

Terms and Conditions

1. These Terms and Conditions govern the offer whereby owners (the “**Customer(s)**”) of Samsung smart phones, bought on Samsung E-store through Samsung.com/pk/ (the “**Website**”) before December 2021 (the “**Eligible Units**”), are offered a 70% discount (“**Discount**”) for the repair/replacement of the damaged display screen caused to the in-warranty Eligible Units (hereinafter the “**Samsung Premier Service Offer**”). This Offer does **not** apply to liquid-damage units, units with burn-in damage, units with back glass damage, and/or units affected or damages by any other cause which is not covered by the express provisions of the warranty provided for the relevant product.
2. The Samsung Premier Service Offer is valid from the 1st of January 2021 up to the 31st of December 2021 (“**Samsung Premier Service Offer Period**”) and customers shall not be able to avail the Discount after the last day of the Samsung Premier Service Offer Period.
3. The Discount is not exchangeable for cash or other Samsung products.
4. The Samsung Premier Service Offer is only available to those Customer(s) who have purchased an official product from the Website. The Samsung Premier Service Offer is only valid for one-time repair/replacement within the one (1) year original warranty period.
5. The Premier Service Offer shall be provided in the following manner:
 - (a) To avail the Samsung Premier Service Offer, the Customer shall take the Eligible Unit to one of the Authorized Service Centers operated by independent Authorized Warranty Service Providers appointed by Samsung Gulf Electronics FZE in Pakistan (the “**AWSP**”). The Customer(s) shall present, proof of purchase, i.e., original invoice and the genuine warranty card of the Eligible Unit(s).
 - (b) All parts that are replaced by the AWSP shall be retained by the AWSP and the Customer(s) shall have no claim over it.
 - (c) Attempt shall be made by the AWSP to repair the Eligible Unit(s) submitted in a timely manner, but the repair may be delayed, depending on the availability of the spare parts.
 - (d) Before submitting the Eligible Unit(s) for repair, the Customer(s) shall be responsible for clearing and backing up any personal and other data and to remove any SIM card(s) and memory card(s) from the Eligible Unit(s). Samsung or the AWSP shall not be liable for loss of any content, data or any other information contained/stored in the Eligible Unit(s). This Samsung Premier Service Offer is without prejudice to the rights of Samsung, its distributors and the AWSP. This Samsung Premier Service Offer is being made as a gesture of goodwill by Samsung.
 - (e) Samsung or the AWSP providing the services under the Premier Service Offer shall not be liable to the Customer(s) for any loss and/or damages of any kind suffered in connection with this Samsung Premier Service Offer or for any matters connected with the availing of the Offer.

- (f) The AWSP shall have complete discretion in deciding, as the sole judge, whether any damage to the display screen of the Eligible Unit(s) qualifies for the Samsung Premier Service Offer or not; and the Customer(s) shall not be entitled to challenge such determination. The decision of AWSP shall be final.
6. The Discount being offered through this Samsung Premier Service Offer is a gratuitous Offer and without any separate consideration. Samsung shall be entitled at its sole discretion and subject to any applicable law, to terminate or modify this Samsung Premier Service Offer or to modify these terms and conditions at any time within the Samsung Premier Service Offer Period.
7. The making of this Samsung Premier Service Offer is not admission of any liability. Customers(s) accepting or availing this Samsung Premier Service Offer shall have no other claim or remedy in respect of the Eligible Unit(s) to the extent of the problems in display screen, if any and any all such claims, if any, shall stand waived as soon as the Customer(s) avails this Samsung Premier Service Offer.
8. By participating in this Offer, the Customer(s) accepts that any dispute of whatever nature which is directly or indirectly related to these Terms and Conditions or to his or her participation in this Samsung Premier Service Offer will be raised only between the Customer(s) and the relevant AWSP and Samsung shall not be liable whatsoever to the Customer(s) for any loss and/or damages of any kind suffered in connection with these Terms and Conditions, and shall be governed by the laws of the Islamic Republic of Pakistan, and shall be resolved by the competent courts in the said country.