

SAMSUNG CARE+ STANDARD (SC+ STANDARD) SERVICE PLAN TERMS AND CONDITIONS

1. Recitals

This is a Service Contract and not a contract of insurance.

THIS SERVICE CONTRACT IS SUPPLEMENTARY TO THE MANUFACTURER'S WARRANTY, BUT PROVIDES ADDITIONAL BENEFITS DURING AND AFTER THE TERM OF THE MANUFACTURER'S WARRANTY. EVENTS COVERED BY THE MANUFACTURER DURING THE MANUFACTURER'S WARRANTY PERIOD ARE NOT COVERED UNDER THIS SERVICE CONTRACT.

THIS SERVICE CONTRACT IS ONLY APPLICABLE TO COVERED DEVICES PURCHASED OR RECEIVED ON CONTRACT AS FROM 20 MARCH 2026.

"You/Your" means the owner of the Plan Device under this Service Contract. You have to be 18 years and older to take up this Service Plan.

2. Service Contract Administrator

The Service Contract Administrator is **IUA Business Solutions (Pty) Ltd** which is the entity responsible for the administration of this Service Contract ("Administrator").

3. The Standard Service Contract ("**Standard Plan**")

This Standard Service Contract governs the hardware repair services provided to You by Samsung Electronics South Africa (Pty) Ltd ("**Samsung**") in relation to Your Samsung product ("**Plan Device**") purchased from Samsung or its nominated points of sale offering the Standard Plan and listed on Your confirmation document ("**Plan Confirmation**"). The Standard Plan benefit is valid in South Africa only.

4. Registration Period

If You **do not** register for the Standard Plan at the time of purchase of the Plan Device, You will still enjoy a 30 day registration period in which You may register Your Plan Device for the SC+ Standard benefit. If during this 30-day period You do not register for the Standard Plan, then You will not be eligible for the SC+ Standard benefit.

5. Plan Term

This Standard Service Contract will commence and take effect immediately on the date of purchase of the Plan Device, or in the event that the Plan Device is obtained by You by way of contract with a network operator the Standard Service Contract will commence and take effect immediately on the date the contract was concluded between You and the network operator. The Standard Service Contract will endure for a maximum period ("**Plan Term**") and maximum number of repairs as set out below:

Plan Term	Maximum Number of Repairs
12 Months	1
24 Months	2

The Standard Service Contract will terminate in the following instances, whichever is the earlier date:

1. upon the expiration of the Plan Term (which expiration or end date will be confirmed on the Plan Confirmation Document); or
2. upon provision of the maximum number of Repairs (which number will be confirmed on the Plan Confirmation Document); or
3. until cancelled by either You or Samsung.

6. When Standard Plan Commences and Ends

The Standard Plan must be purchased within the first 30 days from date of purchase of Your Plan Device or in the event that You receive Your Plan Device by way of contract with a network operator, You must apply within the first 30 days from the date of commencement of the contract.

The Service Plan begins retroactively from the date of purchase of Your Plan Device or date of commencement of Your contract ("**Commencement Date**") and continues for the duration of the Plan Term.

Your Plan Confirmation will be sent to You via email. The terms of this Standard Plan, the original sales receipt for Your Standard Plan and the Plan Confirmation are each part of Your Standard Service Contract. A separate Standard Plan must be purchased for each Plan Device.

7. What is covered

- o Samsung Care+ Standard (SC+ Standard)

If during the Plan Term You notify Samsung that the Plan Device has suffered screen damage and/or back glass or for a Samsung Galaxy Z Series device the inner and/or outer screen, damage caused by an unexpected and unintentional external event (e.g. device drop) that arises during Your normal daily usage of the Plan Device ("**Accidental Damage**"), Samsung will, subject to the payment of the Repair Fee, repair the damaged screen and/or back glass and will only replace the battery based on a repair assessment were deemed necessary by the repair partner. Samsung's obligations to You in terms of this Standard Service Contract will expire or will be entirely fulfilled before the end of the Plan Term when Samsung has provided to You the maximum number of repairs on your selected Plan Term as set forth in the table in clause 5 above. Repairs and battery replacements only applies to an operational or mechanical failure caused by Accidental Damage. Repairs do not include operational or mechanical failure due to normal wear and tear, theft, misplacement, reckless, abusive, wilful or intentional conduct associated with handling and use of

the Plan Device, and any other act not covered by the Standard Plan, including without limitation battery deterioration of the Plan Device that occurs over time, scratches, discoloration, scuff marks and water damage to the Plan Device. Only the parts listed below will be replaced and/or repaired based on repair assessment.

List of parts covered in The Standard Plan:

- Inner and/ or Outer Screen (Main and Sub OCTA)
- Back Cover / Back Glass
- Rework Kit (Sealing Tapes)
- Battery(s) – Only replaced based on a repair assessment.

Covered Plan Devices:

Galaxy Z Series	Z Flip, Z Fold2, Z Flip3, Z Fold3, Z Flip4, Z Fold4, Z Flip5, Z Fold5, Z Fold6, Z Flip6, Z Flip7 FE, Z Flip7 and Z Fold7.
Galaxy Note Series	Note 20 Ultra, Note 20, Note 10+, Note 10, Note 10 Lite, Note 9 and Note 8
Galaxy S Series	S26 Ultra, S26+, S26, S25 Edge, S25 FE, S25 Ultra, S25+, S25, S24 Ultra, S24+, S24, S24FE, S23 Ultra, S23+, S23, S23FE, S22 Ultra, S22+, S22, S21 Ultra, S21+, S21, S20 Ultra, S20+, S20, S20FE, S21FE, S10+, S10, S10e, S9+, S9, S8+, S8
Galaxy A Series	A80, A73, A72, A71, A70, A56, A55, A54, A53, A52, A51, A50, A36, A35, A34, A33, A32, A31, A30s, A30, A26, A25, A21s, A20, A17, A16, A15, M15, A12, A11, A10s, A10, A02s, A02, A01, A3 Core, A2 Core, J4 Core
Tablets	Galaxy Tab S11 Ultra, Tab S11, Tab S10 Lite, Tab S10+, Tab S10 Ultra, Tab S10FE+, Tab S10FE, Tab S9, Tab S9+, Tab S9 Ultra, Tab S9FE, Tab S9FE+, Tab A11, Tab A11+, Tab A9, Tab A9+, Tab S8, Tab S8+, Tab S8 Ultra, Tab S7+, Tab S7, Tab S7 FE, Tab S5e, Tab Active Pro, Tab Active 2, Tab Active 3, Tab S6 Lite, Tab A7, Tab A7 Lite, Tab A8 (2022)

8. Repair Fee

- **In addition to the Standard Service Plan Fee, You will pay a further Repair Fee in the following sum for each screen and/or back glass repair claim, in respect of the following Plan Device models:**

Mobile Phones

Repair Fee	Plan Device Model
R1499	Z Flip, Z Fold2, Z Flip3, Z Fold3, Z Flip4, Z Fold4, Z Flip5, Z Fold5, Z Fold6, Z Fold6, Z Flip7 FE, Z Flip7 and Z Fold7.
R1499	Note 20 Ultra, Note 20, Note 10+, Note 10, Note 9, Note 8, S26 Ultra, S26+, S26, S25 Edge, S25 FE, S25 Ultra, S25+, S25, S24 Ultra, S24+, S24, S24FE, S23 Ultra, S23+, S23, S23FE, S22 Ultra, S22+, S22, S21 Ultra, S21+, S21, S20 Ultra, S20+, S20, S20FE, S21FE, S10+, S10, S10e, S9+, S9, S8+, S8
R999	Note 10 Lite, A80, A73, A72, A71, A70, A56, A55, A54, A53, A52, A51, A50
R749	A36, A35, A34, A33, A32, A31, A30s, A30, A26, A25, A21s, A20, A17, A16, A15, M15, A12, A11, A10s, A10, A02s, A02, A01, A3 Core, A2 Core, J4 Core

Tablets

Repair Fee	Plan Device Model
R1499	Tab S11 Ultra, Tab S11, Tab S10+, Tab S10 Ultra, Tab S10FE+, Tab S10FE, Tab S9, Tab S9+, Tab S9 Ultra, Tab S9FE+, Tab S8, Tab8+, Tab S8 Ultra, Tab S7+, Tab S7, Tab 7 FE, Tab Active Pro, Tab S5e
R999	Tab A11+, Tab A11, Tab S10 Lite, Tab Active 3, Tab Active 2, Tab S6 Lite, Tab A7, Tab A7 Lite, Tab A8 (2022), Tab S9Fe, Tab A9, Tab A9+.

- You may be asked to provide a detailed explanation of where and when the Accidental Damage occurred. A Repair will be denied if You fail to pay the Repair Fee and/or the Standard Service Plan Fee or fail to provide information relating to the Accidental Damage when asked.
- You have 30 days from the date that You hand in Your Plan Device to be repaired, to pay the Repair Fee. If the Repair Fee is not paid within this 30-day period Your screen repair claim will be forfeited and you will be liable for the repair costs.
- **Samsung reserves its right to amend the above Repair Fee as set out herein from time to time. Samsung will notify You of the amendment and/or increase by providing You with notice of the proposed amendment and/or increase at least 30 days prior to the amendment and/or increase taking effect. Samsung will send this notice to you via the contact details You have provided.**

9. Service Plan Fee

Means the monthly or once off fee paid upfront by You (the amounts of which are set out on the Samsung website) in exchange for the services provided under this Service Contract.

10. What devices are not covered

- Samsung Care+ Standard (SC+ Standard) repairs are restricted to Plan Devices purchased from Samsung or any authorized sales distributor.
- Plan Devices purchased second hand, and or from countries outside of South African borders, or Plan Devices with SKU numbers other than XFA, XFV or AFA (being non-counterfeit Plan Devices purchased locally or imported from another country outside of South Africa), are not eligible for SC+ Standard.
- Plan devices which have been switched on or purchased more than 30 days before activating this Standard Plan.

11. Standard Plan exclusions:

- The Standard Plan does not apply to installation, removal or disposal of the Plan Device, or providing substitute devices while the Plan Device is being serviced.
- The Standard Plan does not include or make any provision for a loan device whilst the Plan Device is being assessed or repaired.
- The Standard Plan does not apply to damage caused to a device that is not the Plan Device.
- This Standard Plan does not cover abuse or misuse of the Plan Device.
- This Standard Plan does not cover damages caused to the Plan Device by fire, earthquake or other external causes of damage.
- This Standard Plan does not cover operating the Plan Device outside the permitted or intended uses described by the manufacturer.
- The Standard Plan does not apply to a Plan Device with a serial number that has been altered, defaced or removed, or a Plan Device has been modified to alter its functionality or capability without the written permission of the manufacturer.
- The Standard Plan does not apply to a Plan Device that is lost or stolen.
- The Standard Plan does not apply to cosmetic damage to the Plan Device, including but not limited to scratches and dents that does not otherwise prevent the functionality of the Plan Device.
- The Standard Plan does not provide preventative or other maintenance on the Plan Device.
- The Standard Plan does not apply to defects and/ or damage caused by normal wear and tear or which are due to normal aging of the Plan Device.
- The Standard Plan does not apply to the battery performance of the Plan Device but the battery will be replaced if the screen is replaced.
- Any claim for Repair under this Standard Plan is subject to an internal validity assessment at an Authorised Samsung Service Centre.
- The Standard Plan applies to front screen and/or back glass damage only, i.e. LCD, back cover glass only or for a Galaxy Z Series device the inner and/or outer screen.

- Any other parts requiring replacement or repair, to return the Plan Device to manufacturing standards is payable by You.
- Any other damage to the Plan Device identified or arising during the Repair process is payable by You.
- The Standard Plan with outstanding Service Plan Fee will not be eligible to process a claim.
- The Standard Plan does not cover any Plan Device accessories.

12. Delays and consequential loss

Samsung will exercise reasonable efforts in providing the service under this Service Contract, but will not be liable for any damages arising out of delays; and in no event, will Samsung be liable for any indirect and/or consequential damages whatsoever.

13. Technical Support

The Standard Plan does not include Technical Support.

14. How to obtain Repair Support

- To obtain this SC+ Standard Repair Support, You can contact the Samsung Customer Care on (0860 726 7864) and/or deliver the Plan Device to a Samsung Authorized Service Centre (to find the nearest ASC refer to <https://www.samsung.com/za/support/service-centre/>). You need to keep Your Plan Confirmation document and the original sales receipt for Your Plan Device or copy of Your contract concluded with the network operator, as such documentation will be required if there is any question as to Your eligibility for Repairs.
- Claims repairs can only be lodged while The Standard Plan is active. Claims on expired or cancelled Standard Plan will not be processed.

15. Your Responsibilities

To receive support under the Standard Plan, You agree to comply with each of the terms listed below:

- You will provide Your Plan Confirmation document and a copy of Your Plan Device's original proof of purchase or copy of Your contract concluded with the network operator, if requested.
- You will provide information about the Accidental Damage event involving the Plan Device.
- You will respond to all requests for information, including but not limited to the Plan Device's serial number and model.
- You will follow the instructions Your Administrator gives You, including but not limited to refraining from booking in products and accessories at the Samsung ASC Authorised Service Centre under this Standard Plan that are not subject to a Repair.
- You will ensure that Your Standard Service Fee is paid up to date and no balance is outstanding and if You fail to do so You will not be entitled to the Repairs.
- All outstanding premiums will be collected for the duration of The Standard Plan term
- **In the event that you have opted to make payment of the Service Plan Fee on a monthly basis, and you fail to make payment of the monthly Service Fee in any**

given month, in the following month Samsung will be entitled to debit your account with the Service Plan Fee for both the previous month (the month you failed to make payment) and the current month.

- Your Repair Fee must be paid within 30 days of Your Plan Device repair submission to the repair centre or Your right to receive Repairs will lapse.
- You are responsible to notify The Service Contract Administrator, being IUA Business Solutions (Pty) Ltd of personal information, payment arrangements and banking details changes before the next debit order date. Changes can be sent to admin@iua.co.za or call 0860 100 111

16. Ineligible for repairs

This Standard Service Contract does not provide any repair or service for devices held in inventory or devices held as Your stock in trade. This Standard Service Contract is only available for new communications Plan Devices under manufacturer's warranty.

17. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, SAMSUNG AND ITS EMPLOYEES AND AGENTS WILL UNDER NO CIRCUMSTANCES BE LIABLE TO YOU OR ANY SUBSEQUENT OWNER OF THE PLAN DEVICE FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO COSTS OF RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA OR THE FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA, ANY LOSS OF DATA OR ANY LOSS OF BUSINESS, PROFITS, REVENUE OR ANTICIPATED SAVINGS, RESULTING FROM SAMSUNG'S OBLIGATIONS UNDER THIS STANDARD PLAN. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. THE LIMIT OF SAMSUNG'S AND ITS EMPLOYEES' AND AGENT'S LIABILITY TO YOU AND ANY SUBSEQUENT OWNER ARISING UNDER THE STANDARD PLAN SHALL NOT EXCEED THE ORIGINAL PRICE PAID FOR THE STANDARD PLAN. SAMSUNG SPECIFICALLY DOES NOT WARRANT THAT IT WILL BE ABLE TO REPAIR THE PLAN DEVICE WITHOUT RISK TO OR LOSS OF PROGRAMS OR DATA, IT WILL MAINTAIN THE CONFIDENTIALITY OF DATA, OR THAT THE OPERATION OF THE PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE.

18. Cancellation

- You may cancel this Standard Plan at any time for any reason by giving Samsung 20 business days' notice in writing of Your intention to do so. If You decide to cancel this Standard Plan, You must contact the Administrator in writing with Your Plan Number. You must send a copy of the Standard Plan's original proof of purchase with Your notice of cancellation. Unless local law provides otherwise, if You cancel within thirty (30) days of receipt of this Standard Plan, You will receive a full refund of the original purchase price less the value of any service provided to You under the Standard Plan as at the date of cancellation.
- If You cancel more than thirty (30) days after Your receipt of this Standard Plan, You will receive a pro rata refund of the original purchase price less the value of any service provided to You under the Standard Plan as at the date of cancellation, based on the percentage of the unexpired Plan Term from the Standard Plan's date of purchase, in the event that you made an upfront payment of the Service Plan Fee.

- Samsung may cancel the Standard Plan 20 business days after giving written notice to you of a material failure by you to comply with the Standard Plan. Samsung may further cancel this Standard Plan for fraud or material misrepresentation on 20 business days' notice to You.
- **If You cancel the Standard Plan prior to the expiry date of the Plan Term You will be liable to pay all outstanding amounts owed in terms of this Standard Plan as well as a reasonable cancellation penalty fee as determined by Samsung, in the event that You signed up for monthly payments of the Service Plan Fee.**
- In the event that You fail to honour more than two consecutive debit orders, the Plan will automatically be cancelled. Therefore, no claims will be honoured or allowed on Plans with outstanding payment (s).
- You will need to settle all outstanding Service Plan Fees to allow reinstatement of the Plan, which is at Samsung's sole discretion.

19. Further Standard Plan

- Samsung is not obligated to renew this Standard Plan after expiry of this Plan Term.
- If Samsung does offer to provide a further Standard Plan, it will determine the price, period and the terms governing such further Standard Plan.
- **In the event that Samsung offers to provide a further Standard Plan, Samsung will give You at least forty (40) business days' written notice prior to the end of the Plan Term, which notice will set out the new terms of the further Standard Plan and the Standard Service Fee and Repair Fee applicable to the further Standard Plan.**

20. Transfer

This Standard Service Contract is not transferable by You.

In case however of the following, the IMEI number of Your Plan Device may change:

- an out of box defective Plan Device, or
- Plan Device replacement within 7 (seven) days from the original Plan Device purchase date due to Device failure, or
- Plan Device replacement due to uneconomical reasons for repairs.

It is Your responsibility to notify and send proof of the IMEI number change to the Administrator. The Administrator will verify with Samsung if the change in the IMEI number of the Plan Device is valid before an IMEI number change will be made to Your existing Standard Plan. The remainder of cover term can only be transferred to a new device when the Plan Device is replaced by a Samsung warranty partners or by Your insurer with an identical device.

21. What You must do

In order to keep this Standard Service Contract in force during the Plan Term, You must maintain the Plan Device in accordance with the service requirements set forth by the manufacturer's specifications, including cleaning and maintenance. It is Your responsibility

to protect the Plan Device from further damage and comply with the owner's manual. You must notify the Administrator in writing if Your address changes.

22. General Terms and conditions

- 22.1 Samsung is not responsible for any material failures or delays in performing repairs under the Standard Plan that are due to events outside Samsung's reasonable control.
- 22.2 We will not perform preventative or other maintenance on the Plan Device under the Standard Plan.
- 22.3 This Standard Plan is offered and valid only in South Africa and only in respect of Plan Devices with SKU numbers XFA, XFV or AFA.
- 22.4 The terms of the Standard Plan, including the original sales receipt of the Standard Plan and the Plan Confirmation, prevail over any conflicting, additional, or other terms of any purchase order or other document.
- 22.5 Informal dispute settlement should be done directly with Samsung to resolve the matter before approaching the relevant courts or commissions of jurisdiction for relief.
- 22.6 Samsung accepts no liability or responsibility, whether occasioned by any circumstance not foreseeable and not within its reasonable control for late or delayed in repair of any screen during the validity period of this promotion owing to, but not limited to, parts unavailability, strike, lock out, any civil commotion or disorder, riot, threat of war, any action taken by governmental authority or public authority of any kind, fire, explosion, storm, flood, earth quake or other acts of God, epidemic or pandemics.

For Samsung Care+ customer support and queries, please use the below contacts:

031 570 7620 or 0860 100 111

Email: admin@iua.co.za