Accidental Damage from Handling

Terms and Conditions

I. Definition

Nothing in this Warranty purports to modify or exclude the conditions, warranties and undertakings, and other legal rights, under the Jordanian laws. This Warranty gives you additional protection for your Samsung mobile "Device(s)", and identifies a preferred approach to resolving Accidental Damage from Handling (ADH) which will be quickest and simplest for all parties, subject to the exclusions, terms and conditions below:

- Accidental Damage from Handling (ADH): failure caused by an accident from handling that is the result of unexpected and unintentional external events in which will result for the screen to crack. - Number of accidents: the maximum number of accident that Samsung covering with the protection -Coverage period: the period that screen warranty offer is valid for the device from date of activation -Customer payment: the amount that customer must pay replace the screen in case of accident instead of the original price

II. Coverage

1. These Terms and Conditions are relevant to S26U, S26+, S26,S26FE, S25U, S25+, S25, Z Fold7, Z Flip7 devices (the "Device'') with the below conditions

Model Number of Coverage Customer Payment for each accident accidents period

- **Galaxy S26 Ultra I Galaxy S25 Ultra I Galaxy Z Fold7 I Galaxy Z Flip7:** 2-year coverage for 99 JOD on devices purchased during the preorder period and 1-year coverage for 99 JOD on devices purchased afterward.
- **Galaxy S26+ I Galaxy S26 I Galaxy S25+ I Galaxy S25:** 2-year coverage for 69 JOD on devices purchased during the preorder period and 1-year coverage for 69 JOD on devices purchased afterward.
- **Galaxy S26FE:** 1-year coverage for 50 JOD.

2. This Promotion is provided by Samsung and designed for its customers (“Customer(s)”) purchasing the Device from the Jordan market.

3. Only Devices that purchased from Samsung authorized distributors and retailers within Jordan are covered. If the device with the card was proven to be unentitled for the offer (not an original Samsung product or not from Samsung authorized distributors or retailers in Jordan), the device will not be covered by this offer and the screen repair will not be covered.

4. To find out your nearest service center, please call Samsung call center at 065777444.

5. Screen damage warranty is applicable for only number of accidents (refer to points One and Two above for number of times screen warranty applies based on the device). Any other damage after the first repair/ replacement will not be covered by this warranty.

6. Physical damage in the screen due to unintentional drops, falls, and other collisions.

7. The Protection coverage is limited to the screen cost and labor charges only.

8. Samsung and its partner(s) will not accept liability for loss of any content, data or any other information contained in the Device.

9. The eligible Customer must clear their personal data before any request to repair their Device.

10. The eligible Customer must remove any sim card or memory card from the Device before any request to repair their Device.

11. Samsung will be entitled at its sole discretion and subject to any applicable law, to terminate or modify these Terms and Conditions at any time.

12. By commencing the Protection, the eligible Customer accepts that any dispute of whatever

nature which is directly or indirectly related to these Terms and Conditions shall be subject to, governed and construed by the laws and regulations of Jordan and such disputes shall be resolved by the competent courts of Jordan.

13. For any additional information please contact our call center at **065777444**.