

Terms and Conditions

1. These terms and conditions govern the promotional offer (the “**Offer**”) entitling a limited number of eligible Samsung customers who purchase the Galaxy S24FE under the Offer (the “**Customer(s)**”) to receive a Gift after activating their device and setting up a ‘Samsung Account’.
2. The Offer is only available to Customer(s) who purchase the Eligible Product Models (defined below) from the Samsung E-store (<https://www.samsung.com/pk>) (the “**E-store**”) and have or create a Samsung Account. This Offer does not include devices purchased out of Pakistan or devices not intended for Pakistan. The Offer is also not available on purchases made through any modes or channels other than the E-store.
3. The Offer will be available on the Eligible Product Model(s) (defined below) purchased through the E-Store only between **11th November** 2024 (4:00 pm) till **15th December** 2024 (4:00 pm), or until stocks last, whichever is earlier (the “**Offer Period**”).
4. The Offer will entitle the Customer(s) who purchase the Product Models detailed in the table below (the “**Eligible Product Model(s)**”), from the E-store, to receive a gift (the “**Gift**”), in accordance with the table below, but in the absolute discretion of Samsung and until stocks last:

Eligible Product Models	Discretionary Gift
Samsung Galaxy S24FE	Galaxy Fit3

5. The deliveries of the order(s) placed by a Customer during the Offer Period will tentatively start from 12th November 2024. Delivery schedule is subject to availability, depending on all attending circumstances. The standard shipping policy of Samsung or its relevant authorized distributor with respect to mode and manner of shipment will apply. By placing an order for and purchasing the Eligible Product Model(s) on the E-Store within the Offer Period, the Customer will be deemed to have consented to this delivery timeline.
6. Once the Customer completes the purchase within the Offer Period, and receives the Eligible Product Model, in order to redeem the Gift the Customer must:
 - 6.1. Activate the Eligible Product Model and set it up;
 - 6.2. If the Customer already has a Samsung Account, then they should log into the Samsung Members Application (a pre-loaded Application on the Eligible Product Model);
 - 6.3. If the Customer does not have a Samsung Account, the Customer must set up their Samsung account and log in to the Samsung Members Application;
 - 6.4. Within the Samsung Members Application, the Customer should click on Benefits (visible on the home page of the Samsung Members Application). This will lead them to a separate page with the Offer banner;
 - 6.5. The Customer must then click the Offer banner which will redirect them to a page where a voucher code will be visible (the “**Voucher Code**”). The Customer should note down the Voucher Code and then click on “redeem voucher”;
 - 6.6. Upon clicking “redeem voucher”, the Customer will be redirected to the Offer form on the E-store (the “**Form**”). The Customer **must complete the Form in its entirety** by filling in the required details (i.e., name, contact number, delivery address and the Voucher Code) and submit the Form. This must be done on or before 30th Dec 2024 (11:59 pm);

6.7. The Voucher Code is only valid up to and can only be redeemed till 30th Dec 2024 (4:00 pm). Any Voucher Code not utilized within the said period shall lapse and no claim shall be entertained in that regard after the said period.

7. The submitted Form will be verified by Samsung/the relevant authorized distributor. Once verified, the Customer will receive a confirmation call and upon confirmation, the Gift (if available) will be dispatched to the delivery address given in the Form. If the Customer fails to attend the confirmation call, a second call will be made within twenty-four (24) hours of the first call. If the Customer fails to attend even the second call, their Form will be automatically cancelled, they will no longer be able to redeem the Offer or receive the Gift and no claims will be entertained in this regard.

General Terms and Conditions

8. The Offer is provided gratuitously, without any additional/separate consideration and is in the complete discretion of Samsung. The submission of a complete Form does not amount to acceptance of the Offer.
9. No Voucher can be claimed under the Offer by the Eligible Customer in cases of an incomplete, returned or cancelled Form.
10. The Customer agrees and acknowledges that this Offer is not a part of the consideration for their decision to purchase the Eligible Product Model and that their decision has not been made based on the availability of this Offer. Unavailability or non-provision of the Gift for any reason whatsoever will not affect or invalidate the purchase of the Eligible Product Model nor shall entitle the Customer to any refund or discount.
11. The Gift given under this Offer may not be redeemed nor exchangeable for cash or other Samsung products and can only be redeemed through the E-store.
12. 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 this Offer.
13. Samsung shall not be liable to the Customer for any loss and/or damages of any kind suffered in connection with the purchase and/or use of this Offer or the inability to use this Offer.
14. By participating in the Offer, the Customer accepts that any dispute of whatever nature, which is directly or indirectly related to these Terms and Conditions or to the Customer, shall be governed by the laws of the Islamic Republic of Pakistan, and shall be resolved by the competent courts at Lahore.
15. The Terms and Conditions of the E-store, as available at <https://www.samsung.com/pk/terms-and-conditions>, shall apply in addition, but subject to, these terms.
16. If any Form is accepted by system error or on account of mistake after the expiry or lapse of the Offer or the Offer Period or after the stocks have ended, Samsung may cancel such Forms without affecting the validity of the transaction of sale for the Eligible Product Model.