

## **Terms and Conditions for Samsung Display Screen Repair Service**

### **1. Introduction**

- 1.1 The Samsung Screen Repair ("Service") is organised by Samsung Malaysia Electronics (SME) Sdn. Bhd. ("Samsung"). The Service transaction is between the Customer and Samsung Authorized Service Repair Centre.
- 1.2 The objective of this Service is to provide Display Screen Repair Solution for Samsung Smartphones ("Device") at lower cost. Customers have an option to save on phone maintenance costs and save our environment by only replacing the damaged display screen part of the Device.
- 1.3 By participating and accepting the Service, Customer fully and unconditionally agrees to be bound by all the Terms and Conditions set out for this Service stated herein.

### **2. Terms and Condition**

#### **2.1 Service Eligibility & Service Request Process**

The Display Screen Repair Service requested by Customer are subject to the following conditions:-

- 2.1.1 The Display Screen Repair Service is only eligible to following Samsung Smartphones ("Device") models:

<b>Model Name</b>	<b>Model</b>
Galaxy S23	SM-S911
Galaxy S23+	SM-S916
Galaxy S23 Ultra	SM-S918
Galaxy Note 10	SM-N970
Galaxy Note 10 +	SM-N975
Galaxy Note 20 5G	SM-N981
Galaxy Note 20 Ultra	SM-N986
Galaxy S20	SM-G980
Galaxy S20 +	SM-G985
Galaxy S20 Ultra	SM-G988
Galaxy S21 5G	SM-G991
Galaxy S21+ 5G	SM-G996
Galaxy S21 ULTRA	SM-G998
Galaxy S22	SM-S901
Galaxy S22 +	SM-S906
Galaxy S22 Ultra	SM-S908

- 2.1.2 This Service program is available nationwide (excluding Langkawi & East Malaysia). You may request this Service via the Service channel(s) below:

Service Channel	Request Method
<b>Door to Door (D2D) Pick up &amp; Delivery Services</b>	<p><b>1. Request via At Your Services at (<a href="https://www.samsung.com/my/support/your-service/main/">https://www.samsung.com/my/support/your-service/main/</a>).</b> Login your Samsung account -&gt; Register your Device -&gt; Book An Appointment -&gt; Select D2D Service -&gt; Confirm the product info -&gt; Select symptom -&gt; Provide contact delivery information -&gt; D2D request confirm</p> <p><b>2. Call our call centre at 1800 88 7799.</b> Request D2D Service (Pick Up) for Display Screen Repair Service, our customer service officer will assist with the arrangement.</p> <p><b><i>Authorized Service Repair Centre will contact Customer for Pick Up arrangement, after D2D request is confirmed.</i></b></p>
<b>Samsung Authorized Service Centre (ASC) - West Malaysia</b>	<p><b>Drop by the nearest Authorized Service Centre (ASC) to request for Display Screen Repair Service.</b></p> <p>ASC will arrange for the Device to be delivered to the Authorized Service Repair Centre to perform the Service request.</p>

- 2.1.3 The Authorized Screen Repair Centre only provide Pickup & Delivery Services, walk in service is **NOT** provided.
- 2.1.4 Upon receipt of the service request, Customer will be contacted by a Authorized Screen Repair Centre personnel to confirm the service request and arrangement of Service Repair on the Device.
- 2.1.5 Customer shall permit the Authorized Screen Repair Centre to examine the Device display screen condition. Customer will be informed of the Repair Service Fee prior to the repair on the Device.
- 2.1.6 The repair will only commence upon Customer's agreement and payment of the Repair Service Fee. The Device will be delivered to Customer by the same Pickup & Delivery method once repair is completed. If Customer does not want to continue with the repair, the Device will be returned to the Customer through the Pickup method.

- 2.1.7 Samsung reserves the right to decline the Service if the Device is not entitled and/or not suitable for the Display Screen Repair Service. E.g.: Additional parts (metal frame / battery) are required to be replaced following the Samsung Repair Safety Guideline.
- 2.1.8 The Service only covers the repairs of the Device's Display Screen. Repairs to the metal frame and battery are not included.
- 2.1.9 In the event Customer does not agree on the Service Repair Fee, the Device will be returned through the same delivery method without repair.
- 2.1.10 Please note that there may be a delay depending on spare parts availability; and other external conditions not within Samsung's control.

## **2.2 Pick-up & Delivery (D2D) Process and Formalities**

Prior to collecting the Device from the Customer for Display Screen Repair Service, Customer shall further agree as below:

- 2.2.1 The D2D Delivery will only be conducted upon confirmation of Service Request from Customer. The Device will be picked up from Customer, and returned to Customer after the repair is completed.
- 2.2.2 Customer is required to confirm the contact details and location of the Pick-up & Delivery. It is the responsibility of the Customer to ensure that the details provided are correct. Should there be a need to amend these details, the Customer must inform Screen Repair Centre Personnel and/or contact our Samsung Call Centre at least 1 day before the originally scheduled appointment.
- 2.2.3 The Pick-up & Delivery service **is only redeemable once**. Samsung reserves the right to cancel the request without prior notice in the following scenarios:
  - (i) Missed the pick-up or delivery at the appointed time.
  - (ii) Invalid and/or incorrect location, details and information.

#### 2.2.4 The Pick-up & Delivery charges, service and coverage:-

Product Warranty	Delivery Charges	Third Party Provider	Delivery Coverages
In Warranty (IW)	FREE	1. Within 20km from Service Repair Centre - Dispatch from Service Repair Centre - Third party Delivery Partner  2. Exceed 20km from Service Repair Centre (Klang Valley) - Courier Service Partner - Third party Delivery Partner	Peninsular Malaysia only (excludes Langkawi)
Out of Warranty (OOW)	RM20	3. Exceed 20km from Service Repair Centre (Out of Klang Valley area) - Courier Service Partner	

\*Samsung and/or Authorized Service Centre reserves the right to appoint third parties for delivery and/or pick-up service. Customers are advised to liaise with the relevant Authorized Screen Repair Centre or Authorize Service Centre for further details.

#### 2.2.5 Pick-up Formalities:

- (i) Customer request for the Pick-up & Delivery Service following the steps in Clause 2.1.2.
- (ii) The Pickup & Delivery schedule is solely based on the arrangement between the Customer and the Service Repair Centre.
- (iii) The Service Repair Centre personnel will arrange the collection of the Device from Customer according to the agreed arrangement and schedule.
- (iv) The Service Repair Centre personnel will verify that the Customer requesting for Pick-up and delivery service is the same person that has registered for the Service.
- (v) The Service Repair Centre personnel will inspect the Device for eligibility purposes. Customer must agree to Samsung's standard waiver in respect of data security and data loss during the performance of the Service.
- (vi) Customer shall ensure that all data in the Device has been fully backed up prior to the Service. Customer is required to remove the SIM Card (if any) from the Device prior to handing the Device over.
- (vii) In the event the Customer has affixed on-screen accessories on the Device, including any screen protector, Customer agrees that Samsung shall not be responsible for any damage or loss of such accessories.

**2.2.6 Delivery formalities: Upon completion of Service Repair**

- (i) The Service Repair Centre Personnel will inform Customer on the completion of service repair, and to arrange for delivery of the Device back to Customer.
- (ii) If Customer desire to appoint a proxy to collect on behalf of the Customer, a Letter of Authorization is required for verification purposes.
- (iii) Upon receipt of the Device, Customer (or the proxy on behalf of Customer) is required sign a job-completion form.
- (iv) Any subsequent issues arising will be treated as a new and separate case/request.

**2.2.7** For avoidance of doubt, the Device shall be deemed duly returned to the Customer when the job completed form is signed by the Customer or the proxy.

**2.2.8** Samsung reserves the rights to amend the Pick-up and/or delivery locations with prior notice.

**2.2.9** The decision on suitability of Pick-up & Delivery location is at Samsung's discretion.

**2.3 Payment**

**2.3.1** Upon diagnosis by the Authorized Screen Repair Centre, Samsung will notify you of the Service repair charges (via WhatsApp, SMS or telephone call). Customer is required to make payment of the Service repair charges to the Authorized Service Repair Centre, either through online transfer, through bank account, QR code sent by SMS or through others communication platform(s), if available.

**2.3.2** A receipt will be provided with the repaired Device upon delivery and return of the Device to Customer.

**3. Customer's Covenants**

**3.1** In connection to this Service, Customer will not use this Service:

- (a) To submit fraudulent order, false, inaccurate, misleading, defamatory, or libelous information;
- (b) To export the unit purchased except in compliance with the export control laws of relevant jurisdictions and in accordance with posted rules and restrictions.

**3.2** In the event Samsung suspects or discovers that the Customer is abusing this Service and/or Samsung in any of the ways mentioned above or otherwise, Samsung may, at its sole discretion:

- (a) Take necessary steps to prevent and mitigate such abuse such as limiting, suspending, or terminating the Customer's eligibility for the Service and access to this Service; or

- (b) Delaying or removing hosted content, removing any special status associated with Customer account(s), reducing or eliminating any discounts, and taking technical and/or legal steps to prevent Customer from using the Service.

#### **4. Limitation of Liability**

- 4.1 Samsung uses its reasonable effort to keep its site safe, secure, and functioning properly, but SAMSUNG does not guarantee the continuous operation of or access to this site.
- 4.2 Customer agrees that he/she is making use of this site at his/her own risk, and that it is being provided to Customer on an "AS IS" and "AS AVAILABLE" basis.
- 4.3 To the extent permitted by applicable law, Samsung shall not be in any way liable for any consequential, incidental, indirect, special or similar damages whatsoever arising from or in connection with the use, inability to use or performance of the Service, including without limitation loss of revenue, loss of profits, loss of opportunity, loss of business, loss of goodwill, loss of reputation, loss of the use of the Service or Device, costs of substitute equipment, loss due to downtime cost, costs of recovering, reprogramming or reproducing any program or data stored in or used with a system containing the Service or Device or loss or damage, corruption or compromise of data, whether due to breach of warranty, strict liability, product liability, the negligence of Samsung, or otherwise, even if Samsung is aware of the possibility of such damages.
- 4.4 Customer shall assume full responsibility in case of any accident, damage or claim resulting from participating in this Service.
- 4.5 Customer shall be deemed to be able to perform legally binding contract upon his/her submission of personal details and there shall not be any refund or costs whatsoever arising from his/her violation of the minimum age stated herein.
- 4.6 Warranty of the Device is subject to standard product warranty coverage as per terms and conditions stated in the official corporate website at <http://www.samsung.com/my/support/warranty>. Customer is advised to check the website from time to time and stay informed for any changes on the terms and conditions of the warranty.
- 4.7 All transportation, personal costs and/or any other costs, fees and/or related expenses arising out of the collection of the phone are the Customer's sole responsibility, otherwise stated.

#### **5. Indemnity**

- 5.1 Customer will fully indemnify and hold Samsung (and its affiliates and subsidiaries, its respective officers, directors, employees, agents) harmless from any claim or demand, including reasonable legal fees, made by himself/herself or any third party due to or arising

out of his/her breach of these Terms and Conditions, improper use of the site or breach of any law or the rights of a third party.

## **6. Privacy**

- 6.1 By providing Customer's personal data, Customer is indicating that he/she has read, understood and agreed that his/her personal data will be recorded, stored or otherwise processed in accordance to Samsung's Privacy Policy available at <http://www.samsung.com/my/info/privacy.html>.

## **7. General**

- 7.1 Any applicable service fee, once paid is not refundable.
- 7.2 The Service is personal to the registered Customer and Device is not transferable to another person or device.
- 7.3 Samsung shall not be liable for any loss, destruction or corruption of data during the data transfer. Customer shall ensure that all data is fully backed up prior to any data transfer. Customer must execute Samsung's standard waiver of data loss during data transfer.
- 7.4 In the event Customer have queries with regard to the Service; please call Samsung Careline at 1-800-88-9999 for clarification.
- 7.5 Samsung reserves the right to make amendments to the Terms and Conditions of the Service herein without prior notice.
- 7.6 All pictures and/or images of the Device or Service found in any advertising and marketing materials are for illustration purposes only and may be different from the actual products and services provided.
- 7.7 Samsung reserves the right to disqualify any submissions for the Protection Replacement or Repair redemption in the event of violation of any of the Terms and Conditions.
- 7.8 In case of any dispute, Samsung reserves the right to make the final decision and shall have the right to cancel, disqualify the order or forfeit the eligibility of Customer necessarily.
- 7.9 By accepting this Service, Customer agrees to grant Samsung and their respective parent companies, subsidiaries, affiliates, licensees, directors, officers, agents, independent contractors and advertising/promotion agencies the use of his/her full details submitted through the Service, without further compensation, unless prohibited by law.
- 7.10 In the event of inconsistencies between the terms and conditions found elsewhere with regard to this Service (if any) and the Terms and Conditions herein, the latter shall prevail.
- 7.11 These Terms and Conditions herein shall be governed by the laws of Malaysia and parties submit to the exclusive jurisdiction of the Malaysian Courts.