

## Terms and Conditions

### Offer

These terms and conditions govern the promotion being extended as “NPS Raffle draw” (the “Offer”), entitling a limited number of individuals who will take part in the feedback survey by filling out a form on the website set up for this purpose at (<https://survey3.medallia.com/?web&c=32&lng=en>) (“S.com”) to enter into a Lucky Draw and get a chance to win a discount Voucher (“**Lucky Draw Voucher**”), which voucher may be utilized for any MX products available on [<https://www.samsung.com/pk/offer/>] (the “E-Store”) only, in the absolute discretion of Samsung Gulf FZE (“**Samsung**”).

- (a) Under this Offer, a Lucky Draw will be conducted on or around the 4<sup>th</sup> or 5<sup>th</sup> day of a calendar month, in the manner set out in these Terms and Conditions. A separate Lucky Draw will be held for each calendar month, until the time Samsung, in its absolute discretion, chooses to discontinue the draws.
- (b) The individuals willing to avail the Offer, will have to complete the feedback survey form (the “**Form**”) and submit it **on or before the 3<sup>rd</sup> day of every month (11:59 PM)**, to have themselves registered for the **upcoming** Lucky Draw for that month. The interested individual must complete the entire Form and submit the same in order to be eligible for this Offer.
- (c) Entries received after the aforesaid deadline will automatically be entered into the Lucky Draw for the next calendar month, unless Samsung, in its absolute discretion, chooses to discontinue the draws.
- (d) By filling and submitting the complete Form in the foregoing manner, such individuals (“**Eligible Customers**”) will become entitled to partake in the upcoming Lucky Draw being offered under the Offer, but in the absolute discretion of Samsung. In order to be eligible for this Offer, the Eligible Customer must have provided correct information while registering, including their First Name, Last Name, Email and Mobile number.

#### **1. Lucky Draw Voucher**

- (i) Eligible Customers will get a chance to receive a single-use e-voucher worth PKR 20,000 through a Lucky Draw, in the absolute discretion of Samsung.
- (ii) The Lucky Draw Voucher will be given to (5) five winners of the Lucky Draw (“**Winners**”). Winners shall be selected through an automated process.
- (iii) The Winners will be able to use the Lucky Draw Voucher towards the purchase of any MX product(s), available on the E-Store only, subject to the availability of stock.
- (iv) The Lucky Draw Voucher code can be redeemed only once and, **within 30 days** after the holding of the Lucky Draw Voucher to the Eligible Customers.
- (v) Once Lucky Draw Winners are chosen through the automated process, Samsung will inform such Winners via Samsung Helpline/Email (as per the details provided on the Form) of them

winning the Lucky Draw Voucher and will provide Lucky Draw Vouchers to such Winners via email to be used for the purchase of MX Products on the E-store.

- (vi) By submitting the Form and participating in the Lucky Draw, Eligible Customers agree and consent for the sharing, usage and processing of their Personally Identifiable Data for the purposes of this Offer.

## 2. **General Terms for the Offer**

- (a) This Offer is available to individuals on a first-come-first-served basis. No Lucky Draw Voucher can be claimed by Eligible Customers under this Offer in cases of an incomplete, returned or cancelled order. No Lucky Draw Voucher can be claimed by any individual in the case of an incorrect or incomplete Form.
- (b) For every Lucky Draw, a Form can be submitted only **once**, and such submission (if correct and complete) will count towards the immediately upcoming Lucky Draw **only**.
- (c) Samsung shall be entitled at its sole discretion, to terminate or modify the Offer or to modify, vary, delete or add to any of these Terms and Conditions at any time prior to or during the continuance of the Offer.
- (d) The Lucky Draw Voucher may not be redeemed nor exchangeable for cash or other Samsung products and is only applicable on the E-Store.
- (e) This Offer may not be combined with any other ongoing or future offers involving the use of a voucher or promo code or clubbed with any other discounts involving the use of a voucher or promo code. However, the Lucky Draw Voucher may be used for sale/discounted items subject to the terms and conditions of such sales/discounts.
- (f) You agree and acknowledge that this Offer is not a part of the consideration for your decision to purchase any Samsung Product and that your such decision will not have been made based on the availability of this Offer. The Offer is provided gratuitously, without any additional/separate consideration from the Eligible Customer and is in the complete discretion of Samsung.
- (g) Samsung shall not be liable to the Eligible Customer for any loss and/or damages of any kind suffered in connection with the use of this Offer or the inability to use this Offer.
- (h) The submission of the complete/incomplete Form, placing of an Order for a Product, and even making payment by an online payment method does not amount to acceptance of the order and conclusion of a contract between you and Samsung. An order is confirmed only when the process for the delivery of the product is initiated by the relevant authorized distributor.
- (i) Any dispute of whatever nature, which is directly or indirectly related to these Terms and Conditions or to the customer participation in the Offer, shall be governed by the laws of the Islamic Republic of Pakistan, and shall be resolved by the competent courts at Lahore.
- (j) The Terms and Conditions of the E-Store, as available at <https://www.samsung.com/pk/shop-faq/>, shall apply in addition, but subject to, these terms.

