Terms and Conditions

One-Time Repair Pack

1. The Program: “One Time Repair Pack” (hereinafter referred to as the "Program") is a repair service package organized by Samsung Electronics Philippines Corporation ("Samsung") for the PRODUCT ("Product").

2. These terms and conditions are the applicable terms and conditions for the Program ("Terms and Conditions" or “Agreement”).

3. This Program is valid for purchases made on the Official Samsung Online Store website only.(https://www.samsung.com/ph)

4. This Program only specifically covers Product repairs for damage to the **screen and/or battery** (“**Screen Damage**” and/or **“Battery Damage”**), bothfunctional and physical damage, as follows:
    a. Screen Damage
        i. cracked screen ;
        ii. broken screen ;
        iii. line on screen ;
        iv. dead/dot pixel ;
        v. touch screen malfunction
    b. Battery Replacement
        i. Battery not charging ;
        ii. Battery fast draining ;
        iii. Bloated battery

    NOTE: Any Screen Damage or Battery Damage not covered by the above list shall not be part of the Program or Repair Pack and thus excluded accordingly.

5. The Buyer/Consumer can claim the purchased Program by walk-in to any Authorized Service Center in the Philippines.

6. The Repair performed through this Program, by an Authorized Service Center will be covered by a three (3)-month warranty on Parts and Labor.

7. Buyers/Consumers may make transactions using any applicable payment methods available in our Official Samsung Online Store website.

8. The terms and conditions of payment using credit cards and credit card installment offers within this Promo follow the applicable terms and conditions of the Bank collaborating with the Official Samsung Online Store website (https://www.samsung.com/ph).

9. Buyers/Consumers who make a purchase transaction under this Program will be contacted by the Samsung Contact Center for the next process within a maximum of three (3) working days to register the IMEI, Serial Number and Model Code of the Buyers/Consumers unit to the repair pack.

10. By participating in this Program, the Buyer/Consumer declares and confirms that he/she/they have agreed to provide personal data (Name, Phone Number, and Address) for verification purposes and to be contacted by the Samsung Contact Center team and the Authorized Service Center team. Personal data obtained shall be in accordance with Samsung's official privacy policy.

11. The servicing and repair of the Product is carried out exclusively by our Authorized Samsung Service Centers.

12. Buyers/Consumers can directly visit the official Samsung Service Center ("Authorized Service Center") that has collaborated in this Program.

13. To facilitate the Authorized Service Center technical team in the inspection process of the Device to be repaired, it is expected and required that the Buyer/Consumer provides the Device in an unlocked state and/or the Buyer/Consumer can activate Maintenance Mode by accessing Settings > Device Maintenance > Maintenance Mode, then tap Enable. The Device will restart and enter Maintenance Mode. The Buyer/Consumer's personal data, such as photos, messages, and accounts, will be hidden from other users while Maintenance Mode is active.

14. The buyer/consumer is required to back up all data (contact information, images, text, music, ringtones, or applications), software, programs, and/or delete all existing data before handing over to the technician. Samsung and the Authorized Service Center are not responsible for any loss, recovery issue, or damage to data caused by this Program due to failure to back up.

15. The Authorized Service Center will contact the buyer/consumer via telephone to confirm the risk of data loss that may occur during each device repair. The buyer/consumer is expected to provide contact information in order to be reached by the Authorized Service Center.

16. The Program only applies to Screen Damage repair and/or Battery damage replacement. Any other repair outside of Screen Damage and/or Battery Damage shall be covered by separate and additional charges/costs accordingly.

17. The Program is non-refundable / non-cancellable, even if there are no claims under the Program.

18. The Buyer/Consumer cannot cancel the repair that has been completed under this Program for any reason (if any).

19. This Program cannot be combined with other promotions, vouchers, coupons, and/or discounts.

20. This Program cannot be transferred to third parties and/or moved to other Samsung devices.

21. This Program shall not apply to or shall not cover the following conditions of the Buyer/Consumer's Device:
    a. Serial number and/or IMEI number of the product is damaged, deleted, or tampered with;
    b. Products that are counterfeit and not manufactured by Samsung;
    c. Products not officially sold in Philippines and/or overseas products;
    d. The claim/use period of the repair package has expired;
    e. Fraud, attempted fraud, or failure to disclose any changes to the product that affect this program;
    f. Any other analogous circumstances to the foregoing

22. This Program is only valid for Products used for personal use and not for commercial purposes, rental, and/or profit generation. Specifically, the One Time Repair Pack is strictly for personal use only.

23. Repairs can only be performed at Samsung Authorized Service Centers in the Philippines.

24. Samsung and/or Authorized Service Centers cooperating with Samsung reserve the right to cancel transactions that are indicated as invalid and/or violate the Terms and Conditions of this Program.

25. By participating in this Program, the Buyer/Consumer declares that they have read, agreed, and accepted all the Terms and Conditions, including any changes.

26. By making a transaction in this Program, the Buyer/Consumer also gives consent and authority to Samsung, its affiliates, and third parties designated by Samsung to collect, process, use, and/or disclose the information provided in this Program ("Buyer/Consumer Data") if deemed necessary in relation to this Program or for Samsung's interests in accordance with Samsung's privacy policy as stipulated at https://www.samsung.com/ph/info/privacy/

27. Samsung reserves the right at any time to add, modify, replace, and/or delete any part or all of these Terms and Conditions.

28. All decisions made by Samsung regarding this Program are final and cannot be challenged.

29. Be cautious of fraud using and/or impersonating Samsung in relation to this Program.

30. If you have any further questions regarding this Program, the Buyer may contact the Samsung Contact Center hotline or visit our Contact Us page for our complete contact details. https://www.samsung.com/ph/support/contact/
    HOTLINE
    Mon-Thurs (9:00 AM - 6:00 PM)
    Mobile to Landline:
    02 8422-2111
    Landline to Landline:
    8422-2111

31. You may see the list if Authorized Service Centers in the link below:
    a. https://www.samsung.com/ph/support/service-center/

Miscellaneous

1. Any fees paid is/are not refundable, even if there are no claims under the Service Plan.

2. The "One-Time Repair Pack" Program is strictly personal to the Customer and Product, and is not transferable/assignable to another person or product (including but not limited to being sold to a third-party).

3. The Program is valid only when purchased at the Official Samsung Online Store website.

4. Among others, Samsung may immediately terminate the Program if:
    a. Customer has breached these Terms and Conditions;
    b. Customer has abused the Program or has used the Program in a manner that is fraudulent, illegal or related to any criminal activity; or
    c. Customer has provided Samsung with incorrect or false information.

5. As a prerequisite to enrolling and using the Program, Customer consents to Samsung collecting Customer's personal data to enable Samsung to provide the services to Customer and for analytical / statistical purposes, and such other purposes with Customer's consent. Samsung's use of Customer's personal data is governed by Samsung's Privacy Policy (https://www.samsung.com/ph/info/privacy/).

Termination of Repair Contract

1. This Agreement will be immediately and automatically terminated in the following events. In such case, no refund will be due to you:

    a. Fraud, attempted fraud, or non-disclosure of any changes relating to the Program that affects this Agreement.

b. Where the asset serial number is removed, obliterated or altered from the Product/Repair Pack.

c. If repairs have been conducted by unauthorized repair centers or person at any point during or before the Agreement/ Program.

Governing Law & Jurisdiction

1. The construction, interpretation and meaning of the provisions of this Agreement shall be determined in accordance with Philippine laws and shall be resolved exclusively by the courts of Taguig City

Grievance

1. In case of any grievance or concerns, you may contact us via the following options below:

Live Chat (24/7)

www.samsung-livechat.sprinklr.com/seao/ph/index.html

HOTLINE

Mon-Thurs (9:00 AM - 6:00 PM)

Mobile to Landline:

02 8422-2111

Landline to Landline:

8422-2111

Data Privacy

1. Samsung respects Your privacy. In order to make the services available to You and process the transactions made by You, Samsung and/or its partners may collect certain information and personal data from You, and use, process and/or disclose such information and data in accordance with our Privacy Policy. You agree that to provide the services, Samsung and/or its partners may transfer information related to You and/or Your personal data to accredited subcontractors or affiliates related to this service. Samsung may update the Privacy Policy, time to time, so please periodically review the Privacy Policy.

2. You agree to provide accurate, current, and complete information required to register with the services and at other points as may be required in the course of using the services. The

data or information You provided may be used by Samsung in conducting our internal services, marketing campaigns, and surveys to be used for future product offerings and service enhancement. Samsung may terminate Your rights to any or all of the services if any information You provide is false, inaccurate or incomplete. You agree to the use of Your data in accordance with Samsung's privacy policies. You may change Your registered personal details by notifying Samsung, however You are not allowed to change the registered name (save for situation of misspelling of Your name or any similar situation). You may access Samsung's Privacy Policy on this link: https://www.samsung.com/ph/info/privacy/

Warranties and Liability

1. THE SERVICES IS PROVIDED "AS IS" AND "AS AVAILABLE". SAMSUNG MAKES NO REPRESENTATIONS OR WARRANTIES OR GUARANTEES OF ANY KIND OF NATURE, WHETHER EXPRESS OR IMPLIED, REGARDING THE SERVICES BEYOND THE SCOPE OF THIS AGREEMENT.

2. In no event shall Samsung be liable for any general, consequential, incidental, indirect, special, loss of profit or opportunity, exemplary, punitive special or other damages/loss whatsoever resulting from Samsung performance or failure to perform under this Agreement. Except where expressly provided in this Agreement, in no event shall Samsung's liability exceed the amount paid by You under the Program. Except where expressly provided in this Agreement, the damage limitations provided in this Repair Contract and the remedies stated herein shall be Your sole and exclusive remedy. This limitation on liability shall survive failure of any essential purpose.

3. You agree to indemnify, defend, and hold harmless Samsung, its contractors, employees, and agents from any claims, losses, damage, liabilities (including legal fees and expenses) arising out of Your use of the services, Your violation of the rights of any third party, or any breach of this Agreement.

Force Majeure

1. Samsung is not liable or responsible for any failure to perform, or delay in performance of any obligations under this Agreement that is caused by events outside reasonable control ("Force Majeure Event"), in particular (without limitation) (a) unavailability of public or private telecommunication networks (b) acts, decrees, legislation, regulations or restrictions of any government or (c) strikes, lock-outs or other industrial action, civil commotion, riot, invasion, terrorist attacks or threats of terrorist attacks, war (whether declared or not) or any natural disaster.

2. Samsung's performance under this Agreement is deemed to be automatically suspended for the period that Force Majeure Event continues, and Samsung will have an extension of time for performance for the duration of that period.

3. Samsung will use its reasonable efforts to bring the Force Majeure Event to a close or to find a solution by which Samsung's obligations under these Agreement may be performed despite the Force Majeure Event.