

## Samsung BESPOKE Jet™ 15-Days Free Return

### ^Terms and Conditions

1. The Programme is organised by Samsung and will be held between **6 June 2022 and 4 July 2022**, both dates inclusive (“Programme Period”).

2. This Programme is available to customers who have purchased **VS20A95843W/SP and/or VS20A95943N/SP** (“the Product(s)”) from the following:

- (i) Samsung Online Store (<https://www.samsung.com/sg/>);
- (ii) Samsung Official Stores on Lazada, Shopee and Qoo10;
- (iii) Samsung Certified Stores by Saale International Pte Ltd on Lazada, Shopee, Qoo10 and Amazon;
- (iv) Selected Retailers – Courts, Harvey Norman, Gain City, Best Denki, Mega Discount, Audiohouse, Parisilk, Mustafa

3. Return and Refund of the Products (“Return”) is only accepted within **fifteen (15) days from date of delivery**, subject to the following Terms and Conditions:

- (i) Proof of Purchase has to be provided in the form of **Delivery Order and Invoice**.
- (ii) For the avoidance of doubt, Day 1 is taken as the date of delivery indicated on the Delivery Order.
- (iii) The Product(s) must be returned to:

<b>Purchased from</b>	<b>Return to</b>
<b>Samsung Online Store and Samsung Official Store</b> (Lazada, Shopee, and Qoo10)	<b>Authorised Service Centre at Plaza Singapura</b> 68 Orchard Road, Plaza Singapura, #B2-23, Singapore 238839  Samsung will not accept returns requests at any other Samsung Experience stores or Authorised Service Centres
<b>Samsung Certified Stores by Saale International Pte Ltd</b> (Lazada, Shopee, Qoo10 and Amazon)	38 Ang Mo Kio Industrial Park 2 #02-02B, Singapore 569511
<b>Selected Offline Retailers</b> (Harvey Norman, Courts, Best Denki, Gain City, Mega Discount, Audio House, Mustafa, Parisilk)	Retailer where product was purchased from (any outlet)

(iv) The Product(s) must be returned in its original packaging along with all the following Accessories (inclusive of manuals, warranty cards, certificate of authenticity):

- a. The Product(s) (inclusive of the Handle, Adjustable Pipe, Dustbin, Filters, Battery);
- b. All-in-one Clean Station™ (inclusive of the body, dustbags and power cord); and
- c. Pet Tool, Combination Tool, Extension Crevice Tool, Slim Action Brush, Jet Dual Brush, Flexible Tool, Charger and Accessory Cradle.

(v) Return with missing and/or damaged Accessories (inclusive of Free Gifts redeemed) will not qualify. General wear and tear is accepted.

4. Samsung cannot process your refund until verification and authorisation of the inspection by the customer service team, subject to their professional judgment and all decisions made shall be conclusive.
5. Once verification is complete, the amount will be credited back to you as per your original mode of payment within approximately forty-five (45) business days. Processing lead time is subject to the internal processes of your credit card issuer as well as mode of payment.
6. Samsung reserves the right to reject any return or refund requests that we deem invalid, unreasonable or unjustified and/or for any other reason whatsoever at our sole and absolute discretion.
7. By participating, you agree to the collection, use and processing of your personal data by Samsung for registration of the Programme in accordance with the Samsung Privacy Policy.
8. You agree to indemnify and hold Samsung harmless from and against any and all claims, damages, liabilities, costs and expenses (including legal costs on an indemnity basis) arising from any misconduct or negligence, as well as breach of these Terms and Conditions.
9. If the Programme is interfered with in any way or is not capable of being conducted as reasonably anticipated, or for any other reason deemed necessary by Samsung, Samsung reserves the right in its sole discretion at any time and without assigning any reason, to the fullest extent permitted by law, to suspend, terminate or cancel the Programme, as appropriate. No person shall be entitled to, and Samsung shall not be liable for, any payment or compensation (whether in cash, credit or kind) whatsoever arising from the foregoing.
10. In the event of any dispute arising from or in connection with the Programme or relating to the interpretation of these Terms and Conditions, Samsung reserves the right of final decision. No correspondence or further claims will be entertained.
11. These Terms and Conditions and/or any claim or dispute arising from or in connection with the Programme shall be governed by and construed in accordance with the laws of Singapore. You agree to submit to the non-exclusive jurisdiction of the Singapore courts.