

## Terms and Conditions: Consumer Promotion - Foodpanda

1. These terms and conditions govern the promotional offer (the “**Offer**”) entitling a limited number of eligible customers (the “**Customer(s)**”) who purchase particular Samsung smartphones (the “**Eligible Product Model**”) during a certain duration to receive a ‘**Foodpanda Voucher**’ as a gift (the “**Gift**”) after activating their device and setting up a ‘Samsung Account’. The provision of the Gift Voucher shall be in accordance with these terms but in the absolute discretion of Samsung.
2. The Gift is being offered by [Foodpanda], a company registered in Pakistan (“**Foodpanda**”).
3. The Offer is only available to Customer(s) who purchase the Eligible Product Model (defined below) through the Designated Stores where official stock is available (“**Designated Stores**”). The list of Designated Stores is available at Annexure A. As the Offer is gratuitous and does not involve any consideration, the inability of a Customer to avail the Offer shall not give rise to any claims, vested rights, or expectations against Samsung or its authorized distributors. In case of confusion about the Designated Stores, the Customer may contact Samsung Helpline [0800-7267864]
4. This Offer does not include devices purchased from out of Pakistan or devices not intended for Pakistan, or purchased from a source other than the Designated Stores.
5. The Offer will be available on the Eligible Product Model(s) mentioned in Annexure B that are purchased between **26<sup>th</sup> February’2026 till 19<sup>th</sup> March’2026 only**.
6. Once the Customer purchases and receives the Eligible Product Model, the Customer will be eligible to obtain the Gift Voucher by following the steps mentioned below:
  - 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 will be visible (the “**Voucher**”). The Customer will click on the voucher and will be redirected to the “Foodpanda” app. In case the “Foodpanda” app is not installed, it will redirect to the Google Playstore, requesting the customer to first install the app.
  - 6.6. This offer banner will be visible in the Samsung Members app within 24-48 hours, after activation.
  - 6.7.** Once the customer lands within the “Foodpanda” app, they will automatically receive the Voucher amount in their “Foodpanda” Wallet.
  - 6.8. Samsung and Foodpanda are not responsible for any failure to redeem the Offer due to incomplete, incorrect, or outdated account information provided by the Customer.
  - 6.9. The Voucher is only valid up to **19<sup>th</sup>-March-2026**. Any Voucher not utilized within the said period shall lapse and no claim shall be entertained in that regard after the said period.

- 6.10. The Voucher is non-transferable, non-refundable, and cannot be exchanged for cash or any other benefit.
- 6.11. Samsung and Foodpanda shall not be responsible for any technical issues, delays, or failures preventing redemption or usage of the Gift.
- 6.12. The Customers must comply with Foodpanda's standard terms of service and privacy policy. Failure to comply may result in immediate termination of the Gift benefit

## **General Terms and Conditions**

7. Foodpanda shall be solely responsible for providing the Foodpanda Services, and under no circumstances shall Samsung be liable for any defects, issues, or problems arising therefrom. The Customer's sole recourse for any claims or disputes related to the Foodpanda Services shall be against Foodpanda.
8. Samsung and Foodpanda shall not be liable for any direct, indirect, incidental, or consequential loss or damage arising from participation in this Offer, including but not limited to system failures, network issues, payment errors, or unauthorized access.
9. Samsung's role is limited to facilitating the advertisement and placement of the Offer, and it assumes no responsibility for the actual provision, quality, or availability of Foodpanda's services being provided under this Offer.
10. Customers' personal information will be processed in accordance with Foodpanda's privacy policy and terms of use, which governs the collection, use, and disclosure of personal data. By availing the Offer, the users are deemed to accept such terms and conditions.
11. Samsung does not collect, store, or process any payment or personal data related to the Foodpanda Services.
12. The Offer is provided gratuitously, without any additional/separate consideration.
13. The Gift/Voucher Code 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.
14. Samsung or its Distributors shall be entitled at their 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. Such modification or termination shall not create any right to compensation or damages in favour of any Customer or third party.
15. To the fullest extent permitted under applicable laws, 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
16. Samsung or its Distributors 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.
17. 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 and the Customer's remedy shall only be against the relevant authorised distributor of Samsung products in Pakistan and not against Samsung or any of its affiliated entities, as the import/assembly and sale of Samsung Products in Pakistan is exclusively carried out by such authorised distributors and not by Samsung itself.
18. 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/its Distributors reserve the absolute discretion to cancel such Forms without affecting the validity of the transaction of sale for the Eligible Product Model.
19. By participating in this Offer, Customers acknowledge and agree to abide by these Terms & Conditions. Samsung and Foodpanda shall not be held liable for any claims or disputes arising out of the misuse of this Offer.

## Annexure A – Designated Stores

Designated Stores as mentioned in Clause 3 of the Terms and Conditions of this Offer include:

- A. Samsung eStore
- B. Designated retailers appointed by Samsung’s authorized Distributors in Pakistan
- C. Authorized Samsung Brand Stores

## Annexure B

### List of Eligible Product Models

Portfolio	Variant		Voucher Amount
<b>Campaign:</b> Foodpanda (A-Series)	Galaxy-A56 5G	12GB 256GB	10,000
	Galaxy-A56 5G	8GB 256GB	10,000
	Galaxy-A36 5G	8GB 256GB	10,000
	Galaxy-A26 5G	8GB 256GB	10,000
	Galaxy-A17	8GB 256GB	4,000
	Galaxy-A17	6GB 128GB	4,000