

## **Terms and condition – Pay via Credit Card Installments - Techbey (Dvedo)**

Note: These Terms and Conditions are in addition to the general terms of sale available at [Insert Hyperlink – E-store TnCs]

### **1. Pay via Credit Card Installments**

- 1.1. The Pay via Credit Card Installments option (the “**Credit Card Installments Option**”) can be availed on Samsung e-store (the “**E-store**”) for all MX and CE products, if the customer has a valid credit card issued by one of the eligible collaborating banks, i.e., Standard Chartered, MCB Bank, and JS Bank (the “**Eligible Banks**”), and if the product value is equal or above PKR 10,000. **In order to avail this option, the credit limit of the customer’s credit card available at the relevant time must be more than the price of the product being purchased.**
- 1.2. The Credit Cards Installment Option is provided by an independent third party, Techbey (SMC-Private) Limited (“**Dvedo**”). The successful completion of the customer’s order will be conditional upon compliance with the requirements, and terms and conditions of Dvedo.
- 1.3. Dvedo is independent from Samsung and its authorized distributors. The customer’s contract for using the Credit Card Installments Option will be with Dvedo and/or the Eligible Banks, with no liability towards Samsung or its authorized distributors. All payments against the customer’s order, including the processing fee and service charges will be collected by Dvedo and any claim in such respects shall only lie against Dvedo.
- 1.4. By availing the Credit Card Installments Option, the customer shall be deemed to have consented that any data provided by them, as well as any data collected from their interactions with the E-store, can be shared with Dvedo, and the Eligible Banks, for the purposes of using the Credit Card Installments Option.

### **2. Installment Charges**

- 2.1. Customers can pay via Credit Card Installments Option as per the installment plans (the “**Installment Plan(s)**”), as advised by Dvedo, from time to time.
- 2.2. The Instalments Plans, as well as additional charges, mark up, fees, duties and other amounts payable on Dvedo’s Instalment Plans may be seen at Dvedo’s payment page “**Credit Card Installment Platform**”).
- 2.3. The Eligible Bank(s) may also charge processing fee, and federal excise duty (“**FED**”) as per their respective applicable schedule of charges. Any dispute regarding the change in the rates (of any charges) will be between the customer and the Eligible Banks only.

- 2.4. **The customers are advised to familiarize themselves with all charges and fees in relation to the Dvedo's Installment Plan(s), displayed on the Credit Card Installment Platform, at their own risk and responsibility.**

### 3. **User Journey**

- 3.1. Upon the customer confirming their agreement with these terms and conditions, the customer shall be redirected to Dvedo's Credit Card Installment Platform. On the Credit Card Installment Platform, the customer can select their Eligible Bank and the desired Installment Plan, and then complete the following steps:
- a. The customer will be required to enter their Eligible Bank's credit card details and then click on the 'Proceed to Pay' option.
  - b. Upon clicking the 'Proceed to Pay' option, the customer shall be required to make a payment of the:
    - i. Initial Installment charges; and/or
    - ii. Processing fee (where applicable) and any other charges (as mentioned in clause 2 above) of the selected Eligible Bank (the "**Processing Fee**"); and
- 3.2. After successfully completing the above-mentioned payments on the Credit Card Installment Platform, the customer will be redirected to E-store and shall be notified, via email from Samsung, that their order has been placed and is being processed subject to final confirmation from Dvedo and the Eligible Bank ("**Order Placement**"). For approval purposes, Dvedo or the Eligible Bank may contact the customer at their provided phone number to request any additional information it deems necessary to process the Installment Plan.
- 3.3. Within two (02) business days after Order Placement, Dvedo will either approve or reject the customer's request for the Installment Plan, subject to approval from the Eligible Bank.
- 3.3.1. If the Eligible Bank approves the customer's opted Installment Plan, Dvedo will be responsible for converting the total amount of the ordered Product into installments in accordance with the approved Installment Plan. This conversion process may take up to approximately 5 to 10 business days.
  - 3.3.2. If the Eligible Bank does not approve the Installment Plan, the order shall stand cancelled. However, the Processing Fee (where applicable) and the initial Installment charges, as paid by the customer shall be refunded to the customer within three (03) business days.
- 3.4. The customer agrees that opting for any Installment Plan does not guarantee their request for availing the Credit Card Installments Option being approved. Final authority to approve the selected Installment Plan rests with the Eligible Bank. Any dispute in this

regard shall be between the customer and the Eligible Bank, without any liability towards Samsung.

#### **4. Card & Bank Limitations**

- 4.1. Upon approval of the Installment Plan by the Eligible Bank, an amount equal to the price of the Product will be blocked against the customer's credit card limit. The Eligible Bank will then deduct the amount of the Product in equal monthly installments (EMIs) from this blocked limit, in accordance with the selected Installment Plan.
- 4.2. The installment amount billed to the customer will be included in the minimum payment due, and shall be reflected in the customer's monthly statement of account.
- 4.3. If the customer pays less than the monthly minimum amount due by the payment due date, the customer shall be liable to pay charges in accordance with the terms and conditions of the Eligible Bank.
- 4.4. If the customer cancels their order within 48 hours after Order Placement, no extra charges shall be incurred on the customer. Dvedo shall refund the Initial Installment Charges and the Processing Fee (where applicable) as paid by the customer, to the customer within three (03) business days after the customer cancels their Order Placement as aforesaid.
- 4.5. If the order is cancelled after the forty-eight (48) hour window, the Initial Installment Charges and the Processing Fee (where applicable) paid by the customer shall stand forfeited, and the customer shall also be liable to pay the following charges of the Eligible Bank:
  - Standard Chartered Bank: 5% of the remaining loan amount or Rs. 1,000, whichever is higher.
  - JS Bank: Rs. 1,000 or 5% of the remaining loan amount, whichever is higher.
  - MCB: Rs. 1,200 or 6% of the remaining loan amount, whichever is higher.Above cancellation charges are subject to change by the relevant Eligible Bank. without any prior notice to the customer. Any dispute regarding the change in the rates will be between the customer and the Eligible Banks.
- 4.6. The customer agrees that the Eligible Banks reserve the absolute right to accept or reject the request for the Installment Plans, and that any issues in this regard shall be between the customer and the Eligible Bank, with no liability towards Samsung and its authorized distributors.