

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 **Hashemite Kingdom of Jordan** laws. This Warranty gives you additional protection for your Samsung product, 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) covers operational or mechanical failure caused by an accident from handling that is the result of unexpected and unintentional external events in which will result for the **main screen** to crack.

II. Coverage

1. Only Devices that are purchased from Samsung authorized distributors and retailers in the **Hashemite Kingdom of Jordan** may qualify for the Protection and to be serviced in the mentioned country only.
2. The Protection coverage period is limited to the Device manufacturer warranty, which is one (1) year from the date of purchase of the Device ("Coverage Period").
3. The Protection coverage is limited to one single incident claim only during the Coverage Period and is subject to the payment of a nominal service fee, according to model type, to be paid to the Samsung authorized service center.
4. Physical damage in the screen due to unintentional drops, falls, and other collisions
5. The Protection coverage is limited to the screen cost and labor charges only.
6. The Protection coverage must be activated once the unit is purchased. The eligible customer must connect the unit to an internet connection and open Samsung.com website at least once.
7. Upon claiming the Protection coverage the customer needs to present the Device proof of purchase from the Authorized Retailer.
8. All parts that are replaced by Authorized Retailer become the property of Samsung.
9. The Protection covers the hardware components of the Device as originally supplied and shall not cover any software, consumable items, or accessories.
10. Samsung and its partner(s) will not accept liability for loss of any content, data or any other information contained in the Device.
11. The Eligible Customer must clear their Personal data before any request to repair their Device.
12. The Eligible Customer must remove any sim card or memory card from the Device.
13. 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.
14. 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 the **Hashemite Kingdom of Jordan** and such disputes shall be resolved by the competent courts.
15. Samsung will not be liable to the Customer? Eligible Customer for any loss and/or damages of any kind suffered in connection with the redemption and/or use of this Protection or the inability to use it.

III. ADH Warranty Exclusions

- Consumable parts
- Damage due to fire, intentional damage, normal wear and tear, scratching,

- gradually developing defects, or cosmetic damage
- Damage due to war or nuclear incident, terrorism, invasion, acts of foreign enemies, hostilities, civil war, rebellion, revolution, insurrection, military of usurped power
- Any scratch or damage on product by rubbing with additional equipment or accessories
- Unauthorized attempts to repair products, use of damaged or defective media
- Any mechanical, electrical or other attachment not supplied and authorized by Samsung
- Data, software virus / rooting/ any other software malfunction, business interruptions, obsolescence, rust, change in color, texture / finish, normal wear and tear, gradual deterioration
- Error in design, construction, machine programming, or instructions to the machine
- Fraud, theft, loss, unexplained or mysterious disappearance, misuse, abuse, or willful act
- Alteration or modification of the product in any way
- Accidental damage while left on any motor vehicle roof, bonnet or boot.
- Any claim of non-domestic situation