be done only in India as per the process mentioned in clause 9.
- 14.6. In carrying out its obligations Servify may, at their discretion and solely for the purposes of monitoring the quality of their response, record part or all of the calls between you and them
- 14.7. Servify has security measures, which should protect your data against unauthorized access or disclosure as well as unlawful destruction. You will be responsible for the instructions you give to Servify regarding the processing of data, and Servify will seek to comply with those instructions as reasonably necessary for the performance of the service and support obligations under the Plan. If you do not agree with the above or if you have questions regarding how your data may be impacted by being processed in this way, contact or Service at the support mediums provided such as support@servify.tech
- 14.8. You agree that any information or data disclosed to Servify under this Plan is not confidential or proprietary to you. Furthermore, you agree that Servify may collect and process data on your behalf when it provides service. This may include transferring your data to affiliated companies or service providers in accordance with the Customer Privacy Policy of Servify, details of which are available on its website under <https://servify.in/privacy/>
- 14.9. The terms of the Plan, including the original sales receipt of the Registered Device and the Plan Confirmation, prevail over any conflicting, additional, or other terms of any purchase order or other document, and constitute your and Servify's entire understanding with respect to the Plan
- 14.10. Servify is not obligated to renew this Plan. If either Servify does offer a renewal, they will determine the price and terms
- 14.11. There is no informal dispute settlement process available under this Plan
- 14.12. In the event any section or portion of a section of these terms and conditions are deemed invalid, void or unenforceable, that section or portion of a section shall be severed from these terms and conditions, and the remaining terms and conditions shall continue in full force and effect
- 14.13. These terms and conditions shall be governed by and construed under the laws of India
- 14.14. These terms and conditions do not affect your statutory rights as a consumer
- 14.15. Servify reserves the right, at its discretion, to change or modify, the terms of this Plan

**15. Support Contact Details:
For Individual customer**

- 15.1. Samsung Customer Service Email ID: support.careplus@samsung.com
- 15.2. Samsung Care+ Toll-Free Number : 1800 202 1234

2 Years Extended Warranty Plan

1. The Plan:

This Extended Warranty Plan offered by Servify (Service Lee Technologies Pvt. Ltd.) for applicable Samsung Devices and governs the support process for mechanical and electrical breakdown/defects to the extent provided herein. The Plan extends the manufacturer's warranty for select brand new Samsung Galaxy Book ("Device/s") sold by Samsung via its official channels and e-commerce platform's in India. .

This plan is not valid for any device that is either refurbished or purchased by a customer post a return from the first customer, even in unboxed condition

2. Plan Term:

Benefit(s) under the Plan begins from the next day after the expiry of the Manufacturer's warranty ("Plan Start Date") on the Device and ends on completion of two (02) year from the Plan Start date ("**Plan Term**"):

3. Plan Eligibility:

- 3.1. This Plan can only be purchased along with the Device on e-commerce platform's and within 3 (three) days of the original device purchase date on other channels, and subject to the Device being in its perfect working condition.
- 3.2. The terms of this Plan, the original sales receipt for your Plan, the proof of your identity, the indemnification you provide about the working condition of the Device before the purchase of the Plan and the Plan Confirmation are each part of your Plan.
- 3.3. Benefits under the extended warranty plan is an extension of the benefits provided by the Manufacturer's Warranty.
- 3.4. Unlimited number of repair requests up-to the available Benefits Value (as defined in Point 4.3) are allowed during the term of the Plan. All subsequent repair requests shall be considered for paid repair only.

4. Plan Details

4.1. "Registered" Device

The device that has been successfully registered under the Plan within the stipulated time period as defined in clause 3.1 above is termed as "Registered Device".

4.2. Customer

The purchaser of the Registered Device whose name is mentioned on the

original invoice is the Customer. The purchaser's spouse, children, parents and siblings or the recipient of the Registered Device as a gift can also be the user subject to the fulfillment of the conditions mentioned in the terms and conditions here. If the purchaser is a company, Customer shall mean any representative/employee of the company authorized to use the Registered Device.

4.3. Benefits Value

Maximum Benefits Value is equivalent to the original invoice value of the Registered Device. The Benefits Value at any given point of time will be calculated by subtracting the repair costs of all the subsequent repair service requests, if any, from the Invoice Value of the Registered Device. Unlimited number of Repair Requests up-to the Benefits Value or one instance of replacement of your Registered Device can be availed under the Plan. If the repair or replacement charges are more than the Benefits Value, the Customer will have to bear the additional cost for the repair. Please note, the total amount of benefits paid or payable under this Plan shall not exceed the original invoice value paid by the Customer for the Registered Device under this Plan.

4.4. Scope of Service under the Plan

Provided the Registered Device is handed over to Samsung's Authorized Service Centre or Servify or its authorized channels in its entirety during the repair request process & that the Customer has submitted the documents as desired under the Plan and has purchased the Registered Device from official sales channels of Samsung in India, the following conditions would be considered under the Plan:

4.4.1. Inclusions

Any mechanical or, electrical breakdown/defects to the Registered Device to the extent provided by the Manufacturer's Warranty including the cost of parts and labor for the products manufactured in India or is legally imported in India & sold through official sales channels of Samsung and supported by an invoice & Manufacturer's Warranty/Guarantee. Any issue related to the software of the Registered Device is also covered under the Plan

4.4.2. Exclusions

4.4.2.1. Plan purchased and activated on a defective Device

4.4.2.2. Costs implicitly or explicitly covered by any manufacturer's, supplier's or repairer's guarantee or warranty

- 4.4.2.3. Theft or loss of the Registered Device
- 4.4.2.4. Non-operating and cosmetic defect to the Registered Device such as defect to paintwork, product finish, dents, or scratches
- 4.4.2.5. Any accidental or liquid or physical damage to the Registered Device
- 4.4.2.6. Accessories or consumable item used in or with the Registered Device unless covered under a separable warranty policy
- 4.4.2.7. Normal wear and tear of items not integral to the functioning of the Registered Device
- 4.4.2.8. Benefits under the Plan will not under any circumstances, extend to any loss or injury to a person or loss or defect to property or any incidental, contingent, special or any direct or indirect loss and consequential defects including but not limiting to losses incurred due to any delay in rendering service related to this Plan and loss of use during the period that the Registered Device is at an Authorized Service Centre and/or while awaiting parts
- 4.4.2.9. Defect caused by unauthorized repair, theft, burglary and accident including storm and or hurricane, abuse, misuse, sand, dust, water, negligence, malicious defect, impact, corrosion, battery leakage, animal or insect infestation or intrusion
- 4.4.2.10. Defect resulting from power outage, power surges or dips, fluctuating voltage, inadequate or improper voltage or current
- 4.4.2.11. Problems or defects not covered under the original Manufacturers' Warranty/Guarantee
- 4.4.2.12. Damages to the device due to terrorist attack, war, fire, lightning, earthquake, floods, or an act of God
- 4.4.2.13. Damaged Device where the serial number cannot be identified.
- 4.4.2.14. Damage caused due to electricity surge or an electromagnetic pulse (EMP)
- 4.4.2.15. Cost of any missing parts or unidentifiable damage parts
- 4.4.2.16. Batteries, internal or external to the Registered Device
- 4.4.2.17. Recalls or modifications to the Registered Device
- 4.4.2.18. Any issue related to data recovery of the Registered Device is not covered
- 4.4.2.19. Failure to follow the manufacturer's instructions or the instructions from Servify during the term of the Plan
- 4.4.2.20. Use of batteries, charger and/or accessories not approved by the manufacturer, incorrect electrical leads or connection
- 4.4.2.21. The cost of repairing, restoring or reconfiguring software
- 4.4.2.22. Any issue related to battery of the registered product is not covered under this plan.
- 4.4.2.23. Any consequential or incidental defects arising from the use or loss of use of the Registered Device
- 4.4.2.24. If the Registered Device is sold by original buyer to other party
- 4.4.2.25. The Registered Device is not used in accordance with the

manufacturer's guidelines for usage of the Registered Device including but not limited to regular maintenance & up keep of the Registered Device

- 4.4.2.26. Replacement of consumable item or accessory like, plugs, batteries, light bulbs, light covers, software and add-on options incorporated in a Device for which the Service Contract was purchased. Batteries, internal or external to the product
- 4.4.2.27. Damage resulting from power outage, power surges or dips, fluctuating voltage, inadequate or improper voltage or current. Reception or transmission problems resulting from external causes

5. Special Exclusions

Servify and Samsung shall not be liable in respect of loss or defect to Registered Device relating to or caused due to the following:

- 5.1. Loss or defect due to any experiments or tests and/or alterations resulting to any abnormal conditions of the Registered Device.
- 5.2. Loss or defect due to mechanical or electrical break down or derangement, unless such loss is not accidental defect and which is covered within the Manufacturer's Warranty during the Plan Term of the Manufacturer's Warranty.
- 5.3. Penalties for delay or detention or in connection with guarantees of performance or efficiency.
- 5.4. Loss due to the Registered Device which gradually develops flaws, defects, cracks or partial fractures in any part not necessitating immediate stoppage, although at some future time repair or renewal of the parts affected may be necessary.
- 5.5. Loss due to deterioration or wearing away or wearing out of any part of the Registered Device that is caused due to or naturally resulting from its normal use or exposure.
- 5.6. Servify and Samsung shall not be liable if:
 - 5.6.1. The Customer or User is found to be involved in any way in fraudulent or illegal activity of any kind whatsoever related to this Plan or Registered Device.
 - 5.6.2. Due to the inability of the Customer to submit either of the processing documents or supporting documents required for processing the request within 7 days of information being requested by Servify.
 - 5.6.3. The Customer is unable to submit the Registered device for repair at a Samsung Authorized Service Centre within 7 days from the scheduled date of the repair request or before the expiry of plan whichever is earlier
 - 5.6.4. The Customer is unable to pay the deductible within 7 days from payment requested date or expiry of the plan whichever is earlier.

5.7. The Plan shall also not cover a loss if:

5.7.1. Repair request amount has exhausted the Benefits Value of the Registered Device

5.7.2. In any action, suit or other proceeding where Servify or its underwriting Servify(s), alleges that by reason of the provisions of the exceptions or exclusions above, any loss, destruction, defect or liability is not covered by this Plan, the burden of proving that such loss, destruction, defect or liability is covered shall be upon the Customer

6. Worldwide Cover

The Registered Device is covered for damages occurring anywhere in the world. However, the repair will be done only in India as per the process mentioned.

7. Plan Activation Process

Instant activation: You do not need to activate the Plan. Your Device is automatically covered under the Plan for the Plan Term as defined in clause 2

8. Service Request Process

In the event of defect to the Registered Device, you (Customer) are required to:

8.1. Immediately (not later than 7 Days from the time of the defect) inform Servify through the Samsung Consumer Web Portal, Samsung Call center or Samsung Authorized service centre, detailing the defect, and any documentary evidence of the defect.

Submit all repair request related information/documents as mentioned in the Samsung Consumer Web Portal within 07 (seven) calendar days of raising the request or within the timelines as mentioned in the app or communicated to You by Servify

8.2. You need to share the serial number of the Registered Device before raising the request, failing which you will not be eligible to receive any benefits of the Samsung Care+ and no claims shall be entertained either against Samsung or Servify.

8.3. Please note, you (Customer) will not handover the Registered Device for repairs at any service centre including at any Samsung Authorized Service Centre until confirmed by Servify. It is expressly stated that Servify or Samsung will not be held responsible for fulfilling any such requests where the Registered Device is handed over to a service centre by you (Customer) before the approval from Servify; any liabilities arising out of such actions before the in-principal approval of the request from Servify will be solely handled by you at your own expense

9. Service Fulfillment Process

9.1. Samsung provides on-site repair service for the Registered Device for serviceable locations, where the engineer will visit customer's location to repair the device.

9.2. Servify provides services through Pick/Drop Support ("PUDO") Service for the

Registered Device, for serviceable locations, for the rest you may visit the nearest Samsung Authorized Service Centre as indicated in the Samsung Consumer Web Portal once the approval is provided. You are required to wait until Servify confirms in writing via an e-mail or through a voice call on your registered number or provides an update on the Samsung Consumer Web Portal about the status of the Repair Request and the next steps expected. Service will be performed at the Samsung Authorized Service Centre(s) after verification of the entitlement and validity of the Plan. Once you are notified & that the service is complete, you will promptly be notified via the Samsung Consumer Web Portal. The repaired device will be delivered to the address of initial pickup after completion of repair if PUDO service is availed.

- 9.3. If the Registered Device is replaced under this Plan, the original Device shall not be returned to the Customer and only the replacement product is your (Customer) property, and the benefits for the remaining period of the Plan shall expire after the replacement. Any such replacement will immediately terminate this Plan and neither Servify nor Samsung shall have any further obligations for the remainder of the term of this Plan. Due to technological advances, the replacement product may be of lower retail value than that of the original Product
- 9.4. Servify reserves the right to change the method by which they may provide repair service to you, and your Registered Device's eligibility to receive a particular method of service under this Plan. Service options, parts availability and response times may vary according to the city you live in.

10. Your Responsibilities

To receive service or support under the Plan, you agree to comply with the following:

- 10.1. To keep the serial number of your Registered Device secure and provide the same at the time of raising any claim. If you fail to provide the serial number details as and when asked by Servify, your claim shall not be processed and under no circumstances shall Servify or Samsung be liable for the claim rejection.
- 10.2. Provide a copy of your Registered Device's original proof of purchase, if requested
- 10.3. Provide information about the reasons and causes of the defect to the Registered Device
- 10.4. Provide identity proof if requested to verify Customer or User of the Device on which Plan is activated
- 10.5. Respond to requests for information, including but not limited to the serial number of the Registered Device, model, version of the operating system and software installed, any peripherals devices connected or installed on the Registered Device, any error messages displayed, actions taken before the Registered Device experienced the defect and steps taken to avoid the defect

- 10.6. Follow instructions Servify or Authorized Servify Providers (ASPs) or Samsung gives you, including but not limited to refraining from sending Registered Device that is not subject to service as per the Plan and packing the Registered Device in accordance with shipping instructions
- 10.7. Make sure to backup software and data residing on the Registered Device. DURING THE FULFILLMENT OF SERVICE SERVIFY OR THE ASP MAY DELETE THE CONTENTS OF THE COVERED DEVICE AND REFORMAT THE STORAGE MEDIA IF NECESSARY. Servify, or ASPs may return your Registered Device after the service event or provide a replacement unit as the Registered Device was originally configured, subject to applicable updates. Servify or the Samsung Authorized Service Centres may install latest software updates as part of hardware service that may prevent the Registered Device from reverting to an earlier version of the Operating System. Third party applications installed on the Registered Device may not be compatible or work with the Registered Device because of the Operating System update. You will be responsible for reinstalling all other software programs, data, and passwords
- 10.8. Fill and submit the requested forms and the declaration as required for submitting a valid a repair request.

11. Cancellation And Refund

For plans bought on e-commerce platform's, cancellation and refund will follow e-commerce platform's cancellation policy. For plans bought on other channels, no cancellation is allowed.

12. Transfer Of Plan

- 12.1. The transfer of Plan from one registered device to another device is not allowed
- 12.2. In case of change in ownership of Registered device all benefits under this plan will continue for the remaining plan term.
- 12.3. If the Registered Device is replaced under Manufacturer's Warranty during the Plan Term, then the replacement Device will be termed as Registered Device, with the applicable Plan benefits for the remaining period of the Plan Term.

13. Limitation Of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, SAMSUNG, SERVIFY AND ITS EMPLOYEES AND AGENTS WILL UNDER NO CIRCUMSTANCES BE LIABLE TO YOU OR ANY SUBSEQUENT OWNER FOR ANY INDIRECT OR CONSEQUENTIAL DEFECTS OR DAMAGES, INCLUDING BUT NOT LIMITED TO COSTS OF RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA OR THE FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA, ANY LOSS OF BUSINESS, PROFITS, REVENUE OR ANTICIPATED SAVINGS, RESULTING FROM SERVIFY'S OBLIGATIONS UNDER THIS PLAN. TO

THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE LIMIT OF SAMSUNG, SERVIFY AND ITS EMPLOYEES AND AGENT'S LIABILITY TO YOU AND ANY SUBSEQUENT OWNER ARISING UNDER THE PLAN SHALL NOT EXCEED THE CURRENT MARKET VALUE OF THE REGISTERED DEVICE. SAMSUNG AND SERVIFY SPECIFICALLY DOES NOT WARRANT THAT (i) IT WILL BE ABLE TO REPAIR OR REPLACE REGISTERED DEVICE WITHOUT RISK TO OR LOSS OF PROGRAMS OR DATA, (ii) IT WILL MAINTAIN THE CONFIDENTIALITY OF DATA, OR (iii) THAT THE OPERATION OF THE PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE. NOTHING IN THIS AGREEMENT SHALL EXCLUDE OR LIMIT SERVIFY'S LIABILITY FOR (I) DEATH OR PERSONAL INJURY CAUSED BY ITS NEGLIGENCE, OR (II) FRAUD. TO THE EXTENT THAT LIABILITY UNDER SUCH LAWS AND REGULATIONS MAY BE LIMITED, SERVIFY'S LIABILITY IS LIMITED AT ITS SOLE OPTION, TO REPLACE OR REPAIR OF THE REGISTERED DEVICE OR SUPPLY OF THE SERVICE

14. General Terms

- 14.1. Servify may subcontract or assign performance of its obligations to third parties but shall not be relieved of its obligations to you in doing so
- 14.2. Servify is not responsible for any failures or delays in performing under the Plan that are due to events outside its reasonable control
- 14.3. You are not required to perform preventative maintenance on the Registered Device to receive service under the Plan
- 14.4. This Plan is not offered to persons who have not reached the age of majority. This Plan may not be available in all states, and is not available where prohibited by law
- 14.5. The Registered Device is covered for damages occurring anywhere in the world. However, the repair will be done only in India as per the process mentioned in clause 9
- 14.6. In carrying out its obligations Servify may, at their discretion and solely for the purposes of monitoring the quality of their response, record part or all of the calls between you and them
- 14.7. Servify has security measures, which should protect your data against unauthorized access or disclosure as well as unlawful destruction. You (Customer) will be responsible for the instructions you give to Servify regarding the processing of data, and Servify will seek to comply with those instructions as reasonably necessary for the performance of the service and support obligations under the Plan. If you (Customer) do not agree with the above or if you (Customer) have questions regarding how your data may be impacted by being processed in this way, contact or Service at the support mediums provided such as support@servify.tech
- 14.8. You agree that any information or data disclosed to Servify under this Plan is not confidential or proprietary to you. Furthermore, you (Customer) agree that

Servify may collect and process data on your behalf when it provides service. This may include transferring your data to affiliated companies or service providers in accordance with the Customer Privacy Policy of Servify, details of which are available on its website under <https://servify.in/privacy/>

14.9. The terms of the Plan, including the original sales receipt of the Registered Device and the Plan Confirmation, prevail over any conflicting, additional, or other terms of any purchase order or other document, and constitute your and Servify's entire understanding with respect to the Plan

14.10. Servify is not obligated to renew this Plan. If either Servify does offer a renewal, they will determine the price and terms

14.11. There is no informal dispute settlement process available under this Plan

14.12. In the event any section or portion of a section of these terms and conditions are deemed invalid, void or unenforceable, that section or portion of a section shall be severed from these terms and conditions, and the remaining terms and conditions shall continue in full force and effect

14.13. These terms and conditions shall be governed by and construed under the laws of India

14.14. These terms and conditions do not affect your statutory rights as a consumer

14.15. Servify reserves the right, at its discretion, to change or modify, the terms of this Plan

15. Support Contact Details:

For Individual customer

15.1. Samsung Customer Service Email ID: support.careplus@samsung.com

15.2. Samsung Care+ Toll-Free Number : 1800 202 1234

COMPREHENSIVE 2 YRS PROTECTION PLAN
(ACCIDENTAL DAMAGE AND LIQUID DAMAGE ALONG WITH EXTENDED
WARRANTY)

1. The Plan

This Comprehensive Protection Plan (“Plan”) offered by Servify (Service Lee Technologies Pvt. Ltd.) governs the support process for accidental damages and for mechanical and electrical breakdown/defects to the extent provided by the manufacturer’s warranty for select brand new Samsung Galaxy Book (“Device/s”) sold by Samsung via its official channels and e-commerce platform’s in India.

This Plan is not valid for any devices that are either refurbished or purchased by a customer post a return from the first customer, even in an unboxed condition.

2. Plan Term

Benefit(s) under the Plan begins when your device is activated as per the below scenarios and will end on completion of two (02) years from the date of activation of the Plan (“**Plan Term**”):

2.1. In case of Online purchase of the Plan: Plan will have to be purchased along with the device and will be activated from the date of purchase of the plan.

2.2. In case of Offline purchase:

2.2.1 When Device and Samsung Care+ purchased together – Plan will be activated the same day as that of device purchase.

2.2.2 Plan is purchased after the device is purchased and/or activated: In this case the Plan will be activated from the date of purchase of the Plan. However, the Plan has to be purchased within the stipulated timelines as provided in Clause 3.1

2.3 Benefits under the Extended Warranty Plan begins from the next day after the expiry of the Manufacturer’s Warranty on the Device and ends on completion of 1 Year from the Extended warranty benefit start date.

3. Plan Eligibility

3.1. This Plan can be purchased along with the device on e-commerce platform’s and within 3 (three) days of the purchase date of original device on other channels.

3.2. The terms of this Plan, the original sales receipt for your Plan, the original sales receipt of your Device, the proof of your identity provided at the time of raising a Damage Repair Service Request, the indemnification you provide about the

working condition of the Registered Device before the purchase of the Plan and the Plan Confirmation are each part of your Plan

- 3.3. The benefits under the accidental damage protection Plan and extended warranty is additional to the benefits provided by the manufacturer under Manufacturer's Warranty
- 3.4. This Plan is not valid for any device that is either refurbished or purchased by a customer post a return from the first customer, even in an unboxed condition

4. Plan Details

4.1. "Registered" Device

The Device that was successfully registered under the Plan within the stipulated time period as defined in Clause 3.1 above, is termed as "Registered Device".

4.2. Customer

The purchaser of the Registered Device whose name is mentioned on the original invoice is the Customer. The purchaser's spouse, children and parents can be the users of the Registered Device. If the purchaser is a company, Customer shall mean any representative/employee of the company authorized to use the Registered Device.

4.3. Benefits Value

- 4.3.1. For Accidental Damage Protection Plan, Maximum Benefits Value for each repair request is equivalent to the invoice value of the Registered Device at the time of submitting a Damage Repair Request for availing accidental damage protection. Limit is 01 (One) repair instance of your registered device per year, subject to the maximum eligible Benefits Value at the time of submitting a request. If the repair charges are more than the Benefits Value, the Customer will have the option to bear the differential price for obtaining the repair as determined by the Authorised Service Provider ("ASP") of Samsung. There is a Processing Fee charged during a repair event under Accidental Damage from Handling as mentioned below:

Device categorization	Processing fee (incl. tax) in INR
Galaxy Book Go	1,750
Galaxy Book 2 (Price < Rs. 75000)	3,250
Galaxy Book 2 (Price > 75000)	4,400
Galaxy Book 2 360, Galaxy Book 2 Pro, Galaxy Book 2 Pro 360	5,500

Please note that Device list mentioned here may not be exhaustive. In case your device does not figure in the list here, please go through the claim process to know the processing fee applicable for your Device

4.3.2. For Extended Warranty, Maximum Benefits Value is equivalent to the original invoice value of the Registered Device. The Benefits Value at any given point of time will be calculated by subtracting the repair costs of all the subsequent repair service requests, if any, from the Invoice Value of the Registered Device. Unlimited number of Repair Requests up-to the Benefits Value or one instance of replacement of your Registered Device can be availed under the Plan.

4.4. Beyond Economic Repairs (BER)

If the repair cost of the Registered Device is more than the Benefits Value of the Registered Device, then the repair request will be determined as Beyond Economic Repairs (BER). In case of BER, Samsung authorized service centre will repair the registered device. In case the registered device is not repairable, a Samsung product purchase coupon, equivalent to the consideration paid by the customer for purchasing the Device will be provided to the customer.

4.5. Scope of Service under the Plan

Provided the Registered Device is handed over to Servify or its authorized channels in its entirety during the Damage Repair Request Process & that you have submitted the documents as desired under the Plan, the following conditions would be considered under the Plan.

4.5.1. Inclusions

- 4.5.1.1. Suffers accidental physical damage and/or such damage that impairs the normal usage of the Registered Device
- 4.5.1.2. Fails to work because accidentally fluid has entered its internal circuitry, touch panel, sub-board, resulting into stoppage of the Registered Device
- 4.5.1.3. Any mechanical or electrical breakdown/defects to the registered device to the extent provided by the Manufacturer's Warranty including the cost of parts and labor for the products manufactured in India or is legally imported in India & sold through official sales channels of Samsung and supported by an invoice & Manufacturer's Warranty/Guarantee.
- 4.5.1.4. Any issue related to the software of the Registered Device is covered under the Extended Warranty coverage
- 4.5.1.5. Data recovery is covered as defined in Clause 15

4.5.2. Exclusions

- 4.5.2.1. Any damages to the Registered Device prior to the Plan activation
- 4.5.2.2. Any damages reported within 07 (seven) days of activation of the Plan
- 4.5.2.3. Theft or loss of the Registered Device
- 4.5.2.4. Any damage to the Registered Device:

- 4.5.2.4.1. due to Intentional act or willful neglect
- 4.5.2.4.2. arising before or after Plan Term
- 4.5.2.4.3. under mysterious circumstances including lost or stolen
- 4.5.2.4.4. due to serial number that has been altered, defaced, or removed, or has been modified to alter its functionality or capability without the written permission of Samsung
- 4.5.2.4.5. due to any experiments or tests and/or alterations resulting to any abnormal conditions of the Registered Device
- 4.5.2.5. Replacement of consumable item or accessory like, plugs, batteries, light bulbs, light covers, software and add-on options incorporated in a Product for which the Service Contract was purchased. Batteries, internal or external to the product
- 4.5.2.6. Damage resulting from power outage, power surges or dips, fluctuating voltage, inadequate or improper voltage or current. Reception or transmission problems resulting from external causes
- 4.5.2.7. Battery related issues to the registered device is not covered
- 4.5.2.8. Damage caused by:
 - 4.5.2.8.1. a product/accessory that is not the Registered Device
 - 4.5.2.8.2. operating the Registered Device outside the permitted or intended uses described by manufacturer
 - 4.5.2.8.3. service (including upgrades and expansions) performed by anyone who is not an Authorized Service Centre (“ASC”) or any failure/damage caused outside the Indian territory
 - 4.5.2.8.4. Third-party products or their effects on or interactions with the Registered Device or the software

Damages to the device due to terrorist attack, war, fire, lightning, earthquake, floods or an act of God
- 4.5.2.9. Damaged Registered Device where the serial number cannot be identified
- 4.5.2.10. Damage caused due to electricity surge or an electromagnetic pulse (EMP)
- 4.5.2.11. Cost of any missing parts or unidentifiable damage parts
- 4.5.2.12. Consequential loss of any kind or description including wear & tear, manufacturing defects
- 4.5.2.13. Cosmetic damage to the Registered Device including but not limited to scratches, dents and broken plastic on ports

5. Special Exclusions

Servify and Samsung shall not be liable in respect of loss or damage to Registered Device relating to or caused due to the following:

- 5.1. Penalties for delay or detention or in connection with guarantees of performance or efficiency
- 5.2. Loss due to the Registered Device which gradually develops flaws, defects, cracks or partial fractures in any part not necessitating immediate stoppage, although at some future time repair or renewal of the parts affected may be necessary
- 5.3. Servify and Samsung shall not be liable if:
 - 5.3.1. the user is found to be involved in any way in fraudulent or illegal activity of any kind whatsoever related to this Plan or Registered Device
 - 5.3.2. Due to the inability of the Customer to submit either of the processing documents or supporting documents required for processing the request within 7 days of information being requested by Servify.
 - 5.3.3. The Customer is unable to submit the Registered device for repair at a Samsung Authorized Service Centre within 7 days from the scheduled date of the repair request or before the expiry of plan whichever is earlier
 - 5.3.4. The Customer is unable to pay the deductible within 7 days from payment requested date or expiry of the plan, whichever is earlier.
- 5.4. In any action, suit, or other proceeding where the Servify or underwriting Servify(s) alleges that by reason of the provisions of the exceptions or exclusions above, any loss, destruction or damage is not included under this Plan, the burden of proving that such loss, destruction, or damage is included, shall be upon the Customer.

6. Worldwide Cover

The Registered Device is covered for damages occurring anywhere in the world. However, the repair will be done only in India as per the process mentioned in clause 9

7. Plan Activation Process

Instant activation: You do not need to activate the Plan. Your Device is automatically covered under the Plan for the Plan term as defined in clause 2

8. Service Request Process

In the event of damage to the Registered Device, you (Customer) are required to:

- 8.1. Immediately (not later than 07 days from the time of the defect) inform Servify through the Samsung Consumer Web Portal, Samsung Call Centre, Samsung Authorized Service Centre detailing the defect, and any documentary evidence

of the defect. Answer a few questions on the incident. The process is completely paperless, so, no documents will be required.

- 8.2. You need to share the serial number detail of the Registered Device before raising the request, failing which you will not be eligible to receive any benefits of the Samsung Care+ and no claims shall be entertained against Samsung or Servify.
- 8.3. Please note, you will not handover the Registered Device for repairs at any Samsung Authorized Service Centre (ASC) until confirmed by Servify. It is expressly stated that Servify will not be held responsible for fulfilling any such requests where the Registered Device is handed over to a service centre by you before the approval from Servify; any liabilities arising out of such requests before the in-principle approval of the Damage Repair Service Request from Servify will be solely handled by you (Customer) at your (Customer's) own expense

9. Service Fulfillment Process

- 9.1. Samsung provides on-site repair service for the Registered Device for serviceable locations, where the engineer will visit customer's location to repair the device.
- 9.2. Servify provides services through Pick/Drop Support ("PUDO") Service for the Registered Device, for serviceable locations, for the rest you may visit the nearest Samsung Authorized Service Centre as indicated in the Samsung Consumer Portal once the approval is provided. You are required to wait until Servify confirms in writing via an e-mail or on a voice call on your registered number or provides an update on the App or on the Samsung Consumer Web Portal about the status of the next steps expected. Service will be performed at the Samsung Authorized Service Centre(s) after verification of the entitlement and validity of the Plan. Once you are notified & that the service is complete, you will promptly be notified via the Samsung Consumer Web Portal. The repaired Device will be delivered to the address of initial pickup after completion of repair if PUDO service is availed.
- 9.3. Servify reserves the right to change the method by which they may provide repair service to you, and your Registered Device's eligibility to receive a particular method of service under this Plan. Service options, parts availability and response times may vary according to the city you live in.

10. Your Responsibilities

To receive service or support under the Plan, you agree to comply with the following:

- 10.1. To keep the serial number of your Registered Device secure and provide the same at the time of raising any claim. If you fail to provide the serial number details as and when asked by Servify, your claim shall not be processed and

under no circumstances shall Servify or Samsung be liable for the claim rejection.

- 10.2. Provide a copy of your Registered Device's original proof of purchase at the time of raising a request.
- 10.3. Provide information about the reasons and causes of the damage to the Registered Device.
- 10.4. Provide identity proof if requested by Servify (at the time of raising a 'Damage Repair Request') to verify the User of the Registered Device, on which Plan is activated.
- 10.5. Respond to requests for information, including but not limited to the Registered Device serial number, model, version of the operating system and software installed, any peripherals devices connected or installed on the Registered Device, any error messages displayed, actions taken before the Registered Device experienced the damage and steps taken to avoid the damage.
- 10.6. Follow instructions Servify gives you, including but not limited to refraining from sending Registered Device that is not subject to damage protection as per the Plan and packing the Registered Device in accordance with shipping instructions as per the Plan
- 10.7. Make sure to backup software and data residing on the Registered Device. DURING THE FULFILLMENT OF DAMAGE REPAIR SERVICE, SERVIFY OR THE ASC MAY DELETE THE CONTENTS OF THE REGISTERED DEVICE AND REFORMAT THE STORAGE MEDIA IF NECESSARY. Servify, or Authorized Service Centre may return your Registered Device after the service event subject to applicable updates. Servify or the Authorized Service Centre may install latest software updates as part of hardware service that will prevent the Registered Device from reverting to an earlier version of the Operating System. Third party applications installed on the Registered Device may not be compatible or work with the Registered Device because of the Operating System update. You will be responsible for reinstalling all other software programs, data, and passwords.

11. Cancellation And Refund

For plans bought on e-commerce platform's, cancellation and refund will follow e-commerce platform's cancellation policy. For plans bought on other channels, no cancellation is allowed.

12. Limitation Of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, SAMSUNG, SERVIFY AND ITS EMPLOYEES AND AGENTS WILL UNDER NO CIRCUMSTANCES BE LIABLE TO YOU OR ANY SUBSEQUENT OWNER FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO COSTS OF RECOVERING,

REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA OR THE FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA, ANY LOSS OF BUSINESS, PROFITS, REVENUE OR ANTICIPATED SAVINGS, RESULTING FROM SERVIFY'S OBLIGATIONS UNDER THIS PLAN. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE LIMIT OF SAMSUNG, SERVIFY AND ITS EMPLOYEES AND AGENT'S LIABILITY TO YOU AND ANY SUBSEQUENT OWNER ARISING UNDER THE PLAN SHALL NOT EXCEED THE DEPRECIATED VALUE OF THE REGISTERED DEVICE. SERVIFY SPECIFICALLY DOES NOT WARRANT THAT (i) IT WILL BE ABLE TO REPAIR OR REPLACE REGISTERED DEVICE WITHOUT RISK TO OR LOSS OF PROGRAMS OR DATA, (ii) IT WILL MAINTAIN THE CONFIDENTIALITY OF DATA, OR (iii) THAT THE OPERATION OF THE PRODUCT WILL BE UNINTERRUPTED OR ERROR- FREE. NOTHING IN THIS AGREEMENT SHALL EXCLUDE OR LIMIT SERVIFY'S LIABILITY FOR (I) DEATH OR PERSONAL INJURY CAUSED BY ITS NEGLIGENCE, OR (II) FRAUD. TO THE EXTENT THAT LIABILITY UNDER SUCH LAWS AND REGULATIONS MAY BE LIMITED, SERVIFY'S LIABILITY IS LIMITED, AT ITS SOLE OPTION, TO REPLACE OR REPAIR OF THE REGISTERED DEVICE OR SUPPLY OF THE SERVICE

13. Transfer Of Plan

- 13.1. The transfer of Plan from one registered device to another device is not allowed
- 13.2. In case of change in ownership of Registered device all benefits under this plan will continue for the remaining plan term.
- 13.3. If the Registered Device is replaced under Manufacturer's Warranty during the Plan Term, then the replacement Device will be termed as Registered Device, with the applicable Plan benefits for the remaining period of the Plan Term.
- 13.4. It is the responsibility of the Customer to share the replaced Device serial number and the replacement invoice issued by the ASC.

14. General Terms

- 14.1. Servify may subcontract or assign performance of its obligations to third parties but shall not be relieved of its obligations to you in doing so.
- 14.2. Servify is not responsible for any failures or delays in performing under the Plan that are due to events outside its reasonable control.
- 14.3. You are not required to perform preventative maintenance on the Registered Device to receive service under the Plan.
- 14.4. The Registered Device is covered for damages occurring anywhere in the world. However, the repair will be done only in India as per the process mentioned.
- 14.5. This Plan is not offered to persons who have not reached the age of majority. This Plan may not be available in all states, and is not available where

prohibited by law.

- 14.6. In carrying out its obligations Servify may, at their discretion and solely for the purposes of monitoring the quality of their response, record part or all the calls between you and them.
- 14.7. Servify have security measures, which should protect your data against unauthorized access or disclosure as well as unlawful destruction. You will be responsible for the instructions you give to Servify regarding the processing of data, and Servify will seek to comply with those instructions as reasonably necessary for the performance of the service and support obligations under the Plan.
- 14.8. If you do not agree with the above or if you have questions regarding how your data may be impacted by being processed in this way, contact or Service at the support mediums provided such as support@servify.tech
- 14.9. You agree that any information or data disclosed to Servify under this Plan is not confidential or proprietary to you. Furthermore, you agree that Servify may collect and process data on your behalf when it provides service. This may include transferring your data to affiliated companies or service providers in accordance with the Customer Privacy Policy of Servify, details of which are available on its website under <https://servify.in/privacy/>
- 14.10. The terms of the Plan, including the original sales receipt of the Registered Device and the Plan Confirmation, prevail over any conflicting, additional, or other terms of any purchase order or other document, and constitute your and Servify's entire understanding with respect to the Plan.
- 14.11. Servify is not obligated to renew this Plan. If either Servify does offer a renewal, they will determine the price and terms.
- 14.12. There is no informal dispute settlement process available under this Plan.
- 14.13. In the event any section or portion of a section of these terms and conditions are deemed invalid, void, or unenforceable, that section or portion of a section shall be severed from these terms and conditions, and the remaining terms and conditions shall continue in full force and effect.
- 14.14. These terms and conditions shall be governed by and construed under the laws of India.
- 14.15. These terms and conditions do not affect your statutory rights as a consumer.
- 14.16. Servify reserves the right, at its discretion, to change or modify, the terms of this Plan.

15. Support Contact Details:

For Individual customers:

- 15.1. Support Email ID: support.careplus@samsung.com
- 15.2. Toll-Free Number: 1800 202 1234

COMPREHENSIVE 3 YRS PROTECTION PLAN
(ACCIDENTAL DAMAGE AND LIQUID DAMAGE ALONG WITH EXTENDED
WARRANTY)

1. The Plan

This Comprehensive Protection Plan (“Plan”) offered by Servify (Service Lee Technologies Pvt. Ltd.) governs the support process for accidental damages and for mechanical and electrical breakdown/defects to the extent provided by the manufacturer’s warranty for select brand new Samsung Galaxy Book (“Device/s”) sold by Samsung via its official channels and e-commerce platform’s in India.

This Plan is not valid for any device that is either refurbished or purchased by a customer post a return from the first customer, even in an unboxed condition.

2. Plan Term

Benefit(s) under the Plan begins when your device is activated as per the below scenarios and will end on completion of three (03) years from the date of activation of the Plan (“**Plan Term**”):

2.1. In case of Online purchase of the Plan: Plan will have to be purchased along with the device and will be activated from the date of purchase of the plan.

2.2. In case of Offline purchase:

2.2.1 When Device and Samsung Care+ purchased together – Plan will be activated the same day as that of device purchase.

2.2.2 Plan is purchased after the device is purchased and/or activated: In this case the Plan will be activated from the date of purchase of the Plan. However, the Plan has to be purchased within the stipulated timelines as provided in Clause 3.1 below.

2.3 Benefits under the Extended Warranty Plan begins from the next day after the expiry of the Manufacturer's Warranty on the Device and ends on completion of 2 Years from the Extended warranty benefit start date.

3. Plan Eligibility

3.1. This Plan can only be purchased along with the device on e-commerce platform's and within 03 (three) days of the original device purchase date on other channels.

3.2. The terms of this Plan, the original sales receipt for your Plan, the original sales receipt of your Device, the proof of your identity provided at the time of raising a Damage Repair Service Request, the indemnification you provide about the working condition of the Registered Device before the purchase of the Plan and the Plan Confirmation are each part of your Plan

3.3. The benefits under the accidental damage protection Plan and extended warranty are additional to the benefits provided by the manufacturer under Manufacturer's Warranty

3.4. This Plan is not valid for any device that is either refurbished or purchased by a customer post a return from the first customer, even in an unboxed condition

4. Plan Details

4.1. "Registered" Device

The Device that was successfully registered under the Plan within the stipulated time period as defined in Clause 3.1 above, is termed as "Registered Device".

4.2. Customer

The purchaser of the Registered Device whose name is mentioned on the original invoice is the Customer. The purchaser's spouse, children and parents can be the users of the Registered Device. If the purchaser is a company, Customer shall mean any representative/employee of the company authorized to use the Registered Device.

4.3. Benefits Value

4.3.1. For Accidental Damage Protection Plan, Maximum Benefits Value for

each repair request is equivalent to the invoice value of the Registered Device at the time of submitting a Damage Repair Request for availing accidental damage protection. Limit is 01 (One) repair instance of your registered device per year, subject to the maximum eligible Benefits Value at the time of submitting a request. If the repair charges are more than the Benefits Value, the Customer will have the option to bear the differential price for obtaining the repair as determined by the Authorised Service Provider (“ASP”) of Samsung. There is a Processing Fee charged during a repair event under Accidental Damage from Handling as mentioned below:

Device categorization	Processing fee (incl. tax) in INR
Galaxy Book Go	1,750
Galaxy Book 2 (Price < Rs. 75000)	3,250
Galaxy Book 2 (Price > 75000)	4,400
Galaxy Book 2 360, Galaxy Book 2 Pro, Galaxy Book 2 Pro 360	5,500

Please note that device list mentioned here is not exhaustive. In case your device does not figure in the list here, please go through the claim process to know the processing fee applicable for your device

4.3.2. For Extended Warranty, Maximum Benefits Value is equivalent to the original invoice value of the Registered Device. The Benefits Value at any given point of time will be calculated by subtracting the repair costs of all the subsequent repair service requests, if any, from the Invoice Value of the Registered Device. Unlimited number of repair requests up-to the Benefits Value or one instance of replacement of your Registered Device can be availed under the Plan.

4.4. Beyond Economic Repairs (BER)

If the repair cost of the Registered Device is more than the Benefits Value of the Registered Device, then the repair request will be determined as Beyond Economic Repairs (BER). In case of BER, Samsung authorized service centre will repair the registered device. In case the registered device is not repairable, a Samsung device purchase coupon, equivalent to the consideration paid by the customer for purchasing the device will be provided to the customer.

4.5. Scope of Service under the Plan

Provided the Registered Device is handed over to Servify or its authorized channels in its entirety during the Damage Repair Request Process & that you have submitted the documents as desired under the Plan, the following

conditions would be considered under the Plan.

4.5.1. Inclusions

- 4.5.1.1. Suffers accidental physical damage and/or such damage that impairs the normal usage of the Registered Device
- 4.5.1.2. Fails to work because accidentally fluid has entered its internal circuitry, touch panel, sub-board, resulting into stoppage of the Registered Device
- 4.5.1.3. Any mechanical or electrical breakdown/defects to the registered device to the extent provided by the Manufacturer's Warranty including the cost of parts and labor for the products manufactured in India or is legally imported in India & sold through official sales channels of Samsung and supported by an invoice & Manufacturer's Warranty/Guarantee.
- 4.5.1.4. Any issue related to the software of the Registered Device is covered under the Extended Warranty coverage
- 4.5.1.5. Data recovery is covered as defined in Clause 15

4.5.2. Exclusions

- 4.5.2.1. Any damages to the Registered Device prior to the Plan activation
- 4.5.2.2. Any damages reported within 07 (seven) days of activation of the Plan
- 4.5.2.3. Theft or loss of the Registered Device
- 4.5.2.4. Any damage to the Registered Device:
 - 4.5.2.4.1. due to Intentional act or willful neglect
 - 4.5.2.4.2. arising before or after Plan Term
 - 4.5.2.4.3. under mysterious circumstances including lost or stolen
 - 4.5.2.4.4. due to serial number that has been altered, defaced, or removed, or has been modified to alter its functionality or capability without the written permission of Samsung
 - 4.5.2.4.5. due to any experiments or tests and/or alterations resulting to any abnormal conditions of the Registered Device
- 4.5.2.5. Replacement of consumable item or accessory like, plugs, batteries, light bulbs, light covers, software and add-on options incorporated in a Product for which the Service Contract was purchased. Batteries, internal or external to the product
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- Damages to the device due to terrorist attack, war, fire, lightning, earthquake, floods or an act of God
- 4.5.2.9. Damaged Registered Device where the serial number cannot be identified.
- 4.5.2.10. Damage caused due to electricity surge or an electromagnetic pulse (EMP)
- 4.5.2.11. Cost of any missing parts or unidentifiable damage parts
- 4.5.2.12. Consequential loss of any kind or description including wear & tear, manufacturing defects
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5. Special Exclusions

Servify and Samsung shall not be liable in respect of loss or damage to Registered Device relating to or caused due to the following:

- 5.1. Penalties for delay or detention or in connection with guarantees of performance or efficiency
- 5.2. Loss due to the Registered Device which gradually develops flaws, defects, cracks, or partial fractures in any part not necessitating immediate stoppage, although at some future time repair or renewal of the parts affected may be necessary
- 5.3. Servify and Samsung shall not be liable if:
 - 5.3.1. the user is found to be involved in any way in fraudulent or illegal activity of any kind whatsoever related to this Plan or Registered Device and/or
 - 5.3.2. Due to the inability of the Customer to submit either of the processing documents or supporting documents required for processing the request within 7 days of information being requested by Servify.
 - 5.3.3. The Customer is unable to submit the Registered device for repair at a Samsung Authorized Service Centre within 7 days from the scheduled date of the repair request or before the expiry of plan whichever is earlier

5.3.4. The Customer is unable to pay the deductible within 7 days from payment requested date or expiry of the plan whichever is earlier.

5.4. In any action, suit, or other proceeding where the Servify or underwriting Servify(s) alleges that by reason of the provisions of the exceptions or exclusions above, any loss, destruction or damage is not included under this Plan, the burden of proving that such loss, destruction, or damage is included, shall be upon the Customer

6. Worldwide Cover

The Registered Device is covered for damages occurring anywhere in the world. However, the repair will be done only in India as per the process mentioned.

7. Plan Activation Process

Instant activation: You do not need to activate the Plan. Your Device is automatically covered for the Plan Term as defined in clause 2

8. Service Request Process

In the event of damage to the Registered Device, you (Customer) are required to:

8.1. Immediately (not later than 07 days from the time of the defect) inform Servify through the Samsung Consumer Web Portal, Samsung Call Centre, Samsung Authorized Service Centre detailing the defect, and any documentary evidence of the defect. Answer a few questions on the incident. The process is completely paperless, so, no documents will be required.

8.2. You need to share the serial number detail of the Registered Device before raising the request, failing which you will not be eligible to receive any benefits of the Samsung Care+ and no claims shall be entertained either against Samsung or Servify.

8.3. Please note, you (Customer) will not handover the Registered Device for repairs at any service centre, including at any Samsung Authorized Service Centre (ASC) until confirmed by Servify. It is expressly stated that Servify will not be held responsible for fulfilling any such requests where the Registered Device is handed over to a service centre by you (Customer) before the approval from Servify; any liabilities arising out of such requests before the in-principle approval of the Damage Repair Service Request from Servify will be solely handled by you (Customer) at your (Customer's) own expense.

9. Service Fulfillment Process

9.1. Samsung provides on-site repair service for the Registered Device for serviceable locations, where the engineer will visit customer's location to repair the device.

9.2. Servify provides services through Pick/Drop Support ("PUDO") Service for the Registered Device, for serviceable locations, for the rest you may visit the

nearest Samsung Authorized Service Centre as indicated in the Samsung Consumer Portal once the approval is provided. You are required to wait until Servify confirms in writing via an e-mail or on a voice call on your registered mobile number or provides an update on the App or on the Samsung Consumer Web Portal about the status of the next steps expected. Service will be performed at the Samsung Authorized Service Centre(s) after verification of the entitlement and validity of the Plan. Once you are notified & that the service is complete, you will promptly be notified via the Samsung Consumer Web Portal. The repaired Device will be delivered to the address of initial pickup after completion of repair if PUDO service is available.

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To receive service or support under the Plan, you agree to comply with the following:

- 10.1. To keep the serial number details of your Registered Device secure and provide the same at the time of raising any claim. If you fail to provide the serial number details as and when asked by Servify, your claim shall not be processed and under no circumstances shall Servify or Samsung be liable for the claim rejection.
- 10.2. Provide a copy of your Registered Device's original proof of purchase at the time of raising a request.
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- 10.5. Respond to requests for information, including but not limited to the Registered Device serial number, model, version of the operating system and software installed, any peripherals devices connected or installed on the Registered Device, any error messages displayed, actions taken before the Registered Device experienced the damage and steps taken to avoid the damage.
- 10.6. Follow instructions Servify gives you, including but not limited to refraining from sending Registered Device that is not subject to damage protection as per the Plan and packing the Registered Device in accordance with shipping instructions as per the Plan.
- 10.7. Make sure to backup software and data residing on the Registered Device. DURING THE FULFILLMENT OF DAMAGE REPAIR SERVICE, SERVIFY OR THE ASC MAY DELETE THE CONTENTS OF THE

REGISTERED DEVICE AND REFORMAT THE STORAGE MEDIA IF NECESSARY. Servify, or Authorized Service Centre may return your Registered Device after the service event subject to applicable updates. Servify or the Authorized Service Centre may install latest software updates as part of hardware service that will prevent the Registered Device from reverting to an earlier version of the Operating System. Third party applications installed on the Registered Device may not be compatible or work with the Registered Device because of the Operating System update. You will be responsible for reinstalling all other software programs, data, and passwords.

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13.1. The transfer of Plan from one registered device to another device is not

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- 14.3. You are not required to perform preventative maintenance on the Registered Device to receive service under the Plan.
- 14.4. The Registered Device is covered for damages occurring anywhere in the world. However, the repair will be done only in India as per the process mentioned.
- 14.5. This Plan is not offered to persons who have not reached the age of majority. This Plan may not be available in all states, and is not available where prohibited by law.
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- 14.8. If you do not agree with the above or if you have questions regarding how your data may be impacted by being processed in this way, contact our Service at the support mediums provided such as support@servify.tech
- 14.9. You agree that any information or data disclosed to Servify under this Plan is not confidential or proprietary to you. Furthermore, you agree that Servify may collect and process data on your behalf when it provides service. This may include transferring your data to affiliated companies or service providers in accordance with the Customer Privacy Policy of Servify, details of which are available on its website under <https://servify.in/privacy/>
- 14.10. The terms of the Plan, including the original sales receipt of the Registered Device and the Plan Confirmation, prevail over any conflicting, additional, or other terms of any purchase order or other document, and constitute your and

Servify's entire understanding with respect to the Plan

- 14.11. Servify is not obligated to renew this Plan. If either Servify does offer a renewal, they will determine the price and terms
- 14.12. There is no informal dispute settlement process available under this Plan
- 14.13. In the event any section or portion of a section of these terms and conditions are deemed invalid, void, or unenforceable, that section or portion of a section shall be severed from these terms and conditions, and the remaining terms and conditions shall continue in full force and effect
- 14.14. These terms and conditions shall be governed by and construed under the laws of India
- 14.15. These terms and conditions do not affect your statutory rights as a consumer
- 14.16. Servify reserves the right, at its discretion, to change or modify, the terms of this Plan

15. Support Contact Details:

For Individual customers:

- 15.1. Support Email ID: support.careplus@samsung.com
- 15.2. Toll-Free Number: 1800 202 1234

