

Terms and Conditions
Samsung 11.11 Campaign

1. These terms and conditions govern the promotional campaign being offered as the “**Samsung 11.11 Campaign**” (herein also referred to as the “**Offer**”) on the Samsung Gulf FZE (“**Samsung**”) e-store in Pakistan (<https://www.samsung.com/pk/offer/>) (the “**E-Store**”), entitling a limited number of eligible Samsung customers (the “**Customer(s)**”) to receive discounts (“**Discount**”) and in some cases a free gift (“**Gift**”), on the purchase of certain product models of Galaxy Smartphones and Consumer Electronics of the Samsung brand mentioned in the tables given below (collectively the “**Eligible Product Model(s)**”).
2. The Offer will be available only on the Eligible Product Model(s) which are sold on the E-Store, from **7th November (3pm) till 14th November 2024 (4pm)**, or until stocks last, whichever is earlier (the “**Offer Period**”).
3. On the purchase of the MX Eligible Product Model(s) mentioned in Table 1 (the “**MX Eligible Product Model(s)**”) during the relevant Offer Period, the Customer(s) may receive a Discount on the prices of the relevant product(s) existing at the time of the purchase, and in some cases a Gift (if applicable), in accordance with Table 1 below but in the absolute discretion of Samsung:

Table 1: MX Eligible Product Model(s)

Category	MX Eligible Product Model(s)	Description	Discount	Gift
Smart Phones	Galaxy Z Flip6	12GB/512GB	PKR 20,000	Galaxy Buds FE (subject to redemption process)
	Galaxy Z Fold5	12GB/256GB	PKR 195,000	SPen Case
	Galaxy S24 Ultra	12GB/256GB	PKR 35,000	-
	Galaxy S24	8GB/256GB	PKR 22,000	-
	Galaxy A05	6GB/128GB	PKR 3,100	-
	Galaxy A05s	4GB/128GB	PKR 3,501	-

4. The Gift (if applicable), on the purchase of the Galaxy Z Fold5 will be delivered separately, after the purchase of the MX Eligible Product Model(s), within a reasonable time.
5. **Redemption Process:** The Gift (if applicable), on the purchase of the Galaxy Z Flip6 will be delivered separately after activating the phone and completing redemption on Samsung Members Application (a pre-loaded application on the relevant MX Eligible Product Model). Once the Customer completes the purchase within the Offer Period, and receives the Galaxy Z Flip6 , in order to redeem the Gift, the Customer must:
 - a. Activate the relevant MX Eligible Product Model, i.e., Galaxy Z Flip6 and set it up;
 - b. If the Customer already has a Samsung Account, then they should log into the Samsung Members Application;
 - c. 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;
 - d. 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;

- e. 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”;
 - f. Upon clicking “redeem voucher”, the Customer will be redirected to the Offer form on the E-store (the “**Voucher Form**”). The Customer **must complete the Voucher Form in its entirety** by filling in the required details (i.e., name, contact number, delivery address and the Voucher Code) and submit the Voucher Form. This must be done by or before 30th Dec 2024 (11:59 pm). In case the Customer provides any incorrect, incomplete or invalid details, they will have no claim to redeem the Voucher Code or have any other claims in this regard;
 - g. **The Voucher Code is only valid up to and can only be redeemed till 30th December 2024 (11:59 pm). Any Voucher Code not utilised within the said period shall lapse and no claim shall be entertained in that regard after the said period.**
6. The Gift is an additional gratuitous benefit, not part of the relevant product/ MX Eligible Product Model. If at the time of delivery, the Gift is not available/out of stock, Samsung may remove the unavailable Gift completely from the said purchase or the package delivery, without affecting the order for the Eligible Product Model(s). The Customer will have no claim in this respect.
 7. On the purchase of the CE Eligible Product Model(s) in Table 2 (the “**CE Eligible Product Model**”) during the Offer Period, the Customer(s) may receive a Discount on the prices of the relevant product(s) existing at the time of the purchase, in accordance with Table 2 below but in the absolute discretion of Samsung:

Table 2: CE Eligible Product Model(s)

Category	CE Eligible Product Models(s)	Description	Discount (PKR)
	QA55Q60DAUSMM	55" QLED 4K Q60D	9,800
	QA55LS03BAUXMM	55" The Frame	125,000
	QA65LS03BAUXMM	65" The Frame	151,200
	SP-LSP3BLAXMM	The Freestyle	148,800
REF	RS62R5001M9/UT	RS62R5001M9/UT SBS with All-around Cooling, 647L	53,500
	RS62R5001B4/AE	RS62R5001B4/AE SBS with All-around Cooling, 647L	53,500
WM	WW90TA046AX/NQ	WW90TA046AX/NQ with Eco Bubble™ and DIT, 9 Kg	11,500

8. Upon making payment, accepting delivery, and completing the purchase of the aforesaid Eligible Product Model(s) detailed in Tables 1 and 2, from the E-Store within the relevant Offer Period, the Customer may be eligible to get the above-stated Discount on prices displayed on the E-store at the time of the purchase and a Gift (if applicable), subject to availability of stock.

General Terms and Conditions

9. Samsung and its distributors reserve the right to change the prices of the Eligible Products Model(s) at any time before an order for the Eligible Products Model(s) is confirmed, particularly in case of the economic situation of the country, devaluation and import related problems. The Discount shall be applied, and the final prices will be calculated on the basis of the prices displayed on the E-Store at the time of the purchase.

10. The Discount and Gift (if applicable) given under the Offer cannot be clubbed with any other discount/offer/promotion live on the E-Store at the same time as the Offer. Where any other promotion/offer is live on an Eligible Product Model at the same time as the Offer, the Customer can avail only one of the offers.
11. The above-mentioned Offer is available to the Customers on a first-come-first-served basis, provided they complete their order for the relevant purchased Eligible Product Model, pay for it and accept delivery. No Discount or Gift (if applicable) can be claimed under the Offer by a Customer in case of an incomplete, returned or cancelled order.
12. The Offer is provided gratuitously, without any additional/separate consideration and is in the complete discretion of Samsung. The placing of an order and even making payment by an online payment method does not amount to acceptance of the Offer and conclusion of a contract between you and the relevant seller. An order is confirmed only when the process for delivery of the product is initiated by Samsung's authorized distributor. In the case where payment is made using a credit/debit card, the approval of your order will be conditional upon successful payment, in addition to the conditions mentioned above.
13. 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 the Customer's decision has not been made based on the availability of this Offer.
14. The Gift (if applicable) given under this Offer is not exchangeable for cash or other Samsung products.
15. 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 any of this Offer.
16. 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 any of this Offer or the inability to use such Offer.
17. By availing this 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.
18. 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.
19. Samsung discourages Bulk Buying i.e., any order for the purchase of more than 2 units by a single individual or from the same address or from the same payment source, are considered as Bulk Buying and includes placement of multiple orders by a single person/entity. As a result, all those orders which in the opinion of Samsung are likely to be part of Bulk Buying, may be cancelled by Samsung. Samsung shall be the sole judge in this regard.
20. If any Voucher Form is accepted by system error or on account of mistake after the expiry or lapse of the Offer(s) or after the stocks have ended, Samsung may cancel such Voucher Form without affecting the validity of transaction of sale for the Relevant MX Eligible Product Model.
21. If any order is accepted by system error or on account of mistake after the expiry or lapse of the Offer(s) or after the stocks have ended, Samsung may cancel such orders. The relevant seller (as specified in the Terms and Conditions of the E-Store) will then attempt to provide a full refund of the payment received by it within fifteen (15) working days after the end of the Offer Period. The Customer acknowledges and understands that the sale contract is between the Customer and the relevant seller to whom payment is made, and Samsung is not liable for any dispute regarding the payment or the refund.