

1. Introduction

- i. Express delivery service ("Service") for Samsung mobile products will take place as set forth in this document at Customer's location, as identified on the invoice.
- ii. This Service is provided by Samsung SDS Malaysia Sdn Bhd ("SDS") or other third party service provider (collectively "Service Provider"). The Service transaction is between the Customer and Service Provider. Samsung Malaysia Electronics (SME) Sdn Bhd ("Samsung") is only hosting this site in respect of the Service to connect Customer and Service Provider. Customer acknowledges that Samsung is not a service provider for the Service stated herein.
- iii. By selecting the Service, Customer agrees to be bound by all terms and conditions set forth in this terms and conditions stated herein.

2. Service Hours for Express Delivery

Monday to Saturday: 10am – 7pm; excluding Sunday and public holidays

Note: Service hours are subject to change depending on the Service Provider's availability.

3. Service Area for Express Delivery

- i. The details of the Service Area for Express Delivery are stated in Appendix 1.
- ii. The Service will be completed within 1 to 2 working days from order acknowledgement date but subject always to stock availability. Samsung reserves the rights to change the 'Express Delivery' to 'Standard Delivery' if there is no stock with the fulfilment partner/Service Provider.

Note: Lead time for mobile products' Standard Delivery is 2 to 3 working days for West Malaysia; and 5 to 7 working days for East Malaysia.

4. Cancellation of Service

Cancellation of the Service and order will not be permitted once payment has been confirmed by SDS. For further information, please refer to the Return and Cancellation FAQ at <https://www.samsung.com/my/shop-faq/returns-and-cancellations/>

5. General

- i. In the event Customer have queries with regard to the Service, please call Samsung Customer Service at 1800 88 9999 for clarification.
- ii. By selecting this Service, Customer fully and unconditionally agrees to and accepts the Terms and Conditions stated herein and the decisions of Samsung and/or SDS in every aspect of this Service shall be final and binding.
- iii. Samsung and/or SDS reserves the right to amend these Terms and Conditions without prior notice to the extent permitted by law.
- iv. Samsung shall not be liable or responsible in any way for any costs, expenses, damages, liability or injury arising out of or in any way connected with the Service. If there is any dispute between Customer and Service Provider, Customer agrees that Samsung is under no obligation to be involved.
- v. By purchasing, subscribing or utilising this Service, the Customer agrees to release and hold Samsung and its employees, officers, directors, shareholders, agents, representatives, parent companies, affiliates, subsidiaries, licensees, advertising, promotion, and fulfillment agencies, and legal advisors, harmless from any and all losses, damages, rights, claims and actions of any kind in connection with this Service, including without limitation, personal injury, death, and property damage, and claims based on publicity rights, defamation, or invasion of privacy.
- vi. The Customer acknowledges that Samsung and Service Provider may collect the Customer's information including personal information in the form of, among others, survey forms, (whether on our own or by appointed service provided) taken during the performance of Service. By purchasing the Service, you agree that the collection of such information will be processed, handled and use in

accordance with the Samsung Privacy Policy at <http://www.samsung.com/my/info/privacy.html>. and SDS Privacy Policy.

vii. The Customer will be deemed to have consented to the use of their personal data in the manner set out in Samsung Privacy Policy and SDS Privacy Policy when using the Service.

viii. The Terms and Condition herein shall be governed by and interpreted in accordance with Malaysian law and the parties submit to the exclusive jurisdiction of the Malaysian courts.

Appendix 1

Postcode	City	State
70000	Seremban	Negeri Sembilan
70100	Seremban	Negeri Sembilan
70200	Seremban	Negeri Sembilan
70300	Seremban	Negeri Sembilan
70474	Seremban	Negeri Sembilan
70500	Seremban	Negeri Sembilan
70504	Seremban	Negeri Sembilan
70505	Seremban	Negeri Sembilan
70512	Seremban	Negeri Sembilan
70516	Seremban	Negeri Sembilan
70518	Seremban	Negeri Sembilan
70534	Seremban	Negeri Sembilan
70548	Seremban	Negeri Sembilan
70560	Seremban	Negeri Sembilan
70564	Seremban	Negeri Sembilan
70570	Seremban	Negeri Sembilan
70576	Seremban	Negeri Sembilan
70578	Seremban	Negeri Sembilan
70586	Seremban	Negeri Sembilan
70596	Seremban	Negeri Sembilan
70600	Seremban	Negeri Sembilan
70604	Seremban	Negeri Sembilan
70608	Seremban	Negeri Sembilan
70626	Seremban	Negeri Sembilan
70628	Seremban	Negeri Sembilan
70632	Seremban	Negeri Sembilan
70646	Seremban	Negeri Sembilan
70648	Seremban	Negeri Sembilan
70658	Seremban	Negeri Sembilan
70672	Seremban	Negeri Sembilan
70673	Seremban	Negeri Sembilan
70674	Seremban	Negeri Sembilan
70690	Seremban	Negeri Sembilan
71450	Seremban	Negeri Sembilan
71950	Seremban	Negeri Sembilan
70400	Seremban	Negeri Sembilan
70502	Seremban	Negeri Sembilan
70503	Seremban	Negeri Sembilan
70506	Seremban	Negeri Sembilan
70508	Seremban	Negeri Sembilan

70517	Seremban	Negeri Sembilan
70532	Seremban	Negeri Sembilan
70536	Seremban	Negeri Sembilan
70540	Seremban	Negeri Sembilan
70546	Seremban	Negeri Sembilan
70550	Seremban	Negeri Sembilan
70551	Seremban	Negeri Sembilan
70558	Seremban	Negeri Sembilan
70572	Seremban	Negeri Sembilan
70582	Seremban	Negeri Sembilan
70590	Seremban	Negeri Sembilan
70592	Seremban	Negeri Sembilan
70594	Seremban	Negeri Sembilan
70606	Seremban	Negeri Sembilan
70609	Seremban	Negeri Sembilan
70610	Seremban	Negeri Sembilan
70620	Seremban	Negeri Sembilan
70634	Seremban	Negeri Sembilan
70644	Seremban	Negeri Sembilan
70664	Seremban	Negeri Sembilan
70670	Seremban	Negeri Sembilan
70676	Seremban	Negeri Sembilan
71770	Seremban	Negeri Sembilan
71800	Nilai	Negeri Sembilan
71807	Nilai	Negeri Sembilan
71809	Nilai	Negeri Sembilan
70450	Senawang	Negeri Sembilan
62000	Bandar Putrajaya	Bandar Putrajaya
62007	Bandar Putrajaya	Bandar Putrajaya
62050	Bandar Putrajaya	Bandar Putrajaya
62100	Bandar Putrajaya	Bandar Putrajaya
62150	Bandar Putrajaya	Bandar Putrajaya
62250	Bandar Putrajaya	Bandar Putrajaya
62300	Bandar Putrajaya	Bandar Putrajaya
62502	Bandar Putrajaya	Bandar Putrajaya
62504	Bandar Putrajaya	Bandar Putrajaya
62505	Bandar Putrajaya	Bandar Putrajaya
62506	Bandar Putrajaya	Bandar Putrajaya
62510	Bandar Putrajaya	Bandar Putrajaya
62512	Bandar Putrajaya	Bandar Putrajaya
62514	Bandar Putrajaya	Bandar Putrajaya
62517	Bandar Putrajaya	Bandar Putrajaya
62519	Bandar Putrajaya	Bandar Putrajaya

62520	Bandar Putrajaya	Bandar Putrajaya
62522	Bandar Putrajaya	Bandar Putrajaya
62524	Bandar Putrajaya	Bandar Putrajaya
62526	Bandar Putrajaya	Bandar Putrajaya
62527	Bandar Putrajaya	Bandar Putrajaya
62530	Bandar Putrajaya	Bandar Putrajaya
62532	Bandar Putrajaya	Bandar Putrajaya
62536	Bandar Putrajaya	Bandar Putrajaya
62540	Bandar Putrajaya	Bandar Putrajaya
62542	Bandar Putrajaya	Bandar Putrajaya
62546	Bandar Putrajaya	Bandar Putrajaya
62550	Bandar Putrajaya	Bandar Putrajaya
62551	Bandar Putrajaya	Bandar Putrajaya
62570	Bandar Putrajaya	Bandar Putrajaya
62574	Bandar Putrajaya	Bandar Putrajaya
62576	Bandar Putrajaya	Bandar Putrajaya
62582	Bandar Putrajaya	Bandar Putrajaya
62584	Bandar Putrajaya	Bandar Putrajaya
62590	Bandar Putrajaya	Bandar Putrajaya
62592	Bandar Putrajaya	Bandar Putrajaya
62596	Bandar Putrajaya	Bandar Putrajaya
62602	Bandar Putrajaya	Bandar Putrajaya
62604	Bandar Putrajaya	Bandar Putrajaya
62605	Bandar Putrajaya	Bandar Putrajaya
62606	Bandar Putrajaya	Bandar Putrajaya
62616	Bandar Putrajaya	Bandar Putrajaya
62618	Bandar Putrajaya	Bandar Putrajaya
62620	Bandar Putrajaya	Bandar Putrajaya
62628	Bandar Putrajaya	Bandar Putrajaya
62630	Bandar Putrajaya	Bandar Putrajaya
62632	Bandar Putrajaya	Bandar Putrajaya
62648	Bandar Putrajaya	Bandar Putrajaya
62652	Bandar Putrajaya	Bandar Putrajaya
62654	Bandar Putrajaya	Bandar Putrajaya
62668	Bandar Putrajaya	Bandar Putrajaya
62670	Bandar Putrajaya	Bandar Putrajaya
62674	Bandar Putrajaya	Bandar Putrajaya
62675	Bandar Putrajaya	Bandar Putrajaya
62677	Bandar Putrajaya	Bandar Putrajaya
62692	Bandar Putrajaya	Bandar Putrajaya
62988	Bandar Putrajaya	Bandar Putrajaya
62200	Bandar Putrajaya	Bandar Putrajaya
62516	Bandar Putrajaya	Bandar Putrajaya

62518	Bandar Putrajaya	Bandar Putrajaya
62624	Bandar Putrajaya	Bandar Putrajaya
62676	Bandar Putrajaya	Bandar Putrajaya
62686	Bandar Putrajaya	Bandar Putrajaya
62623	Bandar Putrajaya	Bandar Putrajaya
62662	Bandar Putrajaya	Bandar Putrajaya