

# Samsung Electronics New Zealand Limited Promotion Terms and Conditions

## Samsung Heat Pump Dryers & Washing Machines Cashback Promotion

**For the purposes of these Terms and Conditions:**

**“Cashback”** means the respective Cashback amounts for Participating Products listed in Table 1, and includes Cashback Top-up;

**“Cashback Top-up”** means the respective Cashback Top-up available when a combination of Participating Products are purchased as listed in Table 1;

**“Claimant”** means an individual that has met the Eligibility Criteria;

**“Eligibility Criteria”** means these Terms and Conditions;

**“Participating Product”** means the Samsung products identified in the below in Table 1;

**“Participating Retailer”** means the following retailers:

- ACL
- Farmers
- Harvey Norman
- Heathcotes
- Kitchen Things
- Noel Leemings
- Smiths City

**“Promoter”** means Samsung Electronics New Zealand Limited, a New Zealand registered company with its registered office at 24 The Warehouse Way, Northcote, Auckland 0627;

**“Promotion”** means the promotion for Claimant(s) to qualify for corresponding Cashback and Cashback Top-ups for orders or purchases of Participating Products paid in full;

**“Promotional Period”** means the period 9:00am on 21st May 2024 until 9:00pm on 16th July 2024; and

**“Terms and Conditions”** means the terms and conditions contained in this document.

### PARTICIPATING PRODUCTS

Table 1 below sets out the Participating Products eligible for the Promotion (all \$ amounts in NZD):

Heat Pump Dryer Models	Washing Machine	Cashback	+	AI Washer	AI Cashback Top-up
DV10B9750CV/SA	Any Other Samsung Washing Machine	\$ 350		WF18B9600KV/SA	\$ 250
DV10T9720SV/SA		\$ 300		WF16T9500GV/SA	\$ 250
DV90BB9440GBSA		\$ 250		WW12BB944DGBSA	\$ 150
DV90BB9440GHSA		\$ 250		WW12BB944DGHSA	\$ 150
DV90T8440SH/SA		\$ 200			
DV90T7440BT/SA		\$ 200			
DV80T5420AW/SA		\$ 150			

1. For the avoidance of doubt, the following products are not Participating Products for the purposes of this Promotion: Stacking Kits, Dryer/Washer Combos, and Spare Parts.
2. Instructions on how to claim the Cashback form part of these Terms and Conditions. Participation in this promotion is deemed acceptance of these Terms and Conditions.
3. Claimants under 18 years old must have a parent's/guardian's permission to make a claim. The Promoter may require the parent or guardian to sign these Terms and Conditions as a condition of entry. Employees (and their immediate families) of the Promoter, the Promoter's New Zealand branch office, Participating Retailer(s), and agencies associated with this Promotion are ineligible to claim.
4. This Promotion is open to New Zealand residents who have purchased a Participating Product from a Participating Retailer during the Promotional Period in a single transaction.
5. Claimants must register their claim with Samsung (14) days from the date of purchase of the Participating Product. **The registration period closes on 30th July 2024.** Claims without serial numbers still need to be registered by this date by entering '0000' into the serial number field. Incomplete claims that have been registered without actual serial numbers must provide their actual serial number before **16th January 2025** to complete their claim, no incomplete claims will be accepted after this date. A completed claim requires evidence of purchase and the serial number of the product, which is obtained when the product is delivered.
6. Total Cashback amount will vary depending on Participating Products purchased or combination of Participating Products purchased.

## HOW TO CLAIM

1. Cashback is not available at the time of purchasing Participating Products. To claim the Cashback, claimants must:
  - a. have purchased a Participating Product (or a combination of Participating Product as set out in Table 1) during the Promotional Period in a single transaction;
  - b. visit <http://www.samsung.com/nz/offer/>;
  - c. select the promotion banner that relates to the Promotion;
  - d. register their claim before **30th July 2024** (claims without serial numbers must still be registered by entering '0000' into the serial number field) complete and submit into the Online Redemption Form the details of their claim including:
    - the claimant's full name, physical address, bank account details and day time phone number;
    - the invoice details and serial number of the Participating Product purchased; and
    - upload a copy of the proof of purchase and a photo of the serial numbers, then click submit.
2. All required documentation must be sent and received by the Promoter within fourteen (14) days from the purchase date of the Participating Product, for the claim to be deemed valid.
3. Claimants should allow up to 30 days from the date the claim documentation is received by the Promoter, for receipt of the Cashback.

4. If a Claimant is unable to provide the serial number of the purchased Participating Product at the time of submitting their claim, the claim may still be submitted by entering '0000' into the serial number field. Once the claimant takes delivery of their Participating Product, the claimant must, within 7 days from delivery, and no later than **16th January 2025**, email the serial number to Samsung at [nzpromotions@samsung.com](mailto:nzpromotions@samsung.com). Any claims that do not submit the serial number of the Participating Product within 7 days of delivery will be deemed invalid. **No outstanding claims will be accepted by the Promoter after 16th January 2025.**
5. If the serial number and the proof of purchase do not match the details submitted by the Claimant, the claim will be deemed invalid and will result in an ineligible claim. The Claimant will not be entitled to receive the allocated Cashback until the Promoter has received the required documentation and verified the claim.
6. The Promoter reserves the right to reclaim from any Claimant, the relevant Cashback if the initially purchased Participating Product is returned after the claim has been processed and fulfilled. This clause does not limit or affect the Claimant's rights with regards to warranties on the Participating Product either from the manufacturer or implied by legislation.

### **GENERAL TERMS AND CONDITIONS**

1. The Promoter reserves the right, at any time, to verify the validity of claims and Claimants (including a Claimant's identity, age and place of residence) and to disqualify any Claimant who submits a claim that is not in accordance with these Terms and Conditions or who tampers with the claim process. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights.
2. Claimants must retain proof of purchase. Failure to produce proof of purchase for each claim when requested may, in the absolute discretion of the Promoter, result in invalidation of a Claimant's claim or entries and forfeiture of any right to a Cashback.
3. In the event of any disputes in relation to entries online and identification of the person making the redemption by email the Promoter reserves the right to award the redemption to the email account holder.
4. The Promoter's decision is final and no correspondence will be entered into.
5. All Claimants agree that by providing information and entering the Promotion, that they have read and agreed to these Terms and Conditions before any Cashback is provided to them.
6. Any cost associated with accessing the promotional website is the Claimant's responsibility and is dependent on the Internet Service Provider used.
7. The use of any automated claim software or any other mechanical or electronic means that allows a Claimant to automatically claim repeatedly is prohibited and will render all entries submitted by that Claimant invalid.
8. The Promoter assumes no responsibility for: (i) any error, omission, interruption, or delay in the operation or transmission of any communication including any email communication sent to (or by) the Promoter to any Claimant whether caused by problems with communication networks or lines, computer systems, software or internet service providers, congestion on any carrier network or otherwise; (ii) any theft, destruction or unauthorised access to, or alteration of such communications; and (iii) any problem with, or technical malfunction of, any computer system or other equipment used for the conduct of the Promotion.
9. The Promoter accepts no responsibility for any tax liability incurred as a result of a Claimant participating in the Promotion. Claimants should obtain independent tax and financial advice.

10. Except for any liability that cannot be excluded by law, the Promoter (including its officers, employees and agents) excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way out of the Promotion, including, but not limited to, where arising out of the following: (a) any technical difficulties or equipment malfunction (whether or not under the Promoter's control); (b) any theft, unauthorised access or third party interference; (c) any claim, original purchase documentation or relevant Cashback that is late, lost, altered, damaged or misdirected (whether or not after their receipt by the Promoter) due to any reason beyond the reasonable control of the Promoter; (d) any variation in the relevant Cashback to that stated in these Terms and Conditions; (e) any tax liability incurred by a Claimant; or (f) use of the relevant Cashback.
11. Nothing in these Terms and Conditions is intended to exclude, restrict or modify a consumer's rights under the Consumer Guarantees Act 1993. These Terms and Conditions must be read subject to those statutory provisions and will not affect any statutory rights that a claimant may have in relation to the return of any products within the Participating Product or relevant Cashback.
12. The Promoter collects personal information in order to conduct the offer and may, for this purpose, disclose such information to third parties, including, but not limited to, agents, contractors, service providers, offer suppliers and as required, to New Zealand regulatory authorities. Validity of a claim is conditional on providing this information. The Promoter may, unless otherwise advised, use the information for promotional, marketing, publicity, research and profiling purposes, including sending electronic messages or telephoning the claimant. The Promoter will not retain personal information for longer than is necessary for the purpose for which it was collected, unless otherwise required by applicable law. This means that personal information will be destroyed or erased from the Promoter's system when it is no longer required. Claimants have the right of access to, and right to request correction of, their personal information held by the Promoter. Claimants should direct any request to access, update or correct information to the Promoter at: Samsung Electronics New Zealand Ltd 24 The Warehouse Way, Northcote, Auckland 0627 or any other address as notified on the Promoter's website: [www.samsung.com/nz](http://www.samsung.com/nz). Email: [privacy.nz@samsung.com](mailto:privacy.nz@samsung.com).
13. The Promoter, in its sole discretion, reserves the right to cancel, suspend, terminate or modify the Promotion or any part of the promotion if fraud, technical failures or any other factor beyond the Promoter's reasonable control adversely affects the Promoter's ability to conduct the Promotion or part of the Promotion as contemplated in these terms and conditions, subject to any written directions from any regulatory authority. Any cancellation or modification to the Promotion will be notified on the Promoter's website: [www.samsung.com/nz](http://www.samsung.com/nz).
14. Administration of the promotion will take place at the offices located at 24 The Warehouse Way, Northcote, Auckland 0627 or any other office as notified on the Promoter's website: [www.samsung.com/nz](http://www.samsung.com/nz). Email: [nzpromotions@samsung.com](mailto:nzpromotions@samsung.com).