

Terms and Conditions

1. These Terms and Conditions govern the offer whereby certain owners (the “**Customer(s)**”) of the various models of the eligible and in-warranty devices mentioned in the table below (the “**Eligible Unit(s)**”) are offered discounts as detailed in the said table for the repair/replacement of the damaged display screen caused to the in-warranty Eligible Units (hereinafter the “**Samsung Premier Service Offer**”). This Offer does **not** apply to liquid-damage units, units with burn-in damage, units with black glass damage or units affected or damages by any other cause which is not covered by the express provisions of the warranty.

Models of In warranty Eligible Units	Maximum Discount
Samsung Galaxy Z Flip	70%
Samsung Galaxy Fold	65%
Samsung Galaxy Note 20	50%
Samsung Galaxy S 20	50%

2. The Samsung Premier Service Offer is only available to those Customer(s) who have purchased an officially launched product from an authorized distributor in Pakistan. The Samsung Premier Service Offer is only valid for one-time repair/replacement within the one (1) year original warranty period. This offer is valid for all products purchased before 31st December 2020
3. The Premier Service Offer shall be provided in the following manner:
 - (a) To avail the Samsung Premier Service Offer, the Customer shall take the Eligible Unit to one of the Authorized Service Centers (“**ASC**”) operated by independent distributors of Samsung Gulf FZE in Pakistan (the “**Distributor**”). The Customer(s) shall present, proof of purchase, i.e., invoice and the genuine warranty card of the Eligible Unit(s) duly issued by a Distributor.
 - (b) All parts that are replaced by the ASC shall be retained by the ASC and the Customer(s) shall have no claim over it.
 - (c) Attempt shall be made by the ASC to repair the Eligible Unit(s) submitted in a timely manner, but the repair may be delayed, depending on the availability of the spare parts.
 - (d) Before submitting the Eligible Unit(s) for repair, the Customer(s) shall ensure to clear and back up any personal data and to remove any SIM card(s) and memory card(s) from the Eligible Unit(s). Samsung or the Distributor or the ASC shall not be liable for loss of any content, data or any other information contained in the Eligible Unit(s). This Offer is without prejudice to the rights of Samsung and the Distributors. This Offer is being made as a matter of abundant caution, for the sake of goodwill of Samsung and the Distributors and does not

amount to any admission that the Eligible Units(s) suffer from any manufacturing defect.

- (e) Samsung or the Distributor(s) providing the services under the Premier Service Offer shall not be liable to the Customer(s) for any loss and/or damages of any kind suffered in connection with this Offer or for any matters connected with the availing of the Offer.
 - (f) The Distributor(s) operating the ASC shall have complete discretion in deciding, as the sole judge, whether any damage to the display screen of the Eligible Unit(s) qualifies for the Offer or not; and the Customer(s) shall not be entitled to challenge such determination. The decision of ASC shall be final.
5. This Samsung Premier Service Offer is a gratuitous offer and without any separate consideration. Samsung shall be entitled at its sole discretion and subject to any applicable law, to terminate or modify this Offer or to modify these terms and conditions at any time within the validity period.
 6. The making of this Samsung Premier Service Offer is not admission of any liability. Customers(s) accepting or availing this Samsung Premier Service Offer shall have no other claim or remedy in respect of the Eligible Unit(s) to the extent of the problems in display screen, if any and any all such claims, if any, shall stand waived as soon as the Customer(s) avails this Offer.
 7. By participating in this Offer, the Customer(s) accepts that any dispute of whatever nature which is directly or indirectly related to these Terms and Conditions or to his or her participation in this Samsung Premier Service Offer will be raised only between the Customer(s) and the Distributor and Samsung shall not be liable whatsoever to the Customer(s) for any loss and/or damages of any kind suffered in connection with these Terms and Conditions.