

SAMSUNG CARE + (Product Care For Television & Home Appliances)

TERMS AND CONDITIONS
4 September, 2026

Summary of the consumer's relevant rights and remedies under the CGA

We recognise your rights under the Consumer Guarantees Act 1993 ('CGA') are important, and cannot be limited or excluded unless the goods or services are supplied in trade.

The CGA protects consumers by automatically giving them basic, guaranteed rights for goods they purchase (Consumer Guarantees) at no charge. The CGA applies to goods and services ordinarily purchased for personal, domestic or household use.

Under the CGA, suppliers guarantee that their goods, are of an acceptable quality, are fit for a particular purpose made known by the consumer to the supplier, match the description given or any sample or demonstration model used; will arrive on time (if the supplier is responsible for delivery), and will be owned by the consumer once purchased.

If a Consumer Guarantee is breached and the supplier's failure to comply can be remedied, the consumer may, require the supplier to remedy it within a reasonable period of time, or if the supplier refuses or neglects to do so, have it remedied elsewhere at the supplier's cost, or reject the goods and receive a full refund or a replacement of the same or similar item.

If the breach cannot be remedied or is of a substantial character, the consumer may:

- a) Reject the goods and receive a full refund or a replacement of the same or similar item, or
- b) Seek damages from the supplier for any reduction in value of the goods below the price paid for the goods.

For more information, you can visit www.consumerprotection.govt.nz.

Warrantor

The warrantor of Samsung Care + (Product Care for TV and Home Appliances) service is: Samsung New Zealand Electronics Limited – 24, The Warehouse Way, Northcote, Auckland, New Zealand, Phone Number: 0800 726 786, Email Address: <https://www.samsung.com/nz/support/contact/>

Right of Cancellation

You have a statutory right to cancel your Samsung Care + (Product Care for TV and Home Appliances) service within 5 working days of receiving these Terms and Conditions, however we have extended this period available to you to 7 days. If we fail to comply with our disclosure obligations to you as required by section 36U of the Fair Trading Act 1986 (except where such failure is minor and does not materially prejudice you), you can cancel your Samsung Care + (Product Care for TV and Home Appliances) service by contacting us on one of the contact methods set out above. Upon cancellation of your Samsung Care + (Product Care for TV and Home Appliances) service (Lite, Basic, Frame or Water Filter) you will receive a full refund of the price paid.

The following table is a summarised comparison between the protections provided under the CGA, the Samsung Manufacturer's Warranty, and the protections and benefits offered with the purchase of Samsung Care + (Product Care for TV and Home Appliances) (Lite, Basic, Frame and Water Filter) service.

Please note: This table is a summary only and is not a substitute for obtaining legal advice, reading the full Terms and Conditions set out below and the Samsung Limited Warranty (set out at <https://www.samsung.com/nz/support/warranty>).

CGA	SAMSUNG	
	Limited Warranty	Samsung Care + (Product Care for TV and Home Appliances)
How long does the protection last?		
The protection lasts for a reasonable period from the date of delivery until the defect becomes apparent. Some circumstances in determining what is reasonable include the nature of the product, the price, the way it is used and any statements or representations made about the product. The relevant period can only be determined by reference to the individual circumstances of your purchase. The duration of coverage may overlap with and exceed the term of the Samsung Manufacturer's Warranty and/or Samsung Care + (Product Care for TV and Home Appliances) Service.	Samsung manufacturer warranty periods are as follows: • Remote Controls : 12 months • TV : 12 months • S95D 2024 OLED & S95C OLED TV : 60 months (limited to panel parts only) • Refrigerator (200L or more) : 24 months • Washing Machine: 24 months • Clothes Dryer : 24 months For more information on warranty and exclusions, Please see https://www.samsung.com/nz/support/warranty. In all cases the commencement date for the warranty period is the actual day of purchase, as reflected on the Authorised Reseller's or Distributor's invoice / receipt provided to you.	Your cover lasts for two years (24 months) from the date of purchase of the Samsung Care + (Product Care for TV and Home Appliances) service (Lite, Basic, Frame or Water Filter) ("Service Period"). Your cover does not expire when you make a claim.

You will receive coverage from the Samsung Manufacturer's Warranty when you purchase Samsung Television and Home Appliances products. You can also purchase the optional Samsung Care + (Product Care for TV and Home Appliances) service either 'Lite', 'Basic', 'Frame' or 'Water Filter' to obtain additional benefits. You can choose to make a claim under the Consumer Guarantees Act 1993 ('CGA'), the Samsung Manufacturer's Warranty, or the optional Samsung Care + (Product Care for TV and Home Appliances) service depending on the level of service you have purchased (Lite, Basic, Frame or Water Filter) should your product be defective, whichever is applicable.

Samsung Care + (Product Care for TV and Home Appliances) service benefits in comparison with consumer's relevant rights and remedies under the CGA

Television – LCS/OLED/FRAME

CGA	SAMSUNG	
	Limited Warranty	Samsung Care + (Product Care for TV and Home Appliances) Service
Two spare Remote Controls at no extra cost		
Where there is a failure with the remote control which breached a Consumer Guarantee, then you are entitled to a remedy which could include a repair or replacement depending on the nature of the failure, such failure to arise within a reasonable period after the date of delivery (see above <i>“How long does the protection last.”</i>)	If the goods can be repaired and the failure to comply with the warranty is not a major failure or a failure of substantial character, Samsung or its agent will either repair the Samsung consumer product or, if authorised by Samsung, pay you for the cost of a repair of the Samsung consumer product, or replace the Samsung consumer product with the same or similar product or refund you the cost of a replacement, in each case depending upon what is reasonable in the circumstances with regard to Samsung's statutory obligations and at no cost to you.	See Clause 3A below, two (2) remotes are available for supply one in each year of the Service Period Upon request at no extra Cost. Cover applies only . to Samsung Care + (Product Care for TV and Home Appliances) Basic and Frame service.
NZD \$100 Relocation Support		
Not covered under CGA.	Not covered under warranty.	See Clause 3B below, NZD \$100 for relocation costs associated with moving address. Cover applies only to Samsung Care + (Product Care for TV and Home Appliances) Basic and Frame service.
Like for like Replacement		
Where there is a failure with the TV which breached a Consumer Guarantee, then you are entitled to a remedy which could include an identical replacement	If the goods can be repaired and the failure to comply with the warranty is not a major failure or a failure of substantial character, Samsung or its agent will	See Clause 2B below, obtain a replacement product in the event of a product failure where repairs are

where: if the failure can be remedied, it is not remedied by the supplier in a reasonable time; or where the failure cannot be remedied or it is of a substantial character.	either repair the Samsung consumer product or, if authorised by Samsung, pay you for the cost of a repair of the Samsung consumer product, or <i>replace the Samsung consumer product with the same or similar product</i> or refund you the cost of a replacement, in each case depending upon what is reasonable in the circumstances with regard to Samsung's statutory obligations and at no cost to you.	not completed within 14 days.
Accidental damage discount support (on panels only)		
No protection for <i>accidental damage</i> to panels, but protection where there is a failure with a selected panel which breached a Consumer Guarantee.	Not covered under warranty.	See Clause 3C below. 25% discount for <i>Accidental Damage</i> to panels. Customers may make up to two (2) accidental damage claims under this benefit during the Service Period.
Power Surge Damage Cover		
Where there is a failure with the TV caused by a power surge and the failure breached a Consumer Guarantee, then you are entitled to a remedy which could include a repair or replacement depending on the nature of the failure, such failure to arise within a reasonable period after delivery.	Covered under warranty unless there is user fault.	See Clause 2C below. If an unexpected power surge causes your TV to fail, we'll cover the cost of your repair.
Art Store Subscription		
Not covered under CGA	Not covered under Warranty.	See Clause 3D. Enjoy a 2 year subscription to the Samsung Art Store. Note only available for Samsung Care+(Product

		Care for TV and Home Appliances) Frame customers.
One Free Bezel Replacement		
Not covered under CGA.	Not covered under Warranty.	See Clause 3E. One free Bezel included with the purchase of Samsung Care + (Product Care for TV and Home Appliances)Frame service.
Next Purchase Discount Voucher 20%		
Not available under CGA	Not available under Warranty	See Clause 3F. Get 20% off the next TV or Soundbar purchase with the purchase of Samsung Care + (Product Care for TV and Home Appliances)Frame service.

Refrigerator

CGA	SAMSUNG	
	Limited Warranty	Samsung Care + (Product Care for TV and Home Appliances) Service
Water Filter & Shelves Replacement		
Where there is a failure with a Water Filter or Shelf which breached a Consumer Guarantee, then you are entitled to a remedy which could include a repair or replacement depending on the nature of the failure, such failure to arise within a reasonable period after the date of delivery (see above <i>"How long does the protection last."</i>)	If the goods can be repaired and the failure to comply with the warranty is not a major failure or a failure of substantial character, Samsung or its agent will either repair the Samsung consumer product or, if authorised by Samsung, pay you for the cost of a repair of the Samsung consumer product, or <i>replace the Samsung consumer product with the same or similar product</i> or refund you the cost of a replacement, in each case depending upon what is reasonable in the circumstances with regard to Samsung's statutory obligations and at no cost to you.	See Clause 4A, 40% off the cost of a replacement water filter or replacement shelf (excluding labour charge). Customers may make up to two (2) claims for a water filter and one (1) claim for a shelf under this benefit during the Service Period. Note only available for Samsung Care+(Product Care for TV and Home Appliances) Lite and Basic customers.

Water Filter at no charge		
Where there is a failure filter which breached a Consumer Guarantee, then you are entitled to a remedy which could include a repair or replacement depending on the nature of the failure, such failure to arise within a reasonable period after the date of delivery (see above "How long does the protection last.")	See above for 'Water Filter and Shelves replacement.'	See Clause 4A. Water filter replacement every 6 months for Samsung Care + (Product Care for TV and Home Appliances) Water Filter service customers. Does not include installation or labour charges – delivery only.
Like for Like Replacement		
Where there is a failure with the Refrigerator which breached a Consumer Guarantee, then you are entitled to a remedy which could include an identical replacement where: if the failure can be remedied, it is not remedied by the supplier in a reasonable time; or where the failure	If the goods can be repaired and the failure to comply with the warranty is not a major failure or a failure of substantial character, Samsung or its agent will either repair the Samsung consumer product or, if authorised by Samsung, pay you for the cost of a repair of the Samsung consumer	See Clause 2B below, obtain a replacement product in the event of an Eligible Product failure where repairs are not completed within 14 days.
cannot be remedied or it is of a substantial character.	product, <i>or replace the Samsung consumer product with the same or similar product</i> or refund you the cost of a replacement, in each case depending upon what is reasonable in the circumstances with regard to Samsung's statutory obligations and at no cost to you.	
\$200 food spoilage compensation		
The consumer may obtain from the supplier damages for any loss or damage to the consumer resulting from the failure of the Refrigerator which were reasonably foreseeable as liable to result from the failure.	Not covered under warranty.	See Clause 4B, payment of \$200 for food spoilage in the event of an Eligible Product failure for Samsung Care + (Product Care for TV and Home Appliances) Basic and Water Filter Customers only.
Accidental damage discount support (on select parts only)		

No protection for accidental damage to selected parts, but protection where there is a failure with a selected part (hub screen & door) which breached a Consumer Guarantee.	Not covered under warranty.	See Clause 4C, 25% Accidental damage discount on selected parts (hub screen & doors, excluding labour charge).
Power Surge Damage Cover		
Where there is a failure with the Refrigerator caused by a power surge and the failure breached a Consumer Guarantee, then you are entitled to a remedy which could include a repair or replacement depending on the nature of the failure, such failure to arise within a reasonable period after delivery.	Covered under warranty unless there is user fault.	See Clause 2C below. If an unexpected power surge causes your Refrigerator to fail, we'll cover the cost of your repair.
Next Purchase Discount Voucher		
Not available under CGA	Not available under Warranty	See Clause 4D. Get 10% off the next appliance purchase with the purchase of Samsung Care + (Product Care for TV and Home Appliances) Water Filter service.
\$100 Displacement Support		
Not available under CGA	Not available under Warranty.	See Clause 4E. Support for relocation costs up to \$100 for moving address. Cover applies only to Samsung Care + (Product Care for TV and Home Appliances) Basic and Water Filter service customers

Washing Machine

CGA	SAMSUNG	
	Limited Warranty	Samsung Care + (Product Care for TV and Home Appliances) Service
Replacement Inlet & outlet hoses, filter replacement at no extra cost		

Where there is a failure with an Inlet or outlet hose or filter which breached a Consumer Guarantee, then you are entitled to a remedy which could include a repair or replacement depending on the nature of the failure, such failure to arise within a reasonable period after the date of delivery (see above “How long does the protection last.”)	If the goods can be repaired and the failure to comply with the warranty is not a major failure or a failure of substantial character, Samsung or its agent will either repair the Samsung consumer product or, if authorised by Samsung, pay you for the cost of a repair of the Samsung consumer product, or <i>replace the Samsung consumer product with the same or similar product</i> or refund you the cost of a replacement, in each case depending upon what is reasonable in the circumstances with regard to Samsung's statutory obligations and at no cost to you.	See Clause 5A, one (1) inlet and outlet hose and filter replacement during the Service Period (excluding labour charge).
---	--	--

Like for Like Replacement

Where there is a failure with the Washing Machine which breached a Consumer Guarantee, then you are entitled to a remedy which could include an identical replacement where: if the failure can be remedied, it is not remedied by the supplier in a reasonable time; or where	If the goods can be repaired and the failure to comply with the warranty is not a major failure or a failure of substantial character, Samsung or its agent will either repair the Samsung consumer product or, if authorised by Samsung, pay you for the cost of a repair of the Samsung consumer	See clause 2(c) below, obtain a replacement product in the event of an Eligible Product failure where repairs are not completed within 14 days.
the failure cannot be remedied or it is of a substantial character.	product, or <i>replace the Samsung consumer product with the same or similar product</i> or refund you the cost of a replacement, in each case depending upon what is reasonable in the circumstances with regard to Samsung's statutory obligations and at no cost to you.	

\$100 laundry compensation

The consumer may obtain from the supplier damages for any loss or damage to the consumer resulting from the failure in the Washing Machine which were reasonably foreseeable as liable to result from the failure.	Not covered under warranty.	See Clause 5C below, in the event of an Eligible Product failure a Samsung Care and Basic customer may claim \$100.00 NZD for laundry compensation without receipts. Note only available for Samsung Care+(Product care for TV and Home Appliances) Basic customers.
25% accidental damage discount support (on select parts only)		
No protection for accidental damage to selected parts, but protection where there is a failure with a selected part (doors) which breached a Consumer Guarantee	Not covered under warranty.	See 5C, 25% Accidental Damage discount on selected parts (doors, excluding labour charge). Samsung Care + +(Product care for TV and Home Appliances) Lite and Basic Customers may make up to two (2) accidental damage claims during the Service period.
Power Surge Damage Cover		
Where there is a failure with the washing machine caused by a power surge and the failure breached a Consumer Guarantee, then you are entitled to a remedy which could include a repair or replacement depending on the nature of the failure, such failure to arise within a reasonable period after delivery.	Covered under warranty unless there is user fault.	See Clause 2C below. If an unexpected power surge causes your Eligible Product which is a washing machine to fail, we'll cover the cost of your repair.
\$100 Displacement Support		

Not available under CGA	Not available under Warranty.	See Clause 5E. Support for relocation costs up to \$100 for moving address. Cover applies only to Samsung Care + (Product Care for TV and Home Appliances) Basic service customers
-------------------------	-------------------------------	--

Heat-pump Dryer

CGA	SAMSUNG	
	Limited Warranty	Samsung Care + (Product Care for TV and Home Appliances) Service
Filter replacement for heat-pump dryer at no extra cost		
Like for Like Replacement		
Where there is a failure with the Dryer which breached a Consumer Guarantee, then you are entitled to a remedy	If the goods can be repaired and the failure to comply with the warranty is not a major failure or a failure of substantial	See clause 2(c) below, obtain a replacement product in the event of an
which could include an identical replacement where: if the failure can be remedied, it is not remedied by the supplier in a reasonable time; or where the failure cannot be remedied or it is of a substantial character.	character, Samsung or its agent will either repair the Samsung consumer product or, if authorised by Samsung, pay you for the cost of a repair of the Samsung consumer product, <i>or replace the Samsung consumer product with the same or similar product</i> or refund you the cost of a replacement, in each case depending upon what is reasonable in the circumstances with regard to Samsung's statutory obligations and at no cost to you.	Eligible Product failure where repairs are not completed within 14 days.
25% accidental damage discount support (on select parts only)		
No protection for accidental damage to selected parts, but	Not covered under warranty.	See Clause 5D, 25% Accidental Damage discount

protection where there is a failure with a selected part (doors) which breached a Consumer Guarantee.		on selected parts (hub & doors) (excluding labour charge). Samsung Care + (Product Care for TV and Home Appliances) Lite and Basic Customers may make up to two (2) accidental damage claims during the Service period.
Power Surge Damage Cover		
Where there is a failure with the Dryer caused by a power surge and the failure breached a Consumer Guarantee, then you are entitled to a remedy which could include a repair or replacement depending on the nature of the failure, such failure to arise within a reasonable period after delivery.	Covered under warranty unless there is user fault.	See Clause 2C below. If an unexpected power surge causes your Eligible Product which is a Dryer to fail, we'll cover the cost of your repair.
\$100 Displacement Support		
Not available under CGA	Not available under Warranty.	See Clause 5E. Support for relocation costs up to \$100 for moving address. Cover applies only to Samsung Care + (Product Care for TV and Home Appliances) Basic service customers

Understanding your Samsung Care + (Product Care for TV and Home Appliances) service

1. ENTITLEMENTS AND TERM VALIDITY

- Each Samsung Care + (Product Care for TV and Home Appliances) service Product you purchase from the Samsung online store ("Eligible Product") allows you to purchase one (1) Service pack ("Service Pack"). To ensure that we efficiently provide you with the appropriate benefits for your Eligible Product, the ratio of 1:1 applies (1 Pack per Product).
- You will be entitled to the Service Pack benefits for twenty-four (24) months from the purchase date of your Eligible Product ("Service Period").

2. BENEFITS FOR ALL ELIGIBLE PRODUCTS

A. Post-purchase support

For all General Service and Warranty Information, Troubleshooting, Service Centre information Samsung Electronics New Zealand, we are here for you every day.

Our Samsung Care + (Product Care for TV and Home Appliances) service customer care

team is available to support your Samsung enquiries via the following channels:

- (a) Our Samsung Care + (Product Care for TV and Home Appliances) service call team is available Monday to Friday, 8am-8pm NZST by calling 0800 726 786.
- (b) Our Samsung Care + (Product Care for TV and Home Appliances) service live chat team is available seven days a week 24/7: start chatting now and select Samsung Care + (Product Care for TV and Home Appliances) service support from your desired product category see <https://www.samsung.com/nz/support/contact/>.

B. Like for Like Replacement

In the event of a manufacturing product failure, which requires repairs to be completed to an Eligible Product, Samsung Care + (Product Care for TV and Home Appliances) service customers can claim a like for like replacement in the event repairs are not completed within fourteen (14) calendar days of the date of inspection, regardless of the current status of the repair, with the date of inspection being day zero. Note the following:

- (a) Inspections and repairs must be completed by a Samsung authorised service centre;
- (b) Inspection bookings must be registered via the Samsung customer care team by calling 0800 726 786 or via Live Chat via the Samsung website <https://www.samsung.com/nz/support/contact/>;
- (c) In the event repairs cannot be completed within fourteen (14) calendar days of the date of inspection, the customer can claim a like for like replacement instead of repair;
- (d) Like-for-like replacement refers to Eligible Products with the same or greater model specifications such as size, features and colours;
- (e) Where you claim a like for like replacement, you agree that title to the original Eligible Product you purchased is passed to Samsung and you will make the original Eligible Product available for Samsung to collect;
- (f) The offer is only available for Samsung LCD/OLED/Frame Series, Samsung Refrigerators and Samsung Washing Machine & Dryers listed [here](#) and purchased from the Samsung Online Store at www.samsung.com/nz;
- (g) This offer is not transferrable, exchangeable or redeemable for cash; and
- (h) Nothing in these terms and conditions are intended to exclude, restrict or modify any rights that you may have under the Consumer Guarantees Act 1993 or any other applicable legislation.

C. Power Surge Damage Cover

If an unexpected power surge causes your Eligible Product to fail, we will cover the cost of your repair. Note the following:

- (a) the cover is designed to cover circumstances where the Eligible Product suffers from a power surge;
- (b) Inspections and repairs must be completed by a Samsung authorised service centre;
- (c) Inspection bookings must be registered via the Samsung customer care team by calling 0800 726 786 or via Live Chat via the Samsung website <https://www.samsung.com/nz/support/contact/>;
- (d) coverage includes warranty repairs for both parts and labour;
- (e) The offer is only available for eligible Samsung LCD/OLED/Frame Series, Samsung Refrigerators and Samsung Washing Machine & Dryers listed [here](#) and purchased from the Samsung Online Store at www.samsung.com/nz;

- (f) This offer is not transferrable, exchangeable or redeemable for cash; and
- (g) Nothing in these terms and conditions are intended to exclude, restrict or modify any rights that you may have under the Consumer Guarantees Act 1993 or any other applicable legislation.

D. Monthly Care Report

- (a) This benefit is only applicable for selected models with SmartThings app compatibility with the purchase of a Samsung Care+ (Product Care for TV & Home Appliance) Lite, Basic, Water Filter Services.
- (b) In order to utilise this benefit, you must agree to the Terms and Conditions stated in the SmartThings App.
- (c) The Product must be connected to Wi-Fi or other wireless network, and registered with a Samsung Account
- (d) The Monthly Care Report will be populated in the SmartThings App
 - i. This benefit will be tagged to a Samsung Account email ID ("SA")
 - ii. This SA must be used to sign in to the SmartThings App to utilise the benefit
 - iii. For your convenience, we will tag this benefit to the SA used to make the Samsung Care+ (Product Care for TV & Home Appliance) purchase
 - iv. If you wish to change the SA, please contact our Contact Centre to make the request
- (e) To use SmartThings, download the App from the Galaxy Store, Google Play Store, or Apple App Store. Supported OS specifications and app screen configuration are subject to change
- (f) The availability of technology, functions, features, and services may vary by network environment, or product, and may change without notice

3. TELEVISION

These offers are only available for eligible Samsung LCD/OLED/Frame Series

- A. Spare remote controls at no extra cost for Samsung Care + (Product Care for TV and Home Appliances) Basic and Samsung Care + (Product Care for TV and Home Appliances) Frame customers who may claim up to two (2) remote controls during the Service Period at no extra cost. This offer is not available to Samsung Care + (Product Care for TV and Home Appliances) Lite Customers. Those wishing to redeem this benefit must:
 - (a) Contact the Samsung customer care team by calling 0800 726 786, Live Chat or email via the Samsung website <https://www.samsung.com/nz/support/contact/>
 - (b) Provide the Eligible Product Serial number registered for the Samsung Care + (Product Care for TV and Home Appliances) service;
 - (c) Samsung will distribute the required remote control via express post as soon as possible after claim validation, subject to parts availability.
 - (d) Each Customer who makes a valid claim is eligible to claim one Remote Control per request and is able to make two requests during the Service period.
 - (e) The offer is available for eligible Samsung LCD/OLED/Frame Series, the offer can be found in each of product page.
 - (f) This offer is not transferrable, exchangeable or redeemable for cash.
 - (g) The offer is designed to cover customers who have lost their remote, accidentally damaged their remote or would simply like to receive an additional remote at no extra cost. Nothing in these terms and conditions are intended to exclude, restrict or modify any rights that you may have under the Consumer Guarantees Act 1993 or any other applicable legislation.

B. Relocation Costs

Samsung Care + (Product Care for TV and Home Appliances) Basic and Samsung Care + (Product Care for TV and Home Appliances) Frame customers are entitled to claim

NZD\$100 for relocation costs associated with moving their address during the Service Period. This offer is not available to Samsung Care + (Product Care for TV and Home Appliances) Lite Customers.

- (a) Customers who wish to claim this relocation benefit must provide evidence of relocating, from one address to another address, such as a power bill or similar evidence, together with the Eligible Product Serial number registered for the Samsung Care + (Product Care for TV and Home Appliances) service. To claim this benefit customers should contact Samsung Support via <https://www.samsung.com/nz/support/contact/> or call 0800 726 786 for assistance.
- (b) The \$100NZD relocation benefit will be transferred to the customer's bank account on the provision of a valid claim and the customer's bank account details. Only one claim per Service Pack purchased in a Service Period is permitted.

C. 25% accidental damage discount support on panels only

- (a) "Discount" means, for the purposes of this benefit, a discount of 25% off the invoice amount applicable to the cost of the relevant panel and does not extend to any labour charges which may be payable.
- (b) "Accidental Damage": means a sudden, unexpected and unintentional external event that results in physical damage to the Eligible Product. It does not include cosmetic damage such as scratches, peeling, dents or chips.
- (c) The offer is only valid during the Service Period. Customers may make up to two (2) accidental damage claims under this benefit during the Service Period.
- (d) Customers with an Eligible Product who make a valid claim will be able to receive the relevant Discount in the event the Eligible Product suffers from accidental damage or is otherwise not covered by the Eligible Product's express warranty or the New Zealand Consumer Guarantees Act 1993 (excluding malicious damage).
- (e) Repair Services must be completed by a Samsung Authorised Service Centre Only.
- (f) Customers who wish to exercise the offer must contact Samsung Support on 0800 726 786 or via email or live chat via the Samsung website <https://www.samsung.com/nz/support/contact/> to complete a Repair Service Request, provide product information such as model and serial number and provide a detailed description of the product failure.
- (g) Nothing in these terms and conditions are intended to exclude, restrict or modify any rights that you may have under the New Zealand Consumer Guarantees Act 1993 or any other applicable legislation and customers who believe that their Eligible Product is suffering a manufacturing fault should contact Samsung Support via <https://www.samsung.com/nz/support/contact/> or call 0800 726 786 for assistance.
- (h) This offer is not transferrable, exchangeable or redeemable for cash.

D. Art Store Subscription

Samsung Care + (Product Care for TV and Home Appliances) Frame customers are entitled to an Art Store Subscription during the Service Period. This offer is not available to Samsung Care + (Product Care for TV and Home Appliances) Lite customers or Samsung Care + (Product Care for TV and Home Appliances) Basic customers.

- (a) Customers who wish to exercise the offer must contact Samsung Support on 0800 726 786 or via email or live chat via the Samsung website

<https://www.samsung.com/nz/support/contact/>

- (b) Nothing in these terms and conditions are intended to exclude, restrict or modify any rights that you may have under the New Zealand Consumer Guarantees Act 1993 or any other applicable legislation.
- (c) This offer is not transferrable, exchangeable or redeemable for cash.

E. One Free Bezel Replacement

Samsung Care + (Product Care for TV and Home Appliances) Frame customers are entitled to one free Bezel replacement during the Service Period. This offer is not available to Samsung Care + (Product Care for TV and Home Appliances) Lite customers or Samsung Care + (Product Care for TV and Home Appliances) Basic customers.

- (a) Customers who wish to exercise the offer must contact Samsung Support on 0800 726 786 or via email or live chat via the Samsung website <https://www.samsung.com/nz/support/contact/>
- (b) Nothing in these terms and conditions are intended to exclude, restrict or modify any rights that you may have under the New Zealand Consumer Guarantees Act 1993 or any other applicable legislation.
- (c) This offer is not transferrable, exchangeable or redeemable for cash.

F. Next Purchase discount voucher 20%

Samsung Care + (Product Care for TV and Home Appliances) Frame customers are entitled to 20% off their next purchase of a TV or Soundbar from Samsung during the Service Period. This offer is not available to Samsung Care + (Product Care for TV and Home Appliances) Lite customers or Samsung Care + (Product Care for TV and Home Appliances) Basic customers.

4. REFRIGERATOR

These offers are only valid on Samsung Refrigerators listed [here](#).

- A. 40% accidental damage discount on water filter and replacement shelves for Samsung Care + (Product Care for TV and Home Appliances) Lite customers or Samsung Care + (Product Care for TV and Home Appliances) Basic customers ('Discount Water Filter and Shelves Offer') and Water Filter replacement every 6 months for no charge for Samsung Care + (Product Care for TV and Home Appliances) Water Filter customers ('Water Filter Offer')
- (a) "Discount" means, for the purposes of this benefit, a discount of 40% off the invoice amount applicable to the cost of the relevant water filter or shelf and does not extend to any labour charges which may be payable.
- (b) "Accidental Damage": means a sudden, unexpected and unintentional external event that results in physical damage to the Eligible Product. It does not include cosmetic damage such as scratches, peeling, dents or chips.
- (c) The 'Discount Water Filter and Shelves Offer' is only valid during the Service Period. Customers may make up to two (2) claims for a water filter and one (1) claim for a shelf under this benefit during the Service Period. The Water Filter Offer is only valid during the Service Period
- (d) Customers with an Eligible Product who make a valid claim will be able to receive the relevant Discount in the event the Eligible Product suffers from accidental damage or

is otherwise not covered by the Eligible Product's express warranty or the New Zealand Consumer Guarantees Act 1993 (excluding malicious damage).

- (e) Repair Services and supply of the Water Filters must be completed by a Samsung Authorised Service Centre Only.
- (f) Customers who wish to exercise the offer must contact Samsung Support via <https://www.samsung.com/nz/support/contact/> for assistance or call 0800 726 786 to complete a Repair Service Request, provide product information such as model and serial number and provide a detailed description of the product failure.
- (g) Nothing in these terms and conditions are intended to exclude, restrict or modify any rights that you may have under the New Zealand Consumer Guarantees Act 1993 or any other applicable legislation and customers who believe that their Eligible Product is suffering a manufacturing fault should contact Samsung Support via <https://www.samsung.com/nz/support/contact/> or call 0800 726 786 for assistance.
- (h) This offer is not transferrable, exchangeable or redeemable for cash.

B. Food Spoilage

Samsung Care + (Product Care for TV and Home Appliances) Basic and Water Filter Service customers can claim payment of \$200 for food spoilage in the event of an Eligible Product failure without receipts.

- (a) The failure must be confirmed by a Samsung Authorised Service Centre.
- (b) In the event the customer has incurred more than \$200 worth of food spoilage, the customer should contact Samsung Support via <https://www.samsung.com/nz/support/contact/> or call 0800 726 786 for assistance. Any such claim must be submitted with eligible receipts.
- (c) Nothing in these terms and conditions are intended to exclude, restrict or modify any rights that you may have under the Australian Consumer Law or any other applicable legislation

C. Accidental damage discount support on selected parts (hub screen & doors)

- (a) For the purposes of this offer, "Discount" means a discount of 25% off the invoice amount applicable to the cost of spare parts and does not extend to any labour charges which may be payable.
- (b) "Accidental Damage": means a sudden, unexpected and unintentional external event that results in physical damage to the Eligible Product. It does not include cosmetic damage such as scratches, peeling, dents or chips.
- (c) The offer is only valid during the Service period. Customers may make up to two (2) accidental damage claims during the Service period (one in each year).
- (d) Customers with an Eligible Product who make a valid claim will be able to receive the relevant Discount in the event the Eligible Product suffers from accidental damage or is otherwise not covered by the Eligible Product's express warranty or the New Zealand Consumer Guarantees Act (excluding malicious damage).
- (e) Repair Services must be completed by a Samsung Authorised Service Centre Only.
- (f) Customers who wish to exercise the offer should contact Samsung Support via <https://www.samsung.com/nz/support/contact/> or call 0800 726 786 to complete a Repair Service Request, provide product information such as model and serial number and provide detailed description of failure
- (g) Nothing in these terms and conditions are intended to exclude, restrict or modify any

rights that you may have under the New Zealand Consumer Guarantees Act 1993 or any other applicable legislation and customers who believe that their Eligible Product is suffering a manufacturing fault should contact Samsung Support via <https://www.samsung.com/nz/support/contact/> or call 0800 726 786 for assistance.

(h) This offer is not transferable, exchangeable or redeemable for cash.

D. Next Purchase discount voucher 10%

Samsung Care + (Product Care for TV and Home Appliances) Water Filter customers are entitled to 10% off their next purchase of an appliance from Samsung during the Service Period. This offer is not available to Samsung Care + (Product Care for TV and Home Appliances) Lite customers or Samsung Care + (Product Care for TV and Home Appliances) Basic customers.

E. Relocation Costs

Samsung Care + (Product Care for TV and Home Appliances) Basic and Samsung Care + (Product Care for TV and Home Appliances) Water Filter customers are entitled to claim NZD\$100 for relocation costs associated with moving their address during the Service Period. This offer is not available to Samsung Care + (Product Care for TV and Home Appliances) Lite Customers.

- (a) Customers who wish to claim this relocation benefit must provide evidence of relocating, from one address to another address, such as a power bill or similar evidence, together with the Eligible Product Serial number registered for the Samsung Care + (Product Care for TV and Home Appliances) service. To claim this benefit customers should contact Samsung Support via <https://www.samsung.com/nz/support/contact/> or call 0800 726 786 for assistance.
- (b) The \$100NZD relocation benefit will be transferred to the customer's bank account on the provision of a valid claim and the customer's bank account details. Only one claim per Service Pack purchased in a Service Period is permitted.

5. WASHING MACHINE / COMBO WASHING MACHINE-DRYER / DRYER

A. Inlet and outlet hose replacement at no extra cost

Samsung Care + Lite and Basic Customers may claim one (1) inlet and outlet hose replacement during the Service Period excludes labour charges for installation.

- (a) Customers who wish to redeem this offer should:
 - a. contact Samsung Support via <https://www.samsung.com/nz/support/contact/> or call 0800 726 786 for assistance
 - b. Provide the Eligible Product serial number registered for Samsung Care (Product Care for TV and Home Appliances) Lite and Basic Service.
- (b) Samsung will endeavour to distribute the required spare part as soon as possible after the claim validation, subject to parts availability
- (c) Nothing in these terms and conditions are intended to exclude, restrict or modify any rights that you may have under the Consumer Guarantees Act or any other applicable legislation

B. Laundry Compensation (excluding Dryers)

Samsung Care (Product Care for TV and Home Appliances) Basic Customers can claim payment of NZD\$100.00 for laundry compensation in the event of an Eligible Product failure.

- (a) In the event of an Eligible Product failure a customer may claim \$100.00 NZD for laundry compensation without receipts.
- (b) The manufacturing failure must be confirmed by a Samsung Authorised Service Centre.
- (c) In the event the customer has incurred more than \$100.00 NZD worth of laundry costs the customer should contact Samsung Support via <https://www.samsung.com/nz/support/contact/> or call 0800 726 786 for the claim to be reviewed. Any such claim must be submitted with eligible receipts.
- (d) Nothing in these terms and conditions are intended to exclude, restrict or modify any rights that you may have under the New Zealand Consumer Guarantees Act 1993 or any other applicable legislation

C. Accidental Damage Discount support on selected parts (doors)

- (a) For the purposes of this offer, "Discount" means a discount of 25% off the invoice amount applicable to the cost of spare parts and does not extend to any labour charges which may be payable.
- (b) "Accidental Damage": means a sudden, unexpected and unintentional external event that results in physical damage to the Eligible Product. It does not include cosmetic damage such as scratches, peeling, dents or chips.
- (c) The offer is only valid during the Service Period. Samsung Care (Product Care for TV and Home Appliances) Lite and Basic Customers may make up to two (2) accidental damage claims during Service Period
- (d) Customers with an Eligible Product who make a valid claim will be able to receive the relevant Discount in the event the Eligible Product suffers from accidental damage or is otherwise not covered by the Eligible Product's express warranty or the New Zealand Consumer Guarantees Act 1993 (excluding malicious damage).
- (e) Repair Services must be completed by a Samsung Authorised Service Centre Only.
- (f) Customers who wish to exercise the offer should contact Samsung Support via <https://www.samsung.com/nz/support/contact/> or call 0800 726 786 to complete a Repair Service Request, provide product information such as model and serial number and provide detailed description of failure.
- (g) Nothing in these terms and conditions are intended to exclude, restrict or modify any rights that you may have under the Australian Consumer Law or any other applicable legislation and customers who believe that their Eligible Product is suffering a manufacturing fault should contact Samsung Support via <https://www.samsung.com/nz/support/contact/> or call 0800 726 786 for assistance .
- (h) This offer is not transferrable, exchangeable or redeemable for cash.

D. Filter replacement for heat-pump dryer at no extra cost

Samsung Care (Product Care for TV and Home Appliances) Lite and Basic Customers may claim one (1) filter replacement for their heat-pump dryer during the Service Period.

- (a) Customers who wish to redeem this offer should:
 - a. should contact Samsung Support via <https://www.samsung.com/nz/support/contact/> or call 0800 726 786 for

assistance

- b. Provide the serial number for the Eligible Product used to register for Samsung Care (Product Care for TV and Home Appliances) Lite and Basic Service.
- (b) Samsung will endeavour to distribute the required spare part as soon as possible after the claim validation, subject to parts availability.
- (c) Nothing in these terms and conditions are intended to exclude, restrict or modify any rights that you may have under the Consumer Guarantees Act or any other applicable legislation and customers who believe that their Eligible Product is suffering a manufacturing fault should contact Samsung Support via <https://www.samsung.com/nz/support/contact/> or call 0800 726 786 for assistance.

E. Relocation Costs

Samsung Care + (Product Care for TV and Home Appliances) Basic customers are entitled to claim NZD\$100 for relocation costs associated with moving their address during the Service Period. This offer is not available to Samsung Care + (Product Care for TV and Home Appliances) Lite Customers.

- (a) Customers who wish to claim this relocation benefit must provide evidence of relocating, from one address to another address, such as a power bill or similar evidence, together with the Eligible Product Serial number registered for the Samsung Care + (Product Care for TV and Home Appliances) service. To claim this benefit customers should contact Samsung Support via <https://www.samsung.com/nz/support/contact/> or call 0800 726 786 for assistance.
- (b) The \$100NZD relocation benefit will be transferred to the customer's bank account on the provision of a valid claim and the customer's bank account details. Only one claim per Service Pack purchased in a Service Period is permitted.