

# Samsung Galaxy Z Fold4 | Z Flip4 Free Samsung Care+ 1 Year Extended Warranty Promotion

## Terms and Conditions

### 1. Introduction

- 1.1 Samsung Galaxy Z Fold4 | Z Flip4 Free Samsung Care+ 1 Year Extended Warranty Promotion (“**Promotion**”) is organized by Samsung Malaysia Electronics (SME) Sdn Bhd (“**Samsung**”).
- 1.2 Customer agrees to comply with all the terms and conditions when accessing or using this site. The scope of these Terms and Conditions is limited to Samsung's role of hosting this site and organizing this Promotion only.

### 2. Eligibility

- 2.1 The Promotion is open to all Malaysian citizens and residents of Malaysia of 18 years and above with Malaysia Identity Card; except Samsung employees (and their immediate families), its related agencies, retailers and dealers.

### 3. Promotion

- 3.1 Customers who purchase the Participating Models (as listed below) from 10 August 2022 to 31 December 2023 will be entitled to the Promotion as follows:

<b>Promotion</b>
1 Year Standard Manufacturer’s Warranty
Samsung Care+ 1 Year Extended Warranty worth RM599 for Galaxy Z Fold4 & worth RM499 for Galaxy Z Flip4
Free THREE (3) Protective Film Replacements.

### 4. Duration/Period

- 4.1 The Product Warranty will run for a period of 2 Years (1+1 Year Extended Warranty) from the date the Participating Model is purchased.
- 4.2 Samsung reserves the right to shorten, extend or cancel the Product Warranty at its sole discretion without prior notice.
- 4.3 The Free 1 Year Extended Warranty & Free THREE (3) Protective Film Replacements are only available for the following Participating Models:

<b>Eligible Device</b>	<b>Model Code</b>
Samsung Galaxy Z Fold4	SM-F936B
Samsung Galaxy Z Flip4	SM-F721B

(Collectively known as the “**Participating Models**”)

## 5. Promotion mechanism

### 5.1 Free 1 Year Extended Warranty

- 5.1.1 Customers who purchased the Participating Models within the Promotion Period from the Participating Outlets will be entitled to a free 1 Year Extended Warranty.
- 5.1.2 The Free 1 Year Extended Warranty shall mean the additional of one (1) Year Manufacturing Warranty from the Standard Warranty period as detailed in <https://www.samsung.com/my/support/warranty/>
- 5.1.3 The entitlement of **Free 1 Year Extended Warranty** is subject to verification from Samsung. 1 YR Extended Warranty will be activated within sixty (60) days from the date of purchase (Sell-Out Date).
- 5.1.4 The Participating Models purchased outside of Malaysia will not be entitled to the Promotion.

### 5.2 Three (3) Free Protective Film Replacements

- 5.2.1 Every purchase of the Galaxy Z Fold4 and Galaxy Z Flip4 will be entitled to a maximum of THREE (3) Protective Film Replacements.
- 5.2.2 The Protective Film Replacement has to be completed within the purchased Participating Model warranty period. The remaining free protective file replacements will be forfeited if Customers fails to redeem within the relevant warranty period.
- 5.2.3 Customers are required to download the **coupons / vouchers** before 7 January 2024 via Samsung Members app in order to enjoy the free protective file replacement service. If customer fails to do so, he/she will not be entitled to enjoy the offer. Coupons / vouchers' validity will be until the end of the warranty period of Participating Model.
- 5.2.4 The entitlement to redeem the free Protective Film Replacement is subject to verification of the Participating Model's conditions by Samsung. Please note that the condition of the display or screen may affect the Protective Film Replacement. Customers are advised to check with Samsung Authorized Service Centre before replacing the protective film.
- 5.2.5 The Participating Models purchased outside Malaysia will not be entitled to the free Protective Film Replacement.
- 5.2.6 Only walk in customer to Customer Authorized Service Centre able to enjoy the Protective Film Replacement service.
- 5.2.7 The Protective Film Replacement only applicable to the Participating Models' main screen only.
- 5.2.8 Journey to get the Free Protective Film Replacement coupons / vouchers:

<b>Step 1:</b> Download THREE (3) coupons / vouchers from Samsung Member app	<ul style="list-style-type: none"><li>a. Register / Login to Samsung Member App</li><li>b. Click into Benefits Tab</li><li>c. Select the 3 different banners each for Free Protective Film Replacement</li><li>d. Click to download the coupons / vouchers</li></ul> <p>Note: 1 Samsung Banner consists of 1 coupon, which is equivalent to 1 Free Protective Film Replacement.</p>
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	Customers need to <b>download all 3 coupons / vouchers from 3 Samsung Banners</b> in order to claim the THREE (3) Free Protective Film Replacement. If customer fails to do so, he/she will not be entitled to enjoy the offer.
<b>Step 2:</b> Visit to Customer Authorized Service Centre	Customer visits to Customer Authorized Service Centre and provide the necessary user info for validation purposes below in order to enjoy the free Protective Film Replacement: <ul style="list-style-type: none"> <li>i. Consumer name</li> <li>ii. Consumer contact</li> <li>iii. Email address</li> <li>iv. Home address</li> <li>v. Device IMEI/ Serial No</li> <li>vi. Proof of purchase (In the condition of without purchase data in system)</li> <li>vii. Free Protective Film Replacement coupons / vouchers saved in Samsung Members &gt; My Coupons / My Vouchers</li> </ul> <p><b>Note: The Participating Models have to be within warranty period in order to enjoy the Free Protective Film Replacement offer.</b></p>
<b>Step 3:</b> Enjoy the service	Customer will be able to enjoy the free Protective Film Replacement service if all of the mentioned information have been validated successfully.
<b>Step 4:</b> Mark as used for the coupon	Authorized Service Centre agent would need to mark the coupon as <b>used</b> after the replacement of the protective film is provided to the customer.

## 6. Customer's Covenants

In connection to this Promotion, Customer will not use this site:

- 6.1 To submit fraudulent order, false, inaccurate, misleading, defamatory, or libelous information;
- 6.2 To distribute viruses or any other technologies that may harm Samsung, or the interests or property of other users;
- 6.3 To export the unit purchased except in compliance with the export control laws of relevant jurisdictions and in accordance with posted rules and restrictions;
- 6.4 In the event if Samsung suspects or discovers that the Customer is abusing this Promotion and/or Samsung in any of the ways mentioned above or otherwise, Samsung may, at our sole discretion, take necessary steps to prevent and mitigate such abuse such as limiting, suspending, or terminating the Customer's user account(s) and access to this site, 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 this site.

## 7. Limitation of Liability

- 7.1 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.

- 7.2 Customer agrees that he/she is making use of this site at his/her own risk, and that it is being provided to Consumer on an "AS IS" and "AS AVAILABLE" basis.
- 7.3 To the extent permitted by applicable law, Samsung excludes all express or implied warranties, terms and conditions including, but not limited to, implied warranties of merchantability, fitness for a particular purpose, and non-infringement.
- 7.4 Customer shall assume full responsibility in case of any accident, damage or claim resulting from participating in this Promotion.
- 7.5 Customer shall be deemed to be able to perform legally binding contract upon his/her submission of the order and there shall not be any refund or costs whatsoever arising from his/her violation of the minimum age stated herein.
- 7.6 Warranty of the Promotional Product 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.

## **8. General**

- 8.1 In the event Customer has queries with regard to this Promotion, please call Samsung Consumer Service at 1-800-88-9999.
- 8.2 By participating in this Promotion, Customer fully and unconditionally agrees to and accepts the Terms and Conditions stated herein and the decisions of Samsung on every aspect of this Promotion shall be final and binding.
- 8.3 This Promotion is not valid in conjunction with other promotions, vouchers or discounts.
- 8.4 All pictures and/or images of the Promotional Products found in any advertising, marketing materials are for illustration purposes only, and actual item or colour may vary.
- 8.5 The indicated price is Recommended Retail Price (RRP). Both RRP and Promo RRP (if any) are subject to change without prior notice.
- 8.6 Free Gift(s), Rebate(s) and E-Voucher(s) if any, are on first come first served basis and while stocks last.
- 8.7 Free Gift(s), Rebate(s) and E-Voucher(s) if any, are not redeemable for cash, not exchangeable or transferable and cannot be used in conjunction with other promotional offers.
- 8.8 Free Gift(s), Rebate(s) and E-Voucher(s) if any, are only applicable for the purchase made under the Participating Stores during the Promotion Period.
- 8.9 Product display sets purchases, B2B purchases, staff purchases, EPP purchases, Customer Retention Program (CRP) purchase are not entitled to any Free Gift(s), Rebate(s) and/or E-Voucher(s).
- 8.10 Samsung reserves the right to disqualify or reject any submissions/ redemptions for Order or Free Gift(s), Rebate(s) and/or E-Voucher(s) in its sole discretion without prior notice, limit or cancel quantities purchased per person or per order. These restrictions may include order placed by or under the same Customer's account or orders that use the same billing address or delivery address.

- 8.11 Samsung reserves the right to amend these Terms and Conditions without prior notice to the extent permitted by law. Changes to the Terms and Conditions shall become effective as soon as they are displayed in Samsung's website.
- 8.12 Samsung reserves the rights to change the Free Gift(s) if any, with products of similar value without any prior notice.
- 8.13 Samsung and/or Dealer reserves the right to cancel any order without any prior notice. For the avoidance of doubt, any cancellation of orders will not entitle the Customer to any compensation against Samsung and/or Dealer for any losses or damages directly or indirectly that may be suffered or incurred by the Customer as a result of the cancellation.
- 8.14 In the event any Free Gift(s) are being awarded to the Customer having provided false or mistaken identity or information, Samsung reserves the right to revoke the Customer's eligibility for the said Free Gift(s) and recover any damages from such Customer to the fullest extent permitted by law.
- 8.15 In the event Customer returns the Promotional Products purchased, subject to Samsung's standard product warranty coverage and return policy, Customer shall return any Free Gift(s) received together with the purchase of the Promotional Products.
- 8.16 In the event of any electronic, computer, operational and/or technical error affecting the details or pricing or quantity of the product or any promotion on the website, Samsung or Dealer reserves the absolute rights to rectify such error and/or cancel any transaction which has been entered into in reliance of the said error.
- 8.17 Samsung shall not be liable in any way for any costs, expenses, damages, liability or injury arising out of or in any way connected with the Promotion.
- 8.18 By participating in this Promotion, Customer agrees to release and hold Samsung and its employees, officers, directors, shareholders, agents, representatives, parent companies, affiliates, subsidiaries, licensees, advertising, promotion, and fulfilment agencies, and legal advisors, harmless from any and all losses, damages, rights, claims and actions of any kind in connection with the Promotion or resulting from acceptance, possession, use or misuse of the Free Gift, or travel to or from any gift-related activity, including without limitation, personal injury, death, and property damage, and claims based on publicity rights, defamation, or invasion of privacy.
- 8.19 In case of any dispute, Samsung reserves the right to make the final decision. Samsung's decision is final and no further correspondence or appeal will be entertained.
- 8.20 During the Promotion Period, Samsung may collect consumers information including personal information in the form of, among others, survey forms, (whether on our own or by appointed service provided) taken during the Promotion. By participating in the Promotion, 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>.
- 8.21 In the event of inconsistencies between the Terms and Conditions found elsewhere with regard to this Promotion (if any) and the Terms and Conditions herein, the latter shall prevail.
- 8.22 The Terms and Conditions of the Promotion shall be governed by and interpreted in accordance with Malaysian law and the parties submit to the exclusive jurisdiction of the Malaysian courts.