

REGULATION

REGULATIONS OF “SAMSUNG SELECT AND SELECT+” PROGRAM

Version 3.0, published at <https://www.samsung.com/latin/support/select-plus>

The terms and conditions described below apply to the Samsung Select+ Service program (hereinafter the "Program"), organized by **SAMSUNG ELECTRONICS LATINOAMERICA (ZONA LIBRE), S.A.** (hereinafter "Samsung"), a company duly registered and registered in the Republic of Panama.

LEGAL WARNING

YOU UNDERSTAND AND ACKNOWLEDGE THAT:

- I. **THESE TERMS AND CONDITIONS CONSTITUTE A BINDING CONTRACT BETWEEN YOU AND SAMSUNG WHICH GOVERNS THE SAMSUNG SELECT AND SELECT+ PROGRAM.**
- II. **THE REQUEST FOR THE SERVICES OR BENEFITS OF THE SAMSUNG SELECT AND SELECT+ PROGRAM CONSTITUTES AN EXPRESS ACCEPTANCE, IN ADDITION TO THE FULL ADHESION AND WITHOUT RESERVATIONS OF THESE TERMS AND CONDITIONS.**
- III. **THAT YOU HAVE CAREFULLY READ THESE TERMS AND CONDITIONS PRIOR TO REQUESTING THE SERVICES OR BENEFITS OF THE SAMSUNG SELECT AND SELECT+ PROGRAM, AND AGREE TO COMPLY WITH AND BE BOUND BY THESE TERMS AND CONDITIONS.**
- IV. **IF YOU DO NOT AGREE WITH THESE TERMS AND CONDITIONS, YOU AGREE NOT TO APPLY FOR THE SERVICES OR BENEFITS OF THE SAMSUNG SELECT AND SELECT+ PROGRAM.**

TERMS AND CONDITIONS

1. PROGRAM

1.1 – This is a promotional Benefit called "**Samsung Select and Select+**" (hereinafter simply referred to as "**Program**"). The benefit of "**Samsung Select and Select+**" is an optional promotional advantage to benefit the client with technological and device-related assistance in accordance with the provisions of **item 1.4** of this regulation, as well as exclusive and differentiated treatment throughout the post-sale process.

1.2 – The **Program** is intended for any interested person (hereinafter simply referred to as "Customers") who meets the following conditions:

1.2.1 Being a Natural Person, having at least eighteen (18) years of age, or the legal age of majority according to the legislation of the Territory.

1.2.2 That correspond to the devices listed on the "**Samsung Select and Select+**" page <https://www.samsung.com/latin/support/select-plus>;

1.2.3 That the device or product is within the warranty period;

1.2.4 Be a resident in any of the applicable territories, in accordance with the provisions of item 1.5.

1.3 – Participation in the Program is not subject to any type of raffle, contest or similar operation.

1.4 – This **Program** is intended solely for consumers who have purchased the products with the models and conditions in force and disclosed on the "**Samsung Select and Select+**" page <https://www.samsung.com/latin/support/select-plus> (hereinafter "Applicable Products").

➤ **Samsung Select+ Service.**

- **MX Category:** Galaxy Fold 5, Galaxy Flip 5, Tab S9 Ultra, Galaxy S24 Ultra, Galaxy Fold 6 and Galaxy Flip 6
- **VD Category:** 98" DTV (QN98*)
- **DA Category:** Refrigerators: BESPOKE FAMILY HUB. 4 Door- FDR (RF29DB9950QDAP), BESPOKE 4 Door - FDR (RF29DB965012AP), Laundry Hubs: 22Kg Electric (WH22DBH570EVAP), 22Kg Gas (WH22DBH570PVAP), Wash-dryer: T-Combo (WD26DB8995BZAP) / (WD53DBA900HZA1)

➤ **Samsung Select Service.**

- **MX Category:** Tab S9+, Tab S9, Galaxy S24+ and Galaxy S24

1.5 – This Program is valid for the following Countries, **with exceptions that will depend on the product and service offered** [hereinafter “Applicable Territory”]:

- 1.5.1 – Republic of Panama
- 1.5.2 – Republic of Costa Rica
- 1.5.3 – Republic of Ecuador
- 1.5.4 – Republic of Guatemala
- 1.5.5 – Republic of El Salvador
- 1.5.6 – Republic of Honduras
- 1.5.7 – Republic of Belize
- 1.5.8 – Republic of Nicaragua
- 1.5.9 – Republic of Venezuela
- 1.5.10 - Antigua y Barbuda
- 1.5.11 - Aruba, Barbados
- 1.5.12 - Bonaire
- 1.5.13 - Curaçao
- 1.5.14 - Dominican Republic
- 1.5.15 - Granada
- 1.5.16 - Jamaica
- 1.5.17 - St. Kitts
- 1.5.18 - Cayman Island
- 1.5.19 - Puerto Rico
- 1.5.20 - Trinidad and Tobago
- 1.5.21 - St. Vincent
- 1.5.22 – Republic of Paraguay
- 1.5.23 – Republic of Uruguay

1.6 – The Customer will enjoy the **Program** from the date of purchase that appears on the commercial invoice, until the expiration date of the standard warranty of the device.

2. EFFECTIVE PERIOD

2.1 – The Customer will enjoy the benefit from the date of purchase that appears on the commercial invoice, until the expiration date of the standard warranty of the device.

3. PARTICIPATION AND MECHANICS

3.1 – Benefits available for Customers in the **Program** are:

3.1.1 – **The "Samsung Select+"** service in real time will be available 24 (twenty-four) hours every day of the week, including holidays and other national holidays and the customer can check the details on our website by accessing <https://www.samsung.com/latin/support/select-plus>

3.1.2 – The customer will have access to a priority queue at authorized Service Centers using the "**Samsung Select+**" option on the Q-Machine

- In service centers where the Samsung Q-Machine is not available, there will be a priority line dedicated to expeditious service to customers who enjoy the Benefit.

3.1.3 – The customer has the benefit of home delivery after the repair (only for mobile devices and tablets).

3.1.4 – Repair of "**Samsung Select and Select+**" program products will have priority repair time.

3.1.5 – The **Program** will have access to an exclusive telephone service for general information, doubts and/or other requests at the following times and numbers

<p>Llámanos de 7:00 a 22:00 hrs.</p> <p>Costa Rica: 00-800-1-726-7864</p> <p>Guatemala: 1-800-299-0033</p> <p>El Salvador: 800-0726-7864</p> <p>Honduras: 800-2791-9111</p> <p>Nicaragua: 001-800-5077267</p>	<p>Llámanos de 8:00 a 23:00 hrs.</p> <p>Ecuador: 1-800-72-6786</p> <p>Panamá: 800-0101</p> <p>Jamaica: 1-800-726-7864</p>	<p>Llámanos de 9:00 a 24:00 hrs.</p> <p>Puerto Rico: 1-800-682-3180</p> <p>Venezuela: 0-800-100-5303</p> <p>Trinidad & Tobago: 1-800-726-7864</p> <p>República Dominicana: 1-800-751-2676</p> <p>Cliente ALTICE Rep. Dom.</p>
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3.1.6 – The **Program** will have access to an exclusive WhatsApp service for general information, doubts and/or other requests, 24/7 accessing through <https://www.samsung.com/latin/support/whatsapp/>

3.1.7 – The **Program** will have access to an exclusive chat service for general information, questions and/or other requests, 24/7, through the website <https://www.samsung.com/latin/support/contact/#start-chat>

4. GENERAL CONSIDERATIONS

4.1 – Customers are fully responsible, under the terms of the law, for the veracity and accuracy of the information provided in their participation, so that any attempt to impersonate their identity, profile, age, electronic or physical address, proof of purchase (Coupon /Invoice) and other necessary data, will be considered as a breach of the terms of this regulation, giving rise to the immediate cancellation of your participation, without prejudice to any other resource that Samsung has in accordance with the applicable legislation.

4.2 – Clients express their full compliance with the rules and regulations of the Benefit, which may be modified for reasons that the organizers consider pertinent.

4.3 – Customers expressly accept that Samsung will not be responsible for any external problem, in an unforeseen event or force majeure, that makes it impossible to provide the **Program**, such as, for example, events related to the internet environment, viruses, hackers, among others that occur separately or together. Samsung reserves the right, in the event that this Benefit cannot be offered for any reason, to postpone, modify or cancel it to ensure its validity.

4.4 – In the event of interruptions of any kind during the **Program** period, Samsung will not be obliged to extend the term of this **Program**.

4.5 – The use of subterfuges that create conditions of participation considered as irregular, unfair practices or that violate the rules of this Benefit is strictly prohibited, cases in which, if proven, there will be client exclusion and their entries will be discarded.

4.6 – Any point not addressed in these regulations will be resolved by an Evaluation Committee formed by Samsung and its agencies. Its decisions will be sovereign, irrevocable and unappealable and will consider the relevant legislation.

4.7 – Any questions and/or information about the Benefit can be obtained through the numbers offered in point 3.1.5 of this document or at <https://www.samsung.com/latin/support/select-plus>

4.8 – Tips for using the device: in-person instruction in Samsung stores or by telephone.

4.9 – Information about the Service Centers that are part of the **Program** available can be consulted on the website <https://www.samsung.com/latin/support/select-plus>

4.10 – The **Program** is a package of differentiated service offers for Premium customer products and Exclusive Products.

4.11. - Opting for the benefits of the **Program** is linked to the model and serial of the Applicable Product purchased. Therefore, the benefits are not transferable to another product.

4.12. - If the Customer sells or transfers the Applicable Product to another End Consumer, **Benefits will remain in effect** for that new End Consumer **during the warranty period of the Applicable Product initially purchased**, but not for any additional period. The new End Consumer must provide **proof of original purchase of the Applicable Product to redeem the Benefit**.

4.13. - The participation of Government, Autonomous or Semi-autonomous Entities is expressly excluded.

4.14. – **Program’s benefits** are not exchangeable, refundable, or redeemable for cash.

4.15. - The **Program** will focus on making a differentiation in service offers for consumers and after-sales clients, in 3 large groups.

- **GROUP 1:** The High Premium product segment (“master pieces”) considered “**Luxury**” products which will be represented under the name **Samsung Select+ Service**.

Products under this program:

- **MX category:** Galaxy Fold 5, Galaxy Flip 5, Tab S9 Ultra, Samsung Galaxy S24 Ultra, Galaxy Fold 6, Galaxy Flip 6.
- **VD category:** 98” DTV (QN98*)
- **DA Category:** Refrigerators: BESPOKE FAMILY HUB. 4 Door- FDR (RF29DB9950QDAP), BESPOKE 4 Door - FDR (RF29DB965012AP), Laundry Hubs: 22Kg Electric (WH22DBH570EVAP), 22Kg Gas (WH22DBH570PVAP), Wash-dryer: T-Combo (WD26DB8995BZAP) / (WD53DBA900HZA1)



- **GROUP 2:** Products in a lower category, but still have a Premium category and the program will be called **Samsung Select Service**. Service offerings will be different from the previous program.

Products under this program:

- **MX category:** Tab S9+, Tab S9, Samsung Galaxy S24+, Samsung Galaxy S24

- **GROUP 3:** The rest of the products will be serviced under the Service Processes already known and worked on until now within the warranty service processes.

5. STANDARD IMAGE OF BENEFIT PROGRAMS

Luxury Products Program	Premium Products Program
	
<p>MX Category: Galaxy Fold 5, Galaxy Flip 5, Tab S9 Ultra, Samsung Galaxy S24 Ultra, Galaxy Fold 6, Galaxy Flip 6 VD Category: 98” DTV (QN98*) DA Category: Refrigerators: BESPOKE FAMILY HUB. 4 Door- FDR (RF29DB9950QDAP), BESPOKE 4 Door - FDR (RF29DB965012AP), Laundry Hubs: 22Kg Electric (WH22DBH570EVAP), 22Kg Gas (WH22DBH570PVAP), Wash-dryer: T-Combo (WD26DB8995BZAP) / (WD53DBA900HZA1)</p>	<p>MX Category: Tab S9+, Tab S9, Galaxy S24+, Galaxy S24</p>

6. SERVICE OFFERS BY PROGRAM AND BY PRODUCT FAMILY

6.1 Mobile Products. (Smartphones, Tablets)

Service Offers	Select + Service Galaxy Fold 5, Galaxy Flip 5, Tab S9 Ultra, Galaxy S24 Ultra, Galaxy Fold 6 and Galaxy Flip 6	Select Service Tab S9+, Tab S9, Galaxy S24+, Galaxy S24
Screen replacement 80% off (Customer only pays 20% of total cost. 1 event during the warranty period)	o ** Only Fold5/Flip5 and Galaxy S24 Ultra ONCE during the warranty period (In the case of foldables, it covers the internal or external screen only 1 of them)	
Screen replacement paying only \$50 (1 event during the warranty period)	o ** Only Fold6/Flip6 ONCE during the warranty period (Coverage: internal or external screen only 1 of them)	
Screen protector film change	o ** Only Fold5/Flip5, Galaxy S24 Ultra and Fold6/Flip6 3 times in 3 years from the purchase date	
Loan Set (Loan Product)	o ** Only available in GT: Guatemala City, CR: San Jose, SV: San Salvador, EC: Quito, Guayaquil, Cuenca, DR: Santo Domingo, NI: Managua, HN: Tegucigalpa, PA: Panama City	
D2D Service	o ** Only available in GT: Guatemala City, CR: San Jose, SV: San Salvador, EC: Quito, Guayaquil, Cuenca, DR: Santo Domingo, NI: Managua, HN: Tegucigalpa, PA: Panama City	
Priority attention (Q-machine / Chat, WhatsApp, IVR / Remote Management)	o	o
Welcome message by WhatsApp and/or call	o	o
Web page with the content of the Program	o	o
Specialized training for customers within the Select+ Service program	o	o
Free Check Up	o	o
DAP Extended to 30 days (Device change for factory default)	o	o

6.1.1 Screen Change

- Customers who have a **Galaxy Fold5, a Galaxy Flip5 and/or a Galaxy S24 Ultra** device, and who belong to the **“Samsung Select+” Program**, can replace their Screen at **20% of the total cost on a single occasion during the warranty period** (this amount includes spare parts and labor) (Flip and Fold models, internal or external screen cover, only one of them on one occasion)

- Customers who have a **Flip 6 and/or a Fold 6** device and who belong to the **“Samsung Select+” Program** will be able to replace their Screen (internal or external, only one of them), paying a fixed amount of **\$50, on a single occasion during the warranty period** (this amount includes spare parts and labor)

Conditions:

- Devices sold by SAMSUNG ELECTRONICS LATINOAMERICA, S. A. (SELA) in the applicable territory.
- Accidental damage that affects the integrity of the screen (broken screen).
- The screen replacement will only have a cost equivalent to **20% of the total repair (internal or external, only one of them)** for the customer, in the case of the **Flip 5, Fold 5 and S24 Ultra**, including spare parts and labor, but if this service is performed in conjunction with another out-of-warranty service, this other service will be charged, and only this other service. on a regular basis and at the standard “parts and repairs” rate. labor”.

- The screen replacement (internal or external, only one of them) will only have a cost equivalent to a **fixed amount of \$50** for the customer, in the case of the **Flip 6 and Fold 6**, including spare parts and labor, but if this service is performed in conjunction with another out-of-warranty service, this other service will be charged, and only this other service. on a regular basis and at the standard “parts and repairs” rate. labor”((in the case of Flip 6, applies to both the internal and external screen)
- This benefit can only be used once during the warranty period.

6.1.2 Change of screen protector film (Screen Protector)

- Customers who have a **Galaxy Fold5, a Galaxy Flip5, a Galaxy S24 Ultra, a Flip 6 and/or a Fold 6**, devices, and who belong to the "**Samsung Select+ Service**" program can **replace** the protector film free of charge on three (3) occasions for three (3) years from the date of purchase. (Flip and Fold models, only internal screen protective film)

Conditions:

- Devices sold by **SAMSUNG ELECTRONICS LATINOAMERICA, S. A. (SELA)** in the applicable territory
- That the screen of the equipment does not have damage. (Additional damage may be caused by replacing the protective film if the screen is in poor condition)
- Replacing the protective film is free for the customer, but if this service is performed in conjunction with other out-of-warranty service, this other service, and only this other, will be charged on a regular basis and at the standard “parts and repairs” rate. labor"
- Customers may opt for this benefit three (3) times during three (3) years (Flip and Fold models, only internal screen protective film)

6.1.3 Loan Products (Loan Set)

- The purpose of this service is to facilitate access to telephone devices for clients, which allows them to stay connected for the objectives that suit the client, personal or work

Conditions:

- The devices that will be offered to customers in the Loan service will be: **Samsung Galaxy Z Flip 4 and/or Samsung Galaxy S23 (S23 series available product).**
- The cell phone loan service will be offered to customers whose repair procedure (of their equipment) takes more than 24 hours.
- In the process of delivering the loan equipment, **Samsung Galaxy Z Flip 4, and/or Samsung Galaxy S23**, the service partner must back up the customer data on the loan equipment. Once the equipment is repaired, the client must return the equipment to the service partner and the the service partner must transfer the client's data, from the loan device to the client's device, and

perform a **"hard reset"** of the loaned device, in front of the client, to guarantee the integrity of their data.

- The client must sign a form that the service partner will give them, for the registration of the Loan device, in which the conditions of delivery and reception of the same will be detailed.
 - Terms and conditions specified in the Device Loan form apply.
- This scheme will be available only in the cities and countries listed below:
 1. CR: San Jose
 2. NI: Managua
 3. PA: Panama City
 4. EC: Quito, Guayaquil, Cuenca
 5. DR: Santo Domingo
 6. GT: Guatemala City
 7. HN: Tegucigalpa
 8. SV: San Salvador

6.1.4 Home delivery scheme / Door to Door / D2D):

- This scheme aims to deliver the repaired device to the address that the customer needs

Conditions:

- Customer must request the repair service in person, in service partners and/or authorized service centers (Carry in Service)
- The client can ask for the delivery of his equipment at the address that requires it
- Upon completion of the repair, the SVC Partner will contact the customer to verify the delivery address
- This scheme will be available only in the cities and countries listed below:
 1. CR: San Jose
 2. NI: Managua
 3. PA: Panama City
 4. EC: Quito, Guayaquil, Cuenca
 5. DR: Santo Domingo
 6. GT: Guatemala City
 7. HN: Tegucigalpa
 8. SV: San Salvador
 - In Guatemala City, we will also have an "Eco" version of the delivery service available, which will be carried out with an Electric Motorcycle, with a service coverage of 7 km around the Samsung AVIA Service Center (CSP AVIA). located in the Avia Shopping Center, in zone 12 Calle 2-25, Guatemala City 01010, Guatemala (coverage zones 10, 13 and 14)

6.1.5 Priority Attention

6.1.5.1 Preferential Service in Service Center

In our service centers that serve the category of Mobile Telephony and TV, priority attention was configured for customers of the **Program**, through digital shifts with a dedicated flow.

6.1.5.2 Chat

The client will enjoy a customized Digital Service through Chat, where a dedicated option was implemented with direct connection to 6 agents (2 in the morning shift, 2 in the afternoon shift, 1 in the at night, 1 bilingual) specialized in the **Program's** products. (Dedicated icons, priority and direct access in the service channel), 24/7

6.1.5.3 WhatsApp

The client will enjoy a customized Digital Service through WhatsApp, where a dedicated option was implemented with direct connection to 6 agents (2 in the morning shift, 2 in the afternoon shift, 1 in the 1 bilingual) specialized in the **Program's** products (Both, **Samsung Select and Select+**), 24/7

6.1.5.4 Call Center

The client will enjoy a customized Digital Service through the IVR, where a dedicated option was implemented with direct connection to 6 agents (2 in the morning shift, 2 in the afternoon shift, 1 in the at night, 1 bilingual) specialized in **Program's** products (Both, **Samsung Select and Select+**), from Monday to Sunday, through the following numbers and at the following hours:

<p>Llámanos de 7:00 a 22:00 hrs.</p> <p>Costa Rica: 00-800-1-726-7864</p> <p>Guatemala: 1-800-299-0033</p> <p>El Salvador: 800-0726-7864</p> <p>Honduras: 800-2791-9111</p> <p>Nicaragua: 001-800-5077267</p>	<p>Llámanos de 8:00 a 23:00 hrs.</p> <p>Ecuador: 1-800-72-6786</p> <p>Panamá: 800-0101</p> <p>Jamaica: 1-800-726-7864</p>	<p>Llámanos de 9:00 a 24:00 hrs.</p> <p>Puerto Rico: 1-800-682-3180</p> <p>Venezuela: 0-800-100-5303</p> <p>Trinidad & Tobago: 1-800-726-7864</p> <p>República Dominicana: 1-800-751-2676</p> <p>Cliente ALTICE Rep. Dom.</p>
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6.1.6 Welcome message by WhatsApp and/or call:

Exclusively for Samsung eStore customers, contact with the customer by WhatsApp message and/or call, one week after the purchase date.

The following points will be communicated

→Details of the **Samsung Select and Select+ Program**, Service Offerings and program benefits.

→Invitation to the client to contact us for any comment or suggestion.

6.1.7 Dedicated web page for Samsung Select and Select+ Service

Dedicated page in the Support section of <https://www.samsung.com/latin/support/select-plus> to share the service offers and benefits of the **Program** (Coverage, Products, Program Terms and Conditions)

6.1.8 Specialized training for Program's customers

Personalized training session on the functions of the new products for customers who purchased their product in the eStore and are participants in the **Program**.

6.1.9 Free "Check Up"

Program's Customers of **Select+**, are proactively contacted through digital channels to offer a remote service (RM), one month after the purchase to validate the correct operation of the equipment.

6.1.10 DAP Extended to 30 days (Device change for factory default)

The concept of "*Dead After Purchase*" or **change by factory default** is extended for customers of the **Program**, both, **Samsung Select and Select+**, from 7 (or 15) days to 30 days.

6.2. VD Products - 98" DTV (QN98*)

Services Offer	Select + Service 98" DTV (QN98*)	Select Service TBD
Preparation visit for Initial Installation	<input type="radio"/>	
First visit in 24 hours (diagnosis in case of service)	<input type="radio"/>	
Installation same day of delivery	<input type="radio"/>	
DAP Extended to 30 days (Device change for factory default)	<input type="radio"/>	
Free Installation and Demo	<input type="radio"/>	<input type="radio"/>
Priority attention (Q-machine / Chat, WhatsApp, IVR / Remote Management)	<input type="radio"/>	<input type="radio"/>
Welcome message by WhatsApp and/or call	<input type="radio"/>	<input type="radio"/>
Web page with the content of the Program	<input type="radio"/>	<input type="radio"/>
In Home Specialized training for clients within the Select+ Service program	<input type="radio"/>	<input type="radio"/>
Free Check Up	<input type="radio"/>	<input type="radio"/>

6.2.1 Preparation visit for Initial Installation

- Exclusively for **Select+ Customers** who bought their product **98" DTV (QN98*)** in the **Samsung eStore**, a first consultation visit will be made, to find out the delivery conditions and the place where the product will be installed. Check access and handling of the product to avoid any possible damage to the infrastructure of the place and/or the product.

6.2.2 First visit within 24 hours (diagnosis in case of service)

- Samsung Authorized Service Centers must provide priority attention to customers of the **Select+**, scheduling the 1st visit by technical personnel within 24 hours after the Create service order. (Only visit and diagnosis, repair in 24 hours is not covered)

6.2.3 Installation on the same day of delivery:

- All installations of 98" DTV (QN98*) products, which belong to the **Select+**, must be installed on the same day of delivery. The eStore / Contact Center Team will coordinate the delivery and installation date by the network of service centers.

6.2.4 DAP Extended to 30 days (Device change for factory default)

The *"Dead After Purchase"* concept or factory default change is extended for customers of **Select+**, from 7 (or 15) days to 30 days.

6.2.5 Free Installation and Demo:

Exclusively for customers who purchased their product in the **Samsung eStore**, the installation and demonstration will be carried out free of charge.

Conditions:

- The service applies to all of Applicable Territory.
- Installation and visit times according to the capacities and coverage of the Samsung Service Center Network, for "**Select and Select+**" customers
- In the case of "**Select+**" customers, installation must be the same day of delivery in accordance with the provisions of point **6.2.3. Product 98" DTV (QN98*)**

6.2.6 Priority Attention (Q-machine/Chat, WhatsApp, IVR/ Remote Management)

6.2.6.1 Preferential Service in Service Center:

In our service centers that serve the category of Mobile Telephony and TV, priority attention was configured for customers of the **Program**, through digital shifts with a dedicated flow.

6.2.6.2 Chat

The client will enjoy a customized Digital Service through Chat, where a dedicated option was implemented with direct connection to 6 agents (2 in the morning shift, 2 in the afternoon shift, 1 in the at night, 1 bilingual) specialized in the **Program's** products. (Dedicated icons, priority and direct access in the service channel), 24/7.

6.2.6.3 WhatsApp

The client will enjoy a customized Digital Service through WhatsApp, where a dedicated option was implemented with direct connection to 6 agents (2 in the morning shift, 2 in the afternoon shift, 1 in the 1 bilingual) specialized in the **Program's** products (Both, **Samsung Select and Select+**), 24/7

6.2.6.4 Call Center

The client will enjoy a customized Digital Service through the IVR, where a dedicated option was implemented with direct connection to 6 agents (2 in the morning shift, 2 in the afternoon shift, 1 in the at night, 1 bilingual) specialized in **Program's** products (Both, **Samsung Select and Select+**), from Monday to Sunday, through the following numbers and at the following hours:

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6.2.7 Welcome message by WhatsApp and/or call:

Exclusively for Samsung eStore customers, contact with the customer by WhatsApp message and/or call, one week after the purchase date.

The following points will be communicated

- Details of the **Program**, Service Offerings and program benefits.
- Invitation to the client to contact us for any comment or suggestion.

6.2.8 Dedicated web page for Samsung Select and Select+ Service

Dedicated page in the Support section of <https://www.samsung.com/latin/support/select-plus> to share the service offers and benefits of the **Program** (Coverage, Products, Program Terms and Conditions)

6.2.9 In Home Specialized training for clients within the Select+ Service program

Personalized training session on the functions of the new products for customers who purchased their product in the eStore and are participants in **Program's services**

- Training will be executed at the moment of the installation's service.
- The service order must be generated by the Contact Center.

6.2.10 Free "Check Up"

Program's Customers of **Select+**, are proactively contacted through digital channels to offer a remote service (RM), one month after the purchase to validate the correct operation of the equipment.

6.3. DA Products: Refrigerators: BESPOKE FAMILY HUB. 4 Door- FDR (RF29DB9950QDAP), BESPOKE 4 Door - FDR (RF29DB965012AP), Laundry Hubs: 22Kg Electric (WH22DBH570EVAP), 22Kg Gas (WH22DBH570PVAP), Wash-dryer: T-Combo (WD26DB8995BZAP) / (WD53DBA900HZA1) * Puerto Rico.

Service Offers	Select + Service Refrigerators: BESPOKE FAMILY HUB. 4 Door- FDR (RF29DB9950QDAP) BESPOKE 4 Door - FDR (RF29DB965012AP) Laundry Hubs: 22Kg Electric (WH22DBH570EVAP) 22Kg Gas (WH22DBH570PVAP) Washdryer: T-Combo (WD26DB8995BZAP) / (WD53DBA900HZA1)* Puerto Rico	Select Service TBD
DAP Extended to 30 days (Device change for factory default)	o	
Free "Full" installation	o *(Installation on the 2nd day of delivery, due to refrigerator rest) **(The customer do the installation request through the call center on the same day of delivery)	
Free basic maintenance	o *(one (1) free maintenance during the warranty period) **(The customer must do the maintenance request through the call center)	o
Priority attention (Q-machine / Chat, WhatsApp, IVR / Remote Management)	o	o
Dedicated Microsite	o	o
In Home Specialized training for clients (How to use) (SmatThings)	o	o

Lista de SKUs

Select +	
MARKETING NAME	SKU
BESPOKE FAMILY HUB. 4 Door- FDR	RF29DB9950QDAP
BESPOKE 4 Door - FDR	RF29DB965012AP
Laundry Hub 22Kg Electric	WH22DBH570EVAP
Laundry Hub 22Kg Gas	WH22DBH570PVAP
T-Combo	WD26DB8995BZAP
T-Combo (Puerto Rico)	WD53DBA900HZA1

6.3.1 DAP Extended to 30 days (Device change for factory default)

The “Dead After Purchase” concept or factory default change is extended for customers of the “**Samsung Select+**” program from 7 (or 15) days to 30 days.

6.3.2 Free "Full" installation

- Considerations:

- Available only in:
 1. GT: Guatemala City
 2. CR: San Jose
 3. SV: San Salvador
 4. HN: Tegucigalpa
 5. DO: Santo Domingo
 6. PA: Panama City

- **Note:** In the case of the Wash-dryer: T-Combo (WD26DB8995BZAP) / (WD53DBA900HZA1), this service also applies in: PR: San Juan - Puerto Rico, PY: Asuncion and UY: Montevideo
 - Metropolitan areas only
 - Transportation costs apply to the customer if the location is more than 31 km from the service center
- Installation on the 2nd day after delivery, due to rest of the refrigerator.
- The customer must do the installation request through the call center on the same day of delivery.

- The “Full” installation consists of:

- Unpack the appliance. Remove all packaging, protectors and safety accessories used for transporting the equipment.
- Verify that the appliance is free of knocks or physical damage.
- Place the equipment in the place indicated by the customer.
- Check that the electrical voltages are within the operating parameters.
- Check water supply point pressure (when applicable).
- Pinch valve is included (where applicable).
- Refrigerator leveling.
- Clean all product after installation and work area.
- Initial calibrations as necessary.
- Water filter installation (labor only).
- Water supply tests (when applicable).
- Customer training on recommended daily use and service to maximize the life and performance of the appliance.
- Connecting to SmartThings.
- Inform the customer about the different customer service channels to obtain Samsung product support.

6.3.3 Free basic maintenance:

- Considerations:

- Available only in:
 1. GT: Guatemala City
 2. CR: San Jose
 3. SV: San Salvador
 4. HN: Tegucigalpa
 5. DO: Santo Domingo
 6. PA: Panama City
- **Note:** In the case of the **Wash-dryer: T-Combo (WD26DB8995BZAP) / (WD53DBA900HZA1)**, this benefit is not included
 - Metropolitan areas only
 - Transportation costs apply to the customer if the location is more than 31 km from the service center
- One (1) free maintenance during the warranty period.
- The customer must do the maintenance request through the call center.

- **Basic maintenance consists of:**

- Diagnosis with electronic scanner (HASS) to check possible failures
- Detailed external cleaning with specialized products
- Leveling
- Doors level adjustment
- Includes replacement of water filter change (labor only, filter not included).
-

6.3.4 Priority Attention (Q-machine/Chat, WhatsApp, IVR/ Remote Management)

6.3.4.1 Preferential Service in Service Center:

In our service centers that serve the category of Mobile Telephony and TV, priority attention was configured for customers of the Program, through digital shifts with a dedicated flow.

6.3.4.2 Chat

The client will enjoy a customized Digital Service through Chat, where a dedicated option was implemented with direct connection to 6 agents (2 in the morning shift, 2 in the afternoon shift, 1 in the at night, 1 bilingual) specialized in the **Program's** products. (Dedicated icons, priority and direct access in the service channel), 24/7.

6.3.4.3 WhatsApp

The client will enjoy a customized Digital Service through WhatsApp, where a dedicated option was implemented with direct connection to 6 agents (2 in the morning shift, 2 in the afternoon shift, 1 in the 1 bilingual) specialized in the **Program's** products (Both, **Samsung Select and Select+**), 24/7

6.3.4.4 Call Center

The client will enjoy a customized Digital Service through the IVR, where a dedicated option was implemented with direct connection to 6 agents (2 in the morning shift, 2 in the afternoon shift, 1 in the at night, 1 bilingual) specialized in **Program's** products (Both, **Samsung Select and Select+**), from Monday to Sunday, through the following numbers and at the following hours:

Llámanos de 7:00 a 22:00 hrs. Costa Rica: 00-800-1-726-7864 Guatemala: 1-800-299-0033 El Salvador: 800-0726-7864 Honduras: 800-2791-9111 Nicaragua: 001-800-5077267	Llámanos de 8:00 a 23:00 hrs. Ecuador: 1-800-72-6786 Panamá: 800-0101 Jamaica: 1-800-726-7864	Llámanos de 9:00 a 24:00 hrs. Puerto Rico: 1-800-682-3180 Venezuela: 0-800-100-5303 Trinidad & Tobago: 1-800-726-7864 República Dominicana: 1-800-751-2676 Cliente ALTICE Rep. Dom.
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6.3.5 Dedicated web page for Samsung Select and Select+ Service

Dedicated page in the Support section of <https://www.samsung.com/latin/support/select-plus> to share the service offers and benefits of the **Program** (Coverage, Products, Program Terms and Conditions)

6.3.6 In Home Specialized training for clients within the Select+ Service program

Personalized training session on the functions of the new products for customers who purchased their product in the eStore and are participants in **Program's services**

- Training will be executed at the moment of the installation's service.
- The service order must be generated by the Contact Center.

7. LIMITATION OF LIABILITY

7.1. NOTHING IN THESE TERMS AND CONDITIONS EXCLUDES OR LIMITS OUR LIABILITY FOR:

7.1.1. DEATH OR PERSONAL INJURY CAUSED BY OUR NEGLIGENCE; FRAUD OR FRAUDULENT MISREPRESENTATION

7.1.3. ANY FAILURE TO COMPLY WITH THE OBLIGATIONS IMPLIED BY THE CONSUMER PROTECTION REGULATIONS APPLICABLE TO YOUR COUNTRY OF RESIDENCE;

7.1.4. ANY DELIBERATE BREACH BY US OF THESE TERMS AND CONDITIONS WHICH WOULD GIVE YOU AUTHORIZATION TO TERMINATE THE AGREEMENT; EITHER

7.1.5. ANY OTHER MATTER FOR WHICH IT WOULD BE ILLEGAL FOR US TO EXCLUDE OR ATTEMPT TO EXCLUDE OUR LIABILITY.

7.2. WITHOUT PREJUDICE TO THE PROVISIONS OF THE APPLICABLE REGULATIONS, WE WILL NOT BE LIABLE FOR ANY DELAY OR NON-COMPLIANCE OF ITS OBLIGATIONS ARISING OUT OF THESE CONDITIONS IF SUCH NON-COMPLIANCE IS ATTRIBUTABLE TO THIRD PARTIES OR TO CIRCUMSTANCES BEYOND OUR REASONABLE CONTROL. WE WILL ONLY BE LIABLE FOR DAMAGES THAT YOU MAY SUFFER WHEN SUCH DAMAGES ARE DUE TO OUR DIRECT, WILLFUL OR NEGLIGENT ACTION.

7.3. WE ARE NOT RESPONSIBLE FOR ANY DAMAGES THAT MAY ARISE FROM (I) INTERRUPTIONS, VIRUSES, BREAKDOWNS, INTERFERENCES, OMISSIONS OR DISCONNECTIONS OF THE ELECTRONIC SYSTEM, THE COMMUNICATIONS SYSTEM OR ITS EQUIPMENT DUE TO CAUSES OUTSIDE OF OUR CONTROL; (II) DELAYS OR BLOCKAGES IN THE USE OF THE WEBSITE DUE TO DEFICIENCIES OR OVERLOADS IN THE INTERNET, ON LINES OR IN ELECTRICAL OR COMMUNICATIONS SYSTEMS; OR (III) UNLAWFUL ACTS BY THIRD PARTIES OUTSIDE THE CONTROL OF SELLER OR SAMSUNG.

7.4. WE WILL NOT BE LIABLE FOR LOSSES RESULTING FROM OUR BREACH OF THESE TERMS AND CONDITIONS WHICH FALL IN THE FOLLOWING CATEGORIES:

7.4.1. LOSS OF INCOME OR INCOME;

7.4.2. LOSS OF BUSINESS;

7.4.3. LOSS OF PROFITS;

7.4.4. LOSS OF EXPECTED SAVINGS;

7.4.5. DATA LOSS;

7.4.6. WASTE OF MANAGEMENT OR OFFICE TIME OR

7.4.7. INDIRECT, CONSEQUENTIAL OR SPECIAL LOSS OR DAMAGE.

7.5. ANY THIRD-PARTY PRODUCTS, SOFTWARE OR SERVICES ARE PROVIDED ON AN "AS IS", "WHERE IS" AND "AS AVAILABLE" BASIS AND WITHOUT WARRANTIES OF ANY KIND. SAMSUNG AND ITS LICENSORS MAKE NO REPRESENTATIONS OR WARRANTIES OF ANY KIND OR NATURE, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO THE PRODUCTS, SOFTWARE OR SERVICES OF THIRD PARTIES, AND TO THE EXTENT PROHIBITED BY LAW, SPECIFICALLY DISCLAIMS ANY AND ALL ONE OF SUCH WARRANTIES, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. WITHOUT LIMITING THE FOREGOING DISCLAIMER, SAMSUNG AND ITS LICENSORS DO NOT REPRESENT OR WARRANT THAT THE PRODUCT, SOFTWARE OR THIRD PARTY SERVICES (I) WILL BE COMPATIBLE WITH YOUR HARDWARE OR SOFTWARE, (II) WILL OPERATE IN AN UNINTERRUPTED, TIMELY, SECURE OR ERROR-FREE BASIS, (III) WILL ALWAYS BE AVAILABLE OR FREE OF ALL HARMFUL COMPONENTS OR ERRORS, INCLUDING, BUT NOT LIMITED TO, VIRUSES, INTERFERENCE, CORRUPTION OR OTHER SECURITY INSTRUCTIONS, OR (IV) WILL BE SECURE OR IMMUNE (INCLUDING THE CONTENT DELIVERED TO YOU OR THE INFORMATION YOU PROVIDED) FROM HACKING OR OTHER UNAUTHORIZED ACCESS.

7.6. WITHOUT LIMITING ANY APPLICABLE LAW, IN NO EVENT WILL SAMSUNG OR ITS LICENSORS BE LIABLE TO YOU FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES OR LOST PROFITS, EVEN IF SAMSUNG HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THIS LIMITATION SHALL APPLY REGARDLESS OF THE THEORY OF LIABILITY, WHETHER FRAUD, MISREPRESENTATION, BREACH OF CONTRACT, NEGLIGENCE, PERSONAL INJURY, PRODUCT LIABILITY, INFRINGEMENT OR ANY OTHER THEORY, REGARDLESS OF WHETHER SAMSUNG HAS BEEN ADVISED OF THE PURPOSES OR POSSIBILITY OF SUCH DAMAGES. THIS LIMITATION AND DISCLAIMER ALSO APPLIES TO ANY CLAIM YOU MAY BRING AGAINST

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8. OUR RIGHT TO MODIFY THESE TERMS AND CONDITIONS

8.1. You acknowledge and agree that we have the right to review and modify these Terms and Conditions from time to time by posting them on our website.

8.2. You will be subject to the policies and terms and conditions in effect at the time you order Products from us, unless a change is required by law or government authority to be made to such policies or these Terms and Conditions (in which case apply to orders previously placed by you), or if we notify you of the change in those policies or these Terms and Conditions before we send you the Shipping Confirmation (in which case we have the right to assume that you have accepted the change in the Terms and conditions, unless you notify us otherwise within seven business days of receipt of the Products).

9. DATA PROTECTION AND PRIVACY

9.1. Our privacy and data protection rights are set out in our [Privacy Policy](#).

10. RIGHTS OF THIRD PARTIES

10.1. A person who is not a party to these Terms and Conditions or the Contract shall have no rights under or in connection with them.

11. APPLICABLE LAW

11.1. These Terms and Conditions are governed by the applicable laws of the country or territory in which you reside ("Territory"), without regard to its conflict of law provisions, and you hereby irrevocably submit to the non-exclusive jurisdiction of the Territorial courts.

12. COMPLETE AGREEMENT

12.1. These Conditions (if applicable, later versions or modifications) and the documents expressly mentioned in them constitute the entire agreement.

13. CONTACT US

13.1. For more information, Contact Us