

## To activate your promotional 5 Year Warranty:

Visit our online registration site at [www.samsung.com/uk/fiveyearwarranty](http://www.samsung.com/uk/fiveyearwarranty) to register your product's 5 Year Warranty within 90 days of purchase.

### Terms and Conditions:

#### 1. STANDARD WARRANTY PERIOD AND EXTENDED WARRANTY PERIOD

The warranty period starts on the date of invoice as shown on the purchase receipt. **The standard warranty period ends 24 months later.** By purchasing your product from a participating retailer and registering the product(s) within 90 days of your purchase (as determined by the invoice date), you will receive an additional 3 years' extended limited warranty service (callout charges, parts and labour only), which will bring the total period of coverage to 5 years from the date of invoice (the "**Extended Warranty**"). All of the terms set out in this Statement of Limited Warranty shall apply to any extended warranty. The method of service and operating conditions will be as described in the original warranty statement provided with the Samsung product.

#### 2. EXTENDED WARRANTY: REDEMPTION PROCESS & DETAILS

- a. To redeem and claim the Extended Warranty, all details and submissions must be registered online using [www.samsung.com/uk/fiveyearwarranty](http://www.samsung.com/uk/fiveyearwarranty).
- b. If you have any problems using the online registration site please contact our Customer Support team. For support in the UK please call 0333 000 0333 and for Republic of Ireland support please call 0818 717 100.
- c. To maintain and improve the quality of our service, we may record and/or monitor telephone calls. Calls to 0333 numbers should be the same as a local call from a landline. Mobiles and other providers' costs may vary.
- d. **The 5 Year Warranty must be registered no later than 90 days from the invoice date or it shall not be valid.**
- e. Upon registration you will be sent an email confirmation with notification of registration and a related registration code.
- f. **A copy of your receipt, invoice or lease agreement must be retained by you as proof of purchase.**
- g. The Extended Warranty is not transferable to a third party and no alternative will be offered.

#### 3. STATEMENT FOR SAMSUNG DIGITAL APPLIANCES EXTENDED WARRANTY

- a. This offer only applies to the purchase between 1 September 2024 and 31 January 2025 of a new (which may include unused display and clearance products) Samsung laundry, dishwasher, refrigeration, floorcare or built-in appliance product which is listed on the following website: <http://www.samsung.com/uk/fiveyearwarranty>
- b. Purchases must be made from a participating retailer in the UK or Republic of Ireland. Participating retailers can be seen on the registration form or in Appendix A.

- c. For the avoidance of doubt, the following retailers are not participating retailers: Electronic Empire, Ebay, Amazon marketplace, Premier AV Centre, Total Digital, Brighthouse, BC Services, Perfect Homes, RLR Distribution, Deals4U, All Your Appliance, In Stock Appliance or Kasastore.
- d. This Promotion is only available to End User consumers and not, for the avoidance of doubt, to any company or organisation who has purchased for the purpose of resale or for commercial use.

#### **4. EXTENT OF EXTENDED WARRANTY**

- a. During the Extended Warranty period Samsung continues to warrant that the Samsung product shall be free from defects in materials and workmanship in accordance with the original warranty statement provided with the product.
- b. In the event that Samsung is unable to repair your product, Samsung may, at its discretion, either exchange your existing product with a replacement product or provide you with a refund.
- c. When warranty service involves the exchange of a product or part, subject to applicable law, the item replaced becomes the property of Samsung. The replacement may be a new or repaired item. The replacement item assumes the remaining warranty period of the original product.
- d. Remote technical support may also be provided for the product(s).

#### **5. CLAIM(S) FOR WARRANTY SERVICE / TECHNICAL SUPPORT**

To obtain a warranty service:

- a. Contact the Samsung Customer Support Team via telephone or online:

<http://www.samsung.com/uk/info/contactus/>  
UK: 0333 000 0333 (SAMSUNG) /EIRE: 0818 717 100

- b. Provide the product code and serial number.
- c. Provide proof of activated Extended Warranty, as per the e-mail confirmation sent at the time of Extended Warranty online registration(s).
- d. Provide a clear fault description and carry out any diagnostics if advised.
- e. Comply with any reasonable instructions from Samsung or an Authorised Service Centre to allow you to receive the warranty service.
- f. Provide proof of purchase to an engineer to validate.

## 6. TRANSFER OF PRODUCT

If you transfer this product to another user, warranty service may be available to that user during the remainder of the standard 24 month warranty period, but not during the Extended Warranty period (i.e. the extended warranty is not transferable).

## 7. EXCLUSIONS

- a. Samsung makes no representation or guarantee that the Samsung product(s) will operate uninterrupted or error free. During the Extended Warranty period, Samsung will only provide the warranty in the UK and Ireland. Samsung is not responsible for paying any travel or delivery costs where the product is located outside the UK or Ireland.
- b. Services performed by Samsung in rectifying damage or defect caused as a result of any excluded conditions shall be subject to additional charges for labour, transportation and parts. Warranty Service or Replacement is not available to you if the product you present is:
  - i. Defaced,
  - ii. Altered,
  - iii. Damaged beyond repair,
  - iv. In need of a repair not included in warranty service. (Periodic Maintenance and the repair or replacement of parts due to normal wear and tear);
  - v. Does not match the product model and serial number details as registered for warranty service.
- c. To the maximum extent permitted by law, warranty service does not include repair of failures caused by:
  - i. Modification or attachments
  - ii. Accidents or misuse (to include without limitation failure to follow instructions in the user manual)
  - iii. Unsuitable physical or operating environment
  - iv. Third party products – e.g. consumables
  - v. Maintenance by anyone other than Samsung or a Samsung Authorised Service provider
  - vi. Operation of a product beyond the limit of its duty cycle
  - vii. Products, components, parts, material, software, or interfaces not furnished by Samsung
- d. NEITHER SAMSUNG NOR ITS THIRD PARTY SUPPLIERS OR RESELLERS MAKES ANY OTHER WARRANTY, GUARANTEE, OR CONDITION OF ANY KIND, WHETHER EXPRESS, IMPLIED, LEGAL OR STATUTORY, WITH RESPECT TO THE PRODUCT(S), AND TO THE EXTENT PERMITTED BY APPLICABLE LAW, SAMSUNG SPECIFICALLY DISCLAIMS ANY IMPLIED, LEGAL OR STATUTORY WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR, GENERAL OR NORMAL PURPOSE, SATISFACTORY QUALITY, DURABILITY AND WARRANTIES AGAINST LATENT DEFECTS.

## 8. GENERAL TERMS

- a. These terms and conditions are governed by English law and come under the exclusive jurisdiction of the English courts.
- b. By registering your extended warranty, you agree to be bound by these terms and conditions.

- c. The Promoter shall have the right, where necessary, to undertake all such action as is reasonable to protect itself against fraudulent or invalid claim(s) including, without limitation, to require further verification as to the identity, and other relevant details of an entrant or claimant and/or the verification as to their qualifying purchase.
- d. The Promoter shall not be liable for any interruption to this promotion whether due to force majeure or other factors beyond the Promoter's control.
- e. The Promoter reserves the right, acting reasonably and in accordance with all relevant legislation and codes of practice, to vary the terms and conditions of this Promotion.
- f. The Promoter reserves the right to amend the promotion in whole or part without prior notice or compensation.
- g. This promotion cannot be used in conjunction with any other similar promotions offered by the Promoter.
- h. Promoter: Samsung Electronics (UK) Ltd, Samsung House, 2000 Hillswood Drive, Chertsey, Surrey, KT16 0RS (Warranty applications must not be sent to this address; they will not be registered for the warranty promotion)

#### APPENDIX A – PARTICIPATING RETAILERS

Participating Retailers		
A & W Pounds Ltd	First Choice Domestic Appliances Lt	Moston Lane Appliances
A McKenzie & Sons	Fivestar Services (Fylde)	Mullen Domestic
A N Dodds Electrical	FMC Finbar Michael Cochrane	Nailsea Electrical (NE Appliances)
A W Myhill & Son Ltd	Foulkes Electrical	New Milton Electrical Centre Ltd
A1 Spares	Frank Craig Limited	Newage Electrical Ltd
Aber Gas Ltd	FT Refrigeration	Newbury Radio Co Ltd
Aclands Radio & TV Ltd	G Craggs Ltd	Nisbets PLC
Adams & Jarrett (Retail) Ltd	G J & B B Bennett	Noel Grimley Electrics Ltd
Adams Cook & Pearce Ltd	Garland Electrical	North Wales Dom App Centre
Adcock & Sons Ltd	Garrett Appliances Ltd	Northern Domestic Ltd
Affordable & Stylish Ltd	Gary Etheridge Domestic Apps Ltd	Northxsouth Ltd
AGC Retail Ltd	Geo Donald (Warehouse Man) Ltd	Odell Electrics
AJC Group	Geoff Hill Ltd	Oldrid And Co Ltd
Albany Radio (Enfield) Ltd	George Robertson LTD	Orkney Television Enterprise
Allspares (Wigan) Ltd	Gilbert And Vanstone	Owen's TV & Domestic Appliances
Amazon EU S.a.r.L.	Glens	P&S Domestic Ltd
Andrew Thomson	Gotch Of Selby Ltd	Paul Golf Audio Visual

Andrews Home Appliances Ltd	Gregor Watson	Pennywise Appliances Ltd
Anglian Electrics	Grey's Electrical Ltd	Percy Lord & Son Ltd
Anthony L Young Ltd	Guernsey Electricity	Peter Pennington (Worksop) Ltd
AO	Guernsey Gas Ltd	Peter Rhodes
Apollo Appliances	H B H Woolacotts Ltd	Peter Tyson
Appliance City	H F Sheffield Ltd	Pickups Of Stafford Ltd
Appliance Direct (Morecambe) Ltd	H J Knee Ltd	PJW Electrics Ltd
Appliance Electronics UK Ltd	H Robertshaw And Sons Ltd	Pooles Domestic
Appliance Express Ltd	H Telecentre & Co	Power City
Appliance World	Halls of Ibstock Ltd	Power EC (PowerDirect)
Appliance World North West	Hanson Electrical Ltd	PRC
Appliances Direct	Hardys	PRC HiFi & Video Ltd
	Hardy's of Kilkeel Ltd	Premier Appliances
	Harris Electrical Ltd	Purewell
Archers Television Service Ltd	Harrods	Q.D.A.
Argos	Harry Garlick	Quinns Group
Arran Domestic Service Centre	Harry Parry Ltd	R C Snelling Ltd
Ashton Domestic Appliances Ltd	Harvey Norman	R G B Hifi & Video Ltd
Atkinson Group Ltd	HBH Woolacotts Ltd	R L Brooks Ltd
Atlantic Electronics Ltd	Hearnebay Domestic	Radio Ltd
Avensys Ltd	Herbert Todd & Son	Radio Music Store LTD
B A Yeomans & Son Ltd	HJ & D Webb & Sons Ltd	Raff Electrical
Basil Knipe Electrics	Hockridge & Stacey Ltd	RDO Reigate
Beacon South West Ltd	Home Appliances Ltd T/A DID Electrical	Redbridge Domestic App
Bells Domestic	Homemaker (South) Ltd	Refrigeration North West
Beric Appliances	Howards Electricals	Reilly's of Enniskillen Ltd
Beyond Television	Howden Joinery Limited	Reliant TV
Birkbecks Electrical Ltd	Hughes TV And Audio Ltd	RGB Ilford
BJ'S (Mid Wales) Ltd	Hurrells Electrical Ltd	RGB Loughton
Blue Badger Wholesale Ltd	Hylands Ltd	Rileys TV Services Ltd
Booth Scotland Ltd	J & P Electric	RL Brooks
Borsch Ltd	J B Postle & Son Ltd	Roberts Radio
Box Ltd	J D R Thomas	Robson and Cowan
Boylans TV Ltd	J Jenkins Electrical Ltd	Rodgers Fraserburgh Ltd

Brightmore & Sons (Burbage) Ltd	J. Arthur Electrical LTD	Romerils
Broadway Music & Vision	J.J.Quinn Electrical	RSM Domestic Appliances Ltd
Built in Kitchen Appliances	James Stewart & Son Ltd	S & B Trade Services Ltd
Built-In Appliances Ltd	JC Campbell Electrics	S & D Ireland Ltd
Burton & Sherwood Ltd	Jeans Electrical	Samsung IE
Burwoods Domestic Appl. Ltd	Jec Ltd	Samsung UK
C F Hall & Co Ltd	Jerry's Electrical Ltd	Selfridges
C J Hampshire Ltd	John Calvert (Elec) Ltd	Seventy-One Group Ltd
C S Suppliers Ltd	John Gillman & Sons (Elec.) Ltd	Shop Direct
C T Bell (Crowthorne) Ltd	John Kerry & Sons Ltd	Sidney Bakewell
C W Strickland	John Lewis	Smyth Patterson Ltd
Capital Appliance Centre Ltd	Johns Electrical Ltd	Sonic
Capital Repairs	Johnstons Domestic Appliances	Sonic Megastore Ltd
Castleford Domestic Appliances Ltd	Josling TV & Electrical	Soundstore
CDA Southern Ltd	Jyotsna Electrical Ltd	South Coast Industrices Portland (Combens)
CD Electrics & Home Furnishings	KDS Appliances Ltd	Southpoint Electrical Ltd
Cee-Jay Electronics	Kearneys	Sparkworld Ltd
Chapman & Son	Keith Smith (Anstey) Ltd	Sperrin Electronics
CIH	Kenberne Holdings Ltd	Square Deal TV Rentals
CK Home Appliances Ltd	Kensington Domestic Apps Ltd	Staines & Brights Ltd
Colin M Smith	Kevin Farish Ltd	Stearn
Colourcare Home Technology Ltd	Keymex Ltd	Stellison Ltd
Commercial Wholesale Trading Ltd	Kingsbury Electronics Ltd	Stewart & Young Ltd
Connect	Kitchen Economy Ltd	Stuart TV
Consumer Buyers Ltd	Kitchen Specialists (all UK independent Kitchen retail stores)	Stuart Westmoreland (Holdings) Ltd
Coopers Stores	Kitchener & Thomas Ltd	Superdeal
Cornwall Appl Services Ltd	Knights Of Oakham Ltd	T H Colebourn Ltd
Costco	L W Foxall	T N McKay
Crampsie Electrical Ltd	Leekes (Llantrisant)	Taylor's of Giffnock LTD

Crampton and Moore	Lewis's	Thanetwide Domestic (Kent) Ltd
Currys	Lighting Electrical Ltd	The Appliance Store
Cyril Campbell (Electrics) Ltd	Lindsey Relay Co Ltd	The Wash House Ltd -Admin Only
D B Domestic Appliances Ltd	Littlewoods	Tisdalls Electrical Ltd
D J P Domestic Appliances Ltd	London Domestic App	Toplex Ltd
D&C Electrics t/a Hadwins	Long Eaton Appliance Co. Ltd	Trade Forward
DAC Appliances Ltd	Lunney's Elec Discount Store	Transat Home Technologies Ltd
Dacombes & Renaut Ltd	Lunts Domestic Appliances	TV World
Dalzells	Lutterworth Sound & Vision Ltd	Tylers Of Bilston Ltd
Dalzells of Markethill	Lynne Radio Ltd	Van Haaren Appliance World Ltd
David Wood	M J Pipe Ltd	Varker Appliance Services
Delta House & Home	Magnet Limited	Vaughans
Delta Ireland Ltd	Makadams (Baughurst) Ltd	Vaughans Radio Ltd
Discount Appliance Centre Ltd	MAP Electrical Ltd	Very
Domestic App Maint (D'Set) Ltd	Marks Electrical Ltd	Vision Sales Direct
Domestic Apps (Sudbury) Ltd	Marown TV Ltd	W M Budd & Sons Group Ltd
Donaghy Bros Limavady	Martin Dawes	Wades
Donaghy Brothers	Martins of Hawkhurst	Waltons Direct
E B Marsh & Son Ltd	McCoubreys Elec Superstore	Watters Electrical
E&H Services	McMichael Bros.	Webbs of Cannock Ltd
Electrical Sales Ltd	MG Domestic	Wellingtons (Erith) Ltd
ESC (TV) Ltd	Michael R Peters	Whitakers of Shipley
Euronics	Microwave Service Centre	Wickes Building Supplies Limited
Expert	Minhas Trading Company Ltd	Wilmslow Electrical Ltd
F C Bailey (UK) Ltd	ML Lake (Electrical Servs) Ltd	Wood Bros. Heanor Ltd
F J Fullick Ltd	Mobile TV Serv	Wren Kitchens Ltd
F W & D Wain	Molesey Refrigeration	
Faulkners Louth Ltd	Montrose Home Appliance Company Ltd	
FE Electronics Ltd;	Moore Electrics	
Fenwicks	Moores Appliances Ltd	
<b>Euronics</b>		

ACE Domestic Appliances Ltd.	GUS BYRNE ELECTRICAL	PHIL O'SULLIVAN ELECTRICAL LTD
Bandon Co-op	Harringtons Hardware	Providers
Beattys Loughrea	Harrys Electrical (Cavan)	Redmond Electrical
Ben Sweeney Gas and Electrical	Heavins Euroncis (Athlone)	RONAYNES
Brodericks Electrical	Hubert Dolan Euroncis(Ballinasloe)	Rooneys Homevalue
Burtons	Jack Fitzgerald Electrical	Shaws
Callaghans Electrical	JOYCE & SONS (HEADFORD) LTD	Tadhg O'Connor (Rathkeale)
Cassidy Electrical	Joyces Home Centre	Taheny Electrical (Sligo)
Clearys Electrical	Keans of Claremorris	TELFORDS
Domestic appliance and Plumbing Cahirciveen	KING & MOFFATT ELECTRICAL LIMITED	TJ O'Mahony
Drinagh Co-Op	Lallys Electrical	Tommie Kelly Electrical
Electro City	M.D.O SHEA & SONS	Tomo Burke Electrical
Euronics Ireland	Mastercare Dublin	WOODS ELECTRICAL
Fitzgerald Electrical	Michael Gunning Electrical	TOMMY KELLY ELECTRICAL
Fitzgeralds Dingle	Mullallys Electrical	Tomo Burke Electrical
Foy's Cootehill	N17 Electrical	WOODS ELECTRICAL
Grahams of Monaghan	Nioclas O Conchubair Teo	
Grange Builders Providers	O'Flaherty Electric	
<b>Expert</b>		
Archers Expert	Expert Mullingar	Marron Electrical Limited - Expert
Briscoes	Expert Naas	Martin Dolan Expert Electrical
B. McSwiney & Sons - Expert	Expert Sligo	McGroartys TV Centre Limited - Expert
Brennans Electrical Expert	Expert Tullamore	Morris' DIY Expert
Brogan's Expert	Finucanes Electrical Expert	O'Leary's Expert
Cal Flavin Expert	Flemings Expert	Peter Murphy Lighting & Electrical Expert
Cummins Expert	Fletchers of Ballinasloe	Scahills Electrical Expert
Cunniffe Electric Expert	Ganly's Expert	Sean Hackett Limited - Expert
Declan Curran Expert	Ganly's Expert	Sean Hennessy Electrical Superstores
Dominic Smith Electrical Expert	Hugh Culloty Expert	Sheridan Electrics Limited - Expert
Dwyers Electrical Expert	Irwin Bros Retail .Ltd	Spencer / Spillane Expert
Eddie Maguire - Expert	Irwin Megavision Expert	Stakelums Expert
Ennis Electrical Expert	J. McKennas Expert	Stapletons Expert Electrical
Expert Nenagh	JJ Appliances Expert	Swans Electrical - Expert
Expert at Arnotts	Joe Simon Builders Supplies	Thornhill Bros. Electrical Limited - Expert
Expert at Brown Thomas	John Finn Electrical Expert	Toss Bryan Expert
Expert Ireland	Joyces Wexford Limited - Expert	Walsh Bros. Electrical Expert
Expert Laois	Mannions Expert Birr	