

**Redemption Conditions for the Pre-reserve Offer – New Samsung Galaxy Tab Device**

Samsung India Electronics Pvt. Ltd. (“**Samsung**”) introduces a pre-reserve offer (“**Pre-reserve Offer**”) on New Samsung Galaxy Tablet Device(s) (“**Eligible Device(s)**”).

1. Customers who pre-reserve the Eligible Device(s) and have received the e-store voucher in their registered email Id, shall be eligible for the following offer referred to as Pre-reserve Offer:

**Pre-reserve Offer:** Customers who pre-reserve the Eligible Device during the Pre-reserve Period (i.e. 17<sup>th</sup> September’24 till 25th September 11:30 PM) by purchasing VIP Pass at Rs.1000 shall be eligible for an e-store voucher worth Rs.3499 (“E-Voucher”). E-Voucher, which can be redeemed on Samsung Shop (i.e. Samsung.com/in or Samsung Shop App) only on eligible add-on products (“Add-on Product”) as provided in **Annexure -A (as applicable for the chosen device)**.

Channel : Pre-reserve/Purchase of Eligible Device	Pre-reserve Offer [Referred as E-Voucher]	Voucher Redemption at
Samsung website / Samsung Shop app	Upto Rs.3499 Samsung E-Voucher	Samsung website / Samsung Shop app

Category (Main product)	E-voucher amount
Eligible Device and Add-on Product (under Annexure-A)	Worth ₹ 3,499

2. The Eligible Device can be Pre-reserved from Samsung website or Samsung Shop app using the mobile no. **Only One Device per category (i.e. Eligible Device) can be Pre-reserved against one Mobile No.**
3. **Process for redemption of Samsung Shop benefit** – Customers will have to follow the process given here under to redeem the Samsung Shop benefit as under:
  - (i) Customer will be eligible for Pre-reserve Offer if he completes the Pre-reserve Journey during the Pre-reserve Period (i.e. between 17<sup>th</sup> September, 2024 till 25<sup>th</sup> September, 2024, 11:30 PM).
  - (ii) Customer will receive the E-Voucher if he Pre-reserves the Eligible Device using Samsung website or Samsung Shop app in the above-mentioned Pre-reserve Period.
  - (iii) In order to avail the Pre-reserve benefits, customer will have to pre-book the Eligible Device at Samsung Shop between
    - a. For Eligible Device: 26<sup>th</sup> September, 2024 3:00 PM till 2<sup>nd</sup> October, 2024, 23:59 PM (“Redemption Period”).
  - (iv) The E-Voucher received under Pre-reserve Offer can be redeemed along with Prebook Offer as available on the Eligible Device.
  - (v) The Customer can redeem the E-Voucher only once against the Add-on Products. In case the value of the redemption product is less than the value of the E-Voucher, the customer will not be able to re-use the E-voucher for the balance amount.
  - (vi) In case the Customer does not redeem the E-Voucher at the time of purchasing the Eligible Device during the Redemption Period, the Customer will not be able to redeem the E-Voucher in future.

- (vii) The shipping of Eligible Device and the Add-on Product purchased may happen separately / Add-on Product will be delivered after the Eligible Device and the Customer shall be informed of the tentative delivery dates to email ID mentioned in their shipping details.
  - (viii) The amount ₹ 1000 paid to Pre-reserve the Eligible Device would be adjusted against the purchase value of the same Eligible Device (which was used to pre reserve the Eligible Device).
4. Customer initiated Cancellation of Pre-Reserve/Pre-book order:
- (i) Pre-Reserve: Unutilized Pre-Reserve amount of Rs 1000 will be refunded within 7-10 working days post the end of Pre-Book period i.e. till 2<sup>nd</sup> October, 2024 23:59 hrs. Customer need not initiate a request for refund of unutilised pre-reserve amount. The refund will be processed by 12<sup>th</sup> October, 2024.
  - (ii) Prebook Order cannot be cancelled / modified during Pre-book Period. Any doorstep rejections / unsuccessful deliveries, a respective amount will be charged basis the below grid. This amount will be adjusted from the final refund amount. (Applicable for both Eligible Device and Add-on Product).
  - (iii) Refunds against cancellation / door step rejection / unsuccessful delivery of a pre-booked Eligible Device will only be issued after deducting of :
    - cancellation fee (as applicable) and
    - the E-Voucher benefit (as availed by customer where E-Voucher was redeemed, i.e.

Scenario 1: In case the customer cancels both the Eligible Device and Add-on Product before either of them are delivered or are shipped by Samsung, Samsung shall refund the amount paid by customer for both Eligible Device and Add-on Product after deduction of Cancellation charge (if applicable). E-Voucher benefit shall not be refunded, as the Customer will no longer be eligible to avail the same.

Scenario 2: In case the customer receives the Add-on Product or if the same has been shipped by Samsung before customer cancels the Eligible Device or the Add-on Product, the Customer shall be eligible to receive refund for Eligible Device only post adjusting the Pre-reserve benefit of E-Voucher and after deduction of Cancellation charge (if applicable). E-Voucher benefit shall not be refunded as the Customer will no longer be eligible to avail the same. The Eligible Device and the Add-on Product purchased shall be on As Is basis and will be delivered subject to the stock availability.

Category (Both Eligible Device and Add on product)	Cancellation charges (including GST @ 18%)
Mobile Accessories , Wearables	INR 99
Smartphones, Tablets and Laptops	INR 999

Please check below the detailed Cancellation Policy:

<https://www.samsung.com/in/shop-faq/cancellations-and-replacements/how-and-when-can-i-cancel-an-order/>

5. Samsung initiated Cancellation of Pre-Reserve/Pre-book order: In an unforeseen event where Samsung has to cancel Pre-book order, no cancellation fees will be applicable.
6. By availing the Pre-reserve Offer, it would be deemed that the customers have given their consent to contact them through call, SMS, WhatsApp or Email on the details provided by them for the purpose of this Pre-reserve Offer or for any future communications from Samsung or its authorized partners.

7. Product images, features, specifications shown here are for representational purposes only, the actual product may vary. Pre-reserve Offer is available till stocks lasts.
8. Samsung reserves the right to change, extend, amend and/or withdraw the Pre-reserve Offer or change any of these terms & conditions anytime without prior notice.
9. Samsung also reserves the right to substitute the select products put for redemption with device(s)/gift(s) of equivalent value under this Pre-reserve Offer at its sole discretion without giving any reasons thereof. The choice as to the color, make & model of the gift(s) shall be completely at Samsung's discretion. No claims shall be entertained in this regard.
10. All disputes shall be subject to exclusive jurisdiction of courts located at New Delhi.

**ANNEXURE A**

**LIST OF ELIGIBLE ADD – ON PRODUCTS**

SKU Code	Product Name	Category
EP-T4511XBEGIN	Travel Adapter - 45W C2C – Black	Accessories