

## Terms and Conditions for Samsung Care+ Core and Samsung Care+ Premium Service Pack

Samsung Care+ Core and Samsung Care+ Premium Service Pack for selected Samsung Consumer Electronics products (“**Services**”) are provided by Samsung Malaysia Electronics (SME) Sdn. Bhd. (“**Samsung**”).

By subscribing to the Services, you (“**You**” or “**Customer**”) agree to be bound by the terms and conditions set forth herein that governs Your use of the Services (each also known as “**Service Plan**”) in relation to the selected Samsung Consumer Electronics product purchased by You (“**Product**”).

These terms and conditions may be revised from time to time and will take effect from the time it is updated and published on the site. Please check and ensure that you understand the latest applicable terms and conditions.

### 1. Service Plan

- 1.1 Samsung Care+ Core is a service plan with an extended warranty for the Product (“**Samsung Care+ Core**”).
- 1.2 Samsung Care+ Premium Service Pack is a service plan with an extended warranty for the Product together with Maintenance Services (“**Samsung Care+ Premium**”).

### 2. Purchase Requirements

- 2.1 Service Plan is available for selected and limited model range of Product purchased from Samsung Online Store at [<https://www.samsung.com/my/>] and Samsung Shop App. The sale transaction of Product and Service Plan is between Samsung SDS Malaysia Sdn Bhd (“**SDS**”) and You. Samsung reserves the right to change or cancel the model range of Product available for the Service Plan without any prior notice from time to time.
- 2.2 Service Plan must be purchased and checked out together with the Product in the same transaction/order number.
- 2.3 Each Service Plan must be registered to the Product purchased by You.
- 2.4 The Service Plan shall be void for Product used for commercial purpose.

### 3. Service Plan comprises of the following:

#### 3.1 Extended Warranty

- 3.1.1 Customer shall be entitled for an extended warranty with the purchase of either one of the Service Plan.
- 3.1.2 The extended warranty is subject to the terms and conditions set out in Samsung’s warranty policy at [<https://www.samsung.com/my/support/warranty/>] (“**Samsung Warranty Policy**”). In the event of any conflict or inconsistency between the provisions of the terms and conditions herein and Samsung Warranty Policy, the terms and conditions herein shall prevail only to the extent of reconciling the conflict or inconsistency.
- 3.1.3 Extended warranty period begins as soon as the original warranty period pursuant to Samsung Warranty Policy, expires. The extended warranty period can be found in the warranty confirmation that the Customer receives via email upon purchasing either one of the Service Plan.
- 3.1.4 The extended warranty is not transferable/exchangeable by the original purchaser/Customer to another. The extended warranty can only be claimed/invoked by the original purchaser/Customer who has legally purchased the Service Plan together with the Product.
- 3.1.5 Cancellation of the extended warranty is available only when the relevant Product is approved from cancellation, return and refund pursuant to the applicable terms and conditions. Kindly refer [here](#) for more details. If the product is beyond repair and not available for exchange, the extended warranty will be forfeited and non-transferable.
- 3.1.6 The purchase price paid for the extended warranty is not refundable on the basis that no claim is made under the extended warranty during the Service Plan period.

3.1.7 The Monthly Care Report is available only for eligible products that successfully registered and connected to SmartThings.

**3.2 Maintenance Services (“Maintenance Service(s)”)**

3.2.1 Customer shall be entitled to Maintenance Service(s) with the purchase of a Samsung Care+ Premium only.

3.2.2 The number of counts of Maintenance Service(s) is depending on the Service Plan purchased, particularly described hereinbelow:

i. Schedule A – Maintenance Service(s) for Air-Conditioner

<b>Schedule A</b>				
<b>(For Air Conditioner (RAC) products)</b>				
<b>Duration of Samsung Care+ Premium purchased</b>				
	<b>1+1 Year</b>	<b>1+2 Years</b>	<b>1+3 Years</b>	<b>1+4 Years</b>
<b>RAC</b>	1	2	3	4

ii. Schedule B – Maintenance Service(s) for Television

<b>Schedule B</b>			
<b>(Television)</b>			
<b>Duration of Samsung Care+ Premium purchased</b>			
	<b>2+1 Year</b>	<b>2+2 Years</b>	<b>2+3 Years</b>
<b>Product</b>	1	2	3

iii. Schedule C – Maintenance Service(s) for All Product except Air Conditioner & Television

<b>Schedule C</b>				
<b>(All Product except Air Conditioner &amp; Television)</b>				
<b>Duration of Samsung Care+ Premium purchased</b>				
	<b>1+1 Year</b>	<b>1+2 Years</b>	<b>1+3 Years</b>	<b>1+4 Years</b>
<b>Product</b>	1	2	3	4

For example: A customer who purchased a 1+3 Years’ Service Plan will be entitled to 3 counts of Maintenance Service(s).

3.2.3 Customer may call our Samsung Hotline or start a live chat with us online to make an appointment. Our Customer Service Specialist will verify if the Product has a valid Samsung Care+ Premium.

3.2.4 An appointment will be scheduled subject to appointment slot and technician availability.

3.2.5 Prior to performing the Maintenance Service(s):

- i. Technician will perform an assessment of the Product to ascertain the service suitability. If a repair is required, the Technician will perform the repair in accordance with Samsung Warranty Policy.
  - ii. By subscribing to the Samsung Care+ Premium, Customer agrees to Samsung's Warranty Policy for repair and service.
- 3.2.6 Maintenance Service(s) under a Service Plan applies to a valid Service Plan. For expired Service Plan, any unutilised Maintenance service(s) count will be forfeited and there will not be any refund or extension of Service Plan.
- 3.2.7 The scope of the Maintenance Service(s) is particularly described in Schedule hereinbelow. Samsung and our technicians reserve the right to change the Maintenance Service(s) where appropriate or necessary.

i. Schedule D: Maintenance Service(s) Scope for Air Conditioner

<b>Schedule D</b>	
<b>Maintenance Service(s) Scope for Air Conditioner</b>	
	<ul style="list-style-type: none"> <li>- Health Check</li> <li>- Gas Leakage Check</li> <li>- Filter Cleaning</li> <li>- Blower Cleaning</li> <li>- Water Tray Cleaning</li> <li>- Drainage Pipe Cleaning</li> <li>- Evaporator Coil Cleaning</li> <li>- SmartThings Setup &amp; Monthly Care Report</li> </ul>

ii. Schedule E: Maintenance Service(s) Scope for Television

<b>Schedule E</b>	
<b>Maintenance Service(s) Scope for Television</b>	
	<ul style="list-style-type: none"> <li>- Health Check</li> <li>- Test remote functionality</li> <li>- Firmware Upgrade</li> <li>- Connectivity Test / Layout Cabling</li> <li>- Cleaning Unit (back cover &amp; screen)</li> <li>- Relocation Installation (1x per pack)               <ul style="list-style-type: none"> <li>• customer self-relocate the set from place A to place B, Samsung Authorised Service Centre will perform installation at place B (up to wall mount installation)</li> </ul> </li> <li>- Remote Control Replacement               <ul style="list-style-type: none"> <li>• condition: damage only (entitle to one replacement per year only, upon request/approval)</li> </ul> </li> <li>- SmartThings Setup</li> </ul>

iii. Schedule F: Maintenance Service(s) Scope for All other Product except Air Conditioner & Television

<b>Schedule F</b>	
<b>Maintenance Service(s) Scope for All other Product except Air Conditioner &amp; Television</b>	
<b>Air Dresser</b>	<ul style="list-style-type: none"> <li>- Health Check</li> <li>- Lint filter Cleaning</li> <li>- Water Filter Cleaning</li> </ul>

	<ul style="list-style-type: none"> <li>- General Cleaning</li> <li>- SmartThings Setup &amp; Monthly Care Report</li> </ul>
<b>Refrigerator</b>	<ul style="list-style-type: none"> <li>- Health Check</li> <li>- Door Gasket Cleaning</li> <li>- Ice Maker Cleaning (if any)</li> <li>- Exterior Cleaning</li> <li>- Door / Leg Alignment</li> <li>- Cleaning back cover &amp; condenser coil</li> <li>- Filter Cleaning</li> <li>- Drainage Cleaning</li> <li>- SmartThings Setup &amp; Monthly Care Report</li> </ul>
<b>Washer/ Washer Dryer      Dryer/ Washer Dryer</b>	<ul style="list-style-type: none"> <li>- Health Check</li> <li>- Debris Filter Cleaning</li> <li>- Detergent Dispenser Cleaning</li> <li>- Gasket Cleaning</li> <li>- Drum Cleaning Mode (if applicable)</li> <li>- Drainage Cleaning</li> <li>- Leg Alignment</li> <li>- Exterior Cleaning</li> <li>- Lint Filter Cleaning (For Dryer)</li> <li>- Heat Exchanger Cleaning (For Dryer)</li> <li>- SmartThings Setup &amp; Monthly Care Report</li> </ul>

#### 4. Miscellaneous

- 4.1 Exclusions of Service Plan: Loss of Product, theft of Product, damage beyond repair, broken Product or deliberate damage to Product.
- 4.2 Any fees paid is not refundable, even if there are no claims under the Service Plan.
- 4.3 The Service Plan is personal to the Customer and Product, and is not transferable to another person or product. Customer may transfer the Service Plan from the Product to another Samsung product ("**Replacement product**") due to an exchange made under this Terms and Conditions or by Samsung under the manufacturer's warranty, provided always that the Replacement product is the same model as the Product.
- 4.4 All service/repair/work under the Service Plan must be carried out by Samsung Authorised Service Centre. There is no right to reimbursement for service/repair/work that are not carried out by Samsung Authorised Service Centre.
- 4.5 Without prejudice to the terms and conditions in this Terms and Conditions, in performing the Service Plan, Samsung shall have the option to outsource, delegate, assign or sub-contract the performance of the Service Plan or any other supporting service(s) under this terms and conditions in its sole and absolute discretion.
- 4.6 To the fullest extent permitted by law, Samsung and SDS 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 Plan, including without limitation loss of revenue, loss of profits, loss of opportunity, loss of business, loss of goodwill, loss of reputation, failure to realise savings or other benefits, loss of use of the Service Plan or Product, loss of or damage to other property due to the malfunction of the Product, costs of substitute Product, 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 Plan or the Product, or loss, damage, corruption or compromise of data, whether due to breach of warranty, strict liability, product liability, the negligence of Samsung and SDS, or otherwise, even if Samsung and SDS is aware of the possibility of such damages.

- 4.7 Samsung and SDS may immediately terminate the Services and reserves the right to take any legal action, if:
- i. Customer has breached the terms and conditions herein;
  - ii. Customer has abused the Service Plan or has used the Service Plan in a manner that is fraudulent, illegal or related to any criminal activity; or
  - iii. Customer has provided Samsung with incorrect or false information.
- 4.8 As a prerequisite to enrolling and using the Service Plan, Customer consents to Samsung and SDS collecting Customer's personal data to enable Samsung and SDS to provide the services to Customer and for analytical / statistical purposes, and such other purposes with Customer's consent. Samsung's and SDS' use of Customer's personal data is governed by the Privacy Policy (<https://www.samsung.com/my/sustainability/security-and-privacy/privacy/>).
- 4.9 In the event of an electronic, computer, operational and/or technical error affecting the details or pricing or quantity or availability of any product and/or Service Plan on the website, Samsung and SDS reserves the absolute rights to rectify such error and/or cancel any transaction which has been entered into in reliance of the said error. If you have already paid for the product and/or Service Plan, we will either notify you to revise the delivery date and/or refund you the amount paid.
- 4.10 If Samsung and/or SDS note or suspect any irregular behaviour and transaction, Samsung and/or SDS may reject or cancel any such orders without notice and without any liability to you or any parties. Samsung and/or SDS are further entitled to take the necessary actions to recover any loss or damage against all relevant parties for such orders and transactions.
- 4.11 The Product and Services are provided "as is" and "as available". Samsung and/or SDS makes no representations or warranties or guarantees of any kind of nature, whether express or implied, regarding the Product and Services beyond the scope of the terms and conditions herein.
- 4.12 Except where expressly provided in the terms and conditions herein:
- (a) In no event shall Samsung's liability exceed the amount paid by you under the terms and conditions herein; and
  - (b) Samsung's and SDS' limitation of damage and the remedies provided herein shall be your sole and exclusive remedy.
- 4.13 This limitation on liability provision shall survive in any event and all circumstances.
- 4.14 You agree to indemnify, defend, and hold harmless Samsung and SDS, its contractors, employees, and agents from any claims, losses, damages, liabilities (including legal fees and expenses) arising out of your use of Product and Services hereunder, your violation of the rights of any third party, or any breach of the terms and conditions herein.
- 4.15 The terms and conditions herein are governed by and shall be construed in accordance with the laws of Malaysia and the parties irrevocably submits to the exclusive jurisdiction of the courts of Malaysia in respect of any dispute arising therefrom.

As at 30 June 2026