

# **SAMSUNG**

**SAMSUNG ELECTRONICS SOUTH AFRICA (PTY) LTD**

**Registration Number 1994 / 0003872 / 07:**

**SAMSUNG**  
**YOUR SERVICE TERMS AND CONDITIONS OF USE**

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## TERMS & CONDITIONS

### 1. TERMS AND CONDITIONS OF USE OF YOUR SERVICE:

<https://www.samsung.com/za/support/your-service/main>

This is an agreement applicable to Your Service which is a service available to consumers whereby, at a cost, a faulty unit may be collected and delivered to a service partner in the relevant region for repairs and delivered back to the consumer thereafter. Please read it carefully because it explains your and our rights and duties to each other. You must contact Samsung South Africa if you do not understand any part of this agreement.

The Terms and Conditions applicable to the use of this website are available at <https://www.samsung.com/za/support/your-service/main>

### 2. WHEN DOES THIS AGREEMENT APPLY TO YOU?

If you choose to use Your Service as described above, these terms and conditions ("this agreement") will apply to you. It forms an agreement between you and Samsung Electronics (Pty) Limited ("Samsung", "we" "us" or "our").

### 3. IS THIS SITE APPLICABLE TO YOU?

This site is applicable to users in the following countries:

- South Africa.

Samsung reserves the rights to include or remove countries from this list from time to time.

### 4. YOU HAVE THE PERMISSION TO USE THIS SERVICE FOR YOUR PERSONAL USE.

- I. Samsung gives you a personal, non-exclusive, non-transferable, limited right to view the information on the Your\_service Page.
- II. This Service is meant for use in the above-mentioned country only.
- III. You may not link to this site without our permission. You may not copy, access, or use our content other than as explained above.
- IV. You must contact us for permission before you link to the site or any part of it in any manner or use any content on the site in any manner, for commercial purposes.
- V. You must not try to access any portion or feature of the site which you are not permitted to use. You must not try to access any system or network connected to the site.
- VI. If you breach this agreement we can terminate your right to access and use our site.

### 5. SAMSUNG CAN AMEND THIS AGREEMENT AT ANY TIME.

Samsung can amend this agreement at any time. It is your responsibility to check this agreement regularly for changes. If you continue to use Your Service after changes have been published it means

that you have accepted and agreed to the changes. For your convenience only we will display the date this agreement was last changed below the heading.

## 6. YOUR RIGHTS

Note: Chapter 7 of the Electronic Communications and Transactions Act 25 of 2002 of South Africa gives any natural person who enters or intends entering into an electronic transaction with us on this site certain rights. For more information visit: [http://www.acts.co.za/ect\\_act/](http://www.acts.co.za/ect_act/) and see Chapter VII Consumer Protection.

## 7. YOUR PRIVACY

We respect your privacy. Our privacy policy is incorporated into this agreement and forms part of it. Please read it by clicking <http://www.samsung.com/za/info/privacy.html>

## 8. YOUR SERVICE

### 8.1. Process & Customer Journey

Step 1: Customer will visit the Samsung.com Page

Step 2: Customer will need to register or login on the Samsung.com page with Samsung Members account

Step 3: Product registration

Step 4: After product registration, the customer will book an appointment

Step 5: Booking an appointment

Customer will be required to verify device details, Model Code, Serial number & IMEI Number. The proof of Purchase will also need to be attached

A warranty check will be done at this stage

Step 6: Product symptom description

Step 7: Detail symptom description

Step 8: Estimated cost will be shared with Customer

Step 9: Trips will be shared with Customer

Data Backup

Software Upgrade

Factory reset

Step 10: Customer will complete the collection details

Step 11: After all details have been submitted the Customer will receive a Service Reference Number and will have an option to Print or mail this book in form.

Step 12: The allocated service centre will contact the customer to make arrangements for collection

## 8.2. Price & Payment

- I. "Estimate" means cost estimate is the service provider's approximation of what the job is likely to cost. The purpose of cost estimation is to predict the quantity, cost, and price of the resources required to complete a job but same is subject to change as the true cost can only be determined once repairs have commenced.
- II. If the device is Out of Warranty, an Estimate will be calculated to give the Customer an estimate on the repair cost.
- III. No Estimate cost will be calculated when the device is within the warranty terms and conditions.
- IV. For both n Warranty and Out of Warranty submission the device will still be assessed by an Authorized Samsung Repair Center.
- V. The Estimate includes VAT at the legal prevailing rate. The Estimate quoted on the Samsung.com for the Repairs excludes assessment. Additional repair charges will be quoted separately by the Samsung authorised Service Centre after assessing the device.
- VI. The Samsung authorized Service Center will be in direct contact with the customer regarding the repair cost and payment will be made directly to the Samsung authorized Service Center.
- VII. Payment for Your\_Services must be made either by credit, debit card or EFT to the Samsung authorized Service Center. The service centre will accept card payment by Visa Debit, Visa Credit, Mastercard and American Express
- VIII. Quote rejection fees will be payable to the service centre, if the quotation for repairs are not accepted. The service centre will be in direct contact with the customer with regards hereto.

## 9. **YOU USE YOUR SERVICE AT YOUR OWN RISK**

Samsung and its officers, directors, employees, servants, affiliates, shareholders, agents, consultants or employees ("Samsung") will not be liable for the following:

- I. Any direct, indirect, special, incidental, consequential or punitive damages or loss of any kind regardless of how this was caused, and whether it arose under the law of contract or delict or otherwise, due to use of Your Service You hereby agree to hold Samsung harmless for such loss or damage.
- II. When handing over your product for repair, please remove your sim card, battery, charger and all accessories. Samsung and / or its Authorized Service Centre will not be liable for any loss of sim card, battery, charger or any other accessory unless duly signed in at the time of handing the product for repair.
- III. Samsung and/or its Authorized Service Centre will not be held liable for any loss incurred as a result of robbery or forced entry to their premises
- IV. Samsung and / or its Service Centre will be deemed authorized to undertake any repairs should the cost be less than the minimum amount of a quotation provided by Samsung and / or its Authorized Service Centre
- V. This service order sheet / job card does not authorize any exchange for your device. All exchanges for a device must be authorized separately in writing by Samsung. Any hand written notes made on this service order sheet/job card that provide for an exchange of the device or any exchange for your device that is granted verbally by Samsung and/or its Authorized Service Centre is not permitted and an exchange of your device will not be provided in such instances
- VI. Once the quotation is accepted by yourself, Samsung will be deemed authorized to replace parts and materials as may be necessary provided the costs do not exceed the value of the quotation provided
- VII. Repairs to liquid- or corrosion- damaged products will not be repaired under warranty conditions. This is specified within the owner's manual warranty terms and conditions. Repair, however, can be offered at a cost to you, the end-user.
- VIII. All non-warranty repairs are on a C.O.D basis. Samsung and/or its Authorized Service Centre will not dispatch any product repaired until payment in respect of such repairs has been received in full. Payment can be made either by cash, Credit Card. No cheques will be accepted.
- IX. Samsung and / or its Authorized Service Centre will not be held responsible for the loss of any data on any phone handed in for repair. It is your responsibility to ensure that all data is backed up safely.

**10. PRODUCTS SUPPORTED**

The below mentioned list of products will be supported for the Your Service offering

Screen & Model repair

SM-G973FZKAXFV	Samsung S10
SM-G975FZWAXFA	Samsung S10+
SM-G975FZGDXFA	Samsung S10+
SM-G980FLBDFV	Samsung S20
SM-G985FZADXFV	Samsung S20+
SM-G988BZKUXFA	Samsung S20 Ultra
SM-G991BZAOAFR	Samsung S21
SM-G991BZAGAFA	Samsung S21 5G
SM-G996BZKOAFR	Samsung S21 5G
SM-G996BZSGAFA	Samsung S21 5G
SM-G998BZKOAFR	Samsung S21 Ultra
SM-G998BZSGAFA	Samsung S21 Ultra
SM-N970FZSAXFV	Samsung Note 10
SM-N970FZKDXFA	Samsung Note 10
SM-N975FZSAXFA	Samsung Note 10+
SM-N975FZKDXFA	Samsung Note 10+
SM-N981BZNWXFV	Samsung Note 20 5G
SM-N986BZNWXFA	Samsung Note 20 Ultra
SM-S901EIDGAFV	Samsung S22
SM-S901EZKGAFV	
SM-S906EIDDAFA	Samsung S22+
SM-S906EZKGAFV	
SM-S908EZKGAFV	Samsung S22 Ultra
SM-S908EDRGAFV	
SM-S908EZKGMEA	

**11. GENERAL**

Your use of Your Service will be governed by and interpreted according to South African law.

By making use of Your Service you agree that South African courts will exclusively deal with any dispute or matter that arises between you and Samsung about, or in connection with Your Service.

While we may give you extra time to comply with your obligations or decide not to exercise some of our rights, you must not assume that this means that our agreement with you has been changed or that it no longer applies to you. We can still insist on the strict application of any or all of our rights at a later stage.

If a court finds that any of the clauses in this agreement are unenforceable, the remaining clauses will still be valid and the rest of the agreement and rules will still apply.

For purposes of interpreting the agreement or any rules any reference to Samsung includes its successors and assigns, and any of its officers, agents, staff and authorised representatives acting on its authority.

**12. OUR CONTACT DETAILS:**

Samsung Electronics SA (Pty) Limited	
Registration Number	1994/003872/07
Directors	Contact Samsung South Africa for an updated list
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