

**To activate your promotional 5 Year warranty:**

**Online:** visit <https://www.samsung.com/uk/offer/5-year-samsung-tv-warranty> to register your product's 5 year warranty.

**Telephone [UK]: 0333 000 0333**

**Statement of Limited Warranty: 5 Year Warranty**

**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 12 months later.** By registering the product(s) within 90 days after the invoice date, you will receive an additional 4 years' extended limited warranty service (callout charges, parts and labour only, unless product is in Samsung's opinion beyond economic repair), which will bring the total period of coverage to 5 years from the date of invoice (the "**Extended Warranty Period**"). All of the terms set 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.

**5 YEAR WARRANTY: REDEMPTION PROCESS & DETAILS**

1. To redeem and claim the 5 year warranty, all details and submissions must be registered using the website address or telephone number shown at the top of the page.

If you have any problems using the online registration site please contact our Customer Support team on 0333 000 0333.

To maintain and improve the quality of our service, we will record and/or monitor telephone calls. Calls to 0330 numbers cost no more than 5 pence per minute + set-up fee for BT residential customers. Mobiles and other providers' costs may vary and charges are subject to change without notice and are provided as reference only.

2. **The 5 Year Warranty must be registered no later than 90 days from the invoice date to validate any claim(s).**

3. Upon registration the claimant will be sent an email confirmation with notification of registration and a related reference number.

4. A copy of your receipt, invoice or lease agreement **MUST** be retained by you as proof of purchase.

5. The 5 Year Warranty is not transferable to a third party and no alternative will be offered.

**STATEMENT FOR SAMSUNG 5 YEAR DIGITAL APPLIANCES WARRANTY**

1. This offer only applies to the purchases complying with these terms and conditions and purchased between 1 January 2025 and 6 May 2025 from Samsung.com of the following new Samsung TV products (which excludes unused display and clearance products) as listed in the table below:

Category	SKU code
Neo QLED 8K	QE85QN900DTXXU
Neo QLED 8K	QE75QN900DTXXU
Neo QLED 8K	QE65QN900DTXXU
Neo QLED 8K	QE85QN800DTXXU
Neo QLED 8K	QE75QN800DTXXU
Neo QLED 8K	QE65QN800DTXXU
Neo QLED 8K	QE98QN990CTXXU
Neo QLED 8K	QE85QN900CTXXU
Neo QLED 8K	QE75QN900CTXXU
Neo QLED 8K	QE65QN900CTXXU
Neo QLED 8K	QE85QN800CTXXU
Neo QLED 8K	QE75QN800CTXXU
Neo QLED 8K	QE65QN800CTXXU
Neo QLED 8K	QE75QN700CTXXU
Neo QLED 8K	QE65QN700CTXXU
Neo QLED 8K	QE55QN700CTXXU
Neo QLED 4K	QE85QN95DATXXU
Neo QLED 4K	QE75QN95DATXXU
Neo QLED 4K	QE65QN95DATXXU
Neo QLED 4K	QE55QN95DATXXU
Neo QLED 4K	QE85QN93DATXXU
Neo QLED 4K	QE75QN93DATXXU
Neo QLED 4K	QE65QN93DATXXU
Neo QLED 4K	QE55QN93DATXXU
Neo QLED 4K	QE50QN93DATXXU
Neo QLED 4K	QE43QN93DATXXU
Neo QLED 4K	QE98QN90DATXXU
Neo QLED 4K	QE85QN90DATXXU
Neo QLED 4K	QE75QN90DATXXU
Neo QLED 4K	QE65QN90DATXXU
Neo QLED 4K	QE55QN90DATXXU
Neo QLED 4K	QE50QN90DATXXU
Neo QLED 4K	QE43QN90DATXXU
Neo QLED 4K	QE75QN88DBTXXU
Neo QLED 4K	QE65QN88DBTXXU
Neo QLED 4K	QE55QN88DBTXXU
Neo QLED 4K	QE85QN85DBTXXU
Neo QLED 4K	QE75QN85DBTXXU
Neo QLED 4K	QE65QN85DBTXXU
Neo QLED 4K	QE55QN85DBTXXU
Neo QLED 4K	QE85QN95CATXXU
Neo QLED 4K	QE75QN95CATXXU
Neo QLED 4K	QE65QN95CATXXU

Neo QLED 4K	QE55QN95CATXXU
Neo QLED 4K	QE85QN93CATXXU
Neo QLED 4K	QE75QN93CATXXU
Neo QLED 4K	QE65QN93CATXXU
Neo QLED 4K	QE55QN93CATXXU
Neo QLED 4K	QE50QN93CATXXU
Neo QLED 4K	QE43QN93CATXXU
Neo QLED 4K	QE85QN90CATXXU
Neo QLED 4K	QE75QN90CATXXU
Neo QLED 4K	QE65QN90CATXXU
Neo QLED 4K	QE55QN90CATXXU
Neo QLED 4K	QE50QN90CATXXU
Neo QLED 4K	QE43QN90CATXXU
Neo QLED 4K	QE75QN88CATXXU
Neo QLED 4K	QE65QN88CATXXU
Neo QLED 4K	QE55QN88CATXXU
Neo QLED 4K	QE85QN85CATXXU
Neo QLED 4K	QE75QN85CATXXU
Neo QLED 4K	QE65QN85CATXXU
Neo QLED 4K	QE55QN85CATXXU
OLED 4K	QE77S95DATXXU
OLED 4K	QE65S95DATXXU
OLED 4K	QE55S95DATXXU
OLED 4K	QE83S93DAEXXU
OLED 4K	QE77S93DAEXXU
OLED 4K	QE65S93DATXXU
OLED 4K	QE55S93DAEXXU
OLED 4K	QE48S93DAEXXU
OLED 4K	QE83S90DAEXXU
OLED 4K	QE77S90DAEXXU
OLED 4K	QE65S90DATXXU
OLED 4K	QE55S90DAEXXU
OLED 4K	QE48S90DAEXXU
OLED 4K	QE77S85DAEXXU
OLED 4K	QE65S85DAEXXU
OLED 4K	QE55S85DAEXXU
OLED 4K	QE77S95CATXXU
OLED 4K	QE65S95CATXXU
OLED 4K	QE55S95CATXXU
OLED 4K	QE77S92CATXXU
OLED 4K	QE65S92CATXXU
OLED 4K	QE55S92CATXXU
OLED 4K	QE77S90CATXXU
OLED 4K	QE65S90CATXXU
OLED 4K	QE55S90CATXXU

The Frame	QE85LS03DAUXXU
The Frame	QE75LS03DAUXXU
The Frame	QE65LS03DAUXXU
The Frame	QE55LS03DAUXXU
The Frame	QE50LS03DAUXXU
The Frame	QE43LS03DAUXXU
The Serif	QE65LS01DAUXXU
The Serif	QE55LS01DBUXXU
The Serif	QE55LS01DAUXXU
The Serif	QE50LS01DBUXXU
The Serif	QE50LS01DAUXXU
The Serif	QE43LS01DBUXXU
The Serif	QE43LS01DAUXXU
The Terrace	QE75LST7TGUX XU
The Terrace	QE65LST7TGUX XU
The Terrace	QE55LST7TGUX XU
The Sero	QE43LS05BGUX XU
The Frame	QE32LS03CBUXXU
The Frame	QE85LS03BGUX XU
The Frame	QE75LS03BGUX XU
The Frame	QE65LS03BGUX XU
The Frame	QE55LS03BGUX XU
The Frame	QE50LS03BGUX XU
The Frame	QE43LS03BGUX XU
The Serif	QE65LS01BHUX XU
The Serif	QE65LS01BGUX XU
The Serif	QE55LS01BHUX XU
The Serif	QE55LS01BGUX XU
The Serif	QE50LS01BHUX XU
The Serif	QE50LS01BGUX XU
The Serif	QE43LS01BHUX XU
The Serif	QE43LS01BGUX XU
QLED 4K	QE85Q80DATXXU
QLED 4K	QE75Q80DATXXU
QLED 4K	QE65Q80DATXXU
QLED 4K	QE55Q80DATXXU
QLED 4K	QE50Q80DATXXU
QLED 4K	QE75Q77DATXXU
QLED 4K	QE65Q77DATXXU
QLED 4K	QE55Q77DATXXU

QLED 4K	QE85Q70DATXXU
QLED 4K	QE75Q70DATXXU
QLED 4K	QE65Q70DATXXU
QLED 4K	QE55Q70DATXXU
QLED 4K	QE75Q67DAUXXU
QLED 4K	QE65Q67DAUXXU
QLED 4K	QE55Q67DAUXXU
QLED 4K	QE50Q67DAUXXU
QLED 4K	QE43Q67DAUXXU
QLED 4K	QE85Q60DAUXXU
QLED 4K	QE75Q60DAUXXU
QLED 4K	QE65Q60DAUXXU
QLED 4K	QE55Q60DAUXXU
QLED 4K	QE50Q60DAUXXU
QLED 4K	QE43Q60DAUXXU
QLED 4K	QE98Q80CATXXU
QLED 4K	QE85Q80CATXXU
QLED 4K	QE75Q80CATXXU
QLED 4K	QE65Q80CATXXU
QLED 4K	QE55Q80CATXXU
QLED 4K	QE50Q80CATXXU
QLED 4K	QE75Q75CATXXU
QLED 4K	QE65Q75CATXXU
QLED 4K	QE55Q75CATXXU
QLED 4K	QE85Q70CATXXU
QLED 4K	QE75Q70CATXXU
QLED 4K	QE65Q70CATXXU
QLED 4K	QE55Q70CATXXU
QLED 4K	QE75Q65CAUXXU
QLED 4K	QE65Q65CAUXXU
QLED 4K	QE55Q65CAUXXU
QLED 4K	QE50Q65CAUXXU
QLED 4K	QE43Q65CAUXXU
QLED 4K	QE85Q60CAUXXU
QLED 4K	QE75Q60CAUXXU
QLED 4K	QE65Q60CAUXXU
QLED 4K	QE55Q60CAUXXU
QLED 4K	QE50Q60CAUXXU
QLED 4K	QE43Q60CAUXXU
QLED FHD	QE32Q50AEUXXU

2. **Purchases must be made from the online shop on Samsung.com only. Purchases from other retailers or from Samsung.com EPP sites (under which certain categories of customers who have been provided with a log in to benefit from discounted products) are expressly excluded. This includes, but is not limited to the following Samsung EPP sites: Student, EPP Networks, NHS EPP, Royal Household EPP, SME Open, SME Closed, Samsung Staff Sales, EPP Partners**
3. All 5-year warranty claim(s) must be registered online within 90 days of purchase.
4. 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.
5. By registering the 5-year warranty you agree to be bound by these terms and conditions.

#### **EXTENT OF 5 YEAR LIMITED WARRANTY**

1. 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.
2. 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.
3. 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.
4. Remote technical support may also be provided for the product(s).

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

To obtain a warranty service:

- Contact the Samsung Support hotline on UK: **0333 000 0333 (SAMSUNG)**
- Provide the product code and serial number.
- Provide proof of activated extended warranty, as per the e-mail confirmation sent at the time of online warranty registration(s).
- Provide a clear fault description and carry out any diagnostics if advised.
- Comply with any reasonable instructions from Samsung or an Authorised Service Centre to allow you to receive the warranty service.
- Provide proof of purchase to an engineer to validate.

#### **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 12 month warranty period, but not during the Extended Warranty Period (i.e. the additional 4 years of the Extended Warranty Period is not transferable).

## **EXCLUSIONS**

1. 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. Samsung is not responsible for paying any travel or delivery costs where the product is located outside the UK.
2. 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:
  - Defaced;
  - Altered;
  - Damaged beyond repair;
  - 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.); or
  - Does not match the product model and serial number details as registered for warranty service.

To the maximum extent permitted by law, warranty service does not include repair of failures caused by:

- Modification or attachments;
- Accidents or misuse (to include without limitation failure to following instructions in the user manual);
- Screen burn (in relation to OLED TV models only)
- Unsuitable physical or operating environment;
- Third party products e.g. consumables;
- Maintenance by anyone other than Samsung or a Samsung Authorised Service provider;
- Operation of a product beyond the limit of its duty cycle; or
- Products, components, parts, material, software, or interfaces not furnished by Samsung.

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.

## **GENERAL TERMS**

1. These terms and conditions are governed by English law and come under the exclusive jurisdiction of the English courts.
2. By registering your extended warranty you agree to be bound by these terms and conditions.
3. 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.
4. 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.
5. 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.

6. This promotional offer cannot be used in conjunction with any other similar Samsung Electronics promotion(s).

7. Promoter: Samsung Electronics (UK) Ltd, Samsung House, 2000 Hillswood Drive, Chertsey, Surrey, KT16 0RS.