

**Samsung Electronics New Zealand Limited (“Promoter”)**

**Promotion Terms and Conditions**

**The Samsung 2025 TV Pre-Order Bonus Promotion (“Promotion”)**

**1. Definitions**

In these Promotion Terms and Conditions, the following terms shall have the following meaning:

**Bonus** means the option of either a 24-month Art Store Subscription or \$150 Cashback after purchasing a participating product during our TV pre-order period.

**Claimant** means an individual that has met the Eligibility Criteria.

**Eligibility Criteria** means these Terms and Conditions.

**Participating Product** means the Samsung TV models identified in the below Participating Products matrix.

**Participating Retailer** means the following retailers:

- Harvey Norman
- Noel Leeming
- 100% / HGS
- Heathcotes Appliances
- Smith City
- PB Tech
- JB-HiFi
- Big Save
- Mighty Ape
- Samsung.com

**Promoter** means Samsung Electronics New Zealand Limited, 24 The Warehouse Way Northcote Auckland.

**Promotional Period** means the period between 2:00pm on May 15<sup>th</sup> 2025 until 11:59pm on June 3<sup>rd</sup> 2025.

**Terms and Conditions** means the terms and conditions contained in this document, including the general terms and conditions, and the instructions on how to claim the bonus.

**2. Participating Product matrix**

The Participating Product matrix below shows the Participating Models for this Promotion.

Participating TV Models
QA98QN990FSXNZ
QA85QN990FSXNZ
QA75QN900FSXNZ
QA65QN900FSXNZ
QA83S95FAEXNZ

QA77S95FASXNZ
QA65S95FASXNZ
QA55S95FASXNZ
QA83S90FAEXNZ
QA77S90FAEXNZ
QA65S90FAEXNZ
QA55S90FASXNZ
QA48S90FAEXNZ
QA42S90FAEXNZ
QA115QN90FSXNZ
QA98QN90FASXNZ
QA85QN90FASXNZ
QA75QN90FASXNZ
QA65QN90FASXNZ
QA55QN90FASXNZ
QA50QN90FASXNZ
QA43QN90FASXNZ
QA83S85FAEXNZ
QA77S85FAEXNZ
QA65S85FAEXNZ
QA55S85FAEXNZ
QA85QN85FASXNZ
QA75QN85FASXNZ
QA65QN85FASXNZ
QA55QN85FASXNZ
QA65QN3EFASXNZ
QA55QN3EFASXNZ
QA85LS03FWSXNZ
QA75LS03FWSXNZ
QA65LS03FWSXNZ
QA55LS03FASXNZ
QA50LS03FASXNZ
QA43LS03FASXNZ

3. Participation in this Promotion is deemed acceptance of these Terms and Conditions. Instructions on how to claim the Bonus form part of these Terms and Conditions.
4. The Promotion is only open to New Zealand residents who have purchased a Participating Product from a Participating Retailer during the Promotional Period.
5. 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.
6. Excludes commercial quantities.

7. Employees (and their immediate families) of the Promoter, the Promoter's New Zealand branch office, participating retailers, and agencies associated with this promotion are ineligible for this promotion.

#### HOW TO CLAIM

8. Cashback is not available at the time of purchase. To claim the Cashback, claimants must:
- a. have purchased a Participating Product eligible for Cashback from a Participating Retailer between **15<sup>th</sup> May 2025 and 3<sup>rd</sup> June 2025**.
  - b. visit <http://www.samsung.com/nz/offer/>
  - c. select the promotion banner that relates to the Promotion;
  - d. register their claim before **3<sup>rd</sup> September 2025** (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:
    - i. the claimant's full name and day time phone number;
    - ii. whether they would prefer the 24-month Art Store Subscription or \$150 Cashback;
    - iii. the invoice details confirming Participating Product purchased, serial number, store/branch that the product was purchased from;
    - iv. date of purchase and purchased store (i.e., Participating Store);
    - v. the claimant's bank account number;
    - vi. Upload a copy of the proof of purchase and a photo of the serial numbers.
9. If the proof of purchase and serial numbers were not uploaded online, or emailed to [nzpromotions@samsung.com](mailto:nzpromotions@samsung.com), Claimants can alternatively send a photo of the serial numbers and a copy of their proof of purchase to:  
SAMSUNG PROMOTIONS  
PO BOX  
36645  
Northcote  
AUCKLAND 0627
10. All required documentation must be sent and received by the Promoter within thirty (30) days from the purchase date of the Participating Product, for the claim to be deemed valid.
11. Claimants should allow up to 30 days from the date the claim documentation is received by the Promoter, for receipt of the Cashback. If a claimant is unable to provide the serial number of the purchased Participating Product at the time of emailing their claim, the claim may still be submitted. In such cases, claimants are required to register all details by emailing [nzpromotions@samsung.com](mailto:nzpromotions@samsung.com), by the registration date, without the serial number, with a copy of the proof of purchase, and a copy of the promotional email, within 30 days of purchasing the Participating Product for their claim to be valid. Once the claimant takes delivery of their Participating Product, the claimant must, within 7 days from delivery, and no later than **December 3<sup>rd</sup> 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 the 7 day deadline will be deemed invalid. **No outstanding claims will be accepted by the Promoter after December 3<sup>rd</sup> 2025**

12. If the serial number and the proof of purchase do not match the details submitted by the claimant to [nzpromotions@samsung.com](mailto:nzpromotions@samsung.com), the claim will be deemed invalid and will result in an ineligible claim. The eligible claimant will not be entitled to receive the allocated Cashback until the Promoter has received the required documentation and verified the claim.
13. The Promoter reserves the right to reclaim from any claimant, the relevant Cashback amount; 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 may be required to first sign acceptance of 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 Bonus 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 Bonus to that stated in these Terms and Conditions; (e) any tax liability incurred by a Claimant; or (f) use of the relevant Bonus.
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 Bonus.
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).