

PROMOTION TERMS & CONDITIONS FOR THE SAMSUNG DOOR 2 DOOR SERVICE CAMPAIGN

Please read these Promotion terms and conditions ("Terms and Conditions") carefully. Participation in this Promotion will constitute your agreement to comply with these Terms and Conditions. If you do not agree with these Terms and Conditions, please do not participate in this Promotion. Please refer to this website for the current Terms and Conditions for this Promotion. www.samsung.com/za/offer.

All participants during the term of this Promotion agree to be bound by the following terms and conditions:

1. **Promotion:**

Samsung Door 2 Door Service Campaign ("Promotion"). The promoter of the Promotion is Samsung Electronics South Africa (Proprietary) Limited, Registration number: 1994/003872/07 and/or its agencies ("Organizer").

2. **Promotion Period:**

- 2.1 The Promotion will run from **2 August 2021 to 31 August 2021** ("the Promotion Period").
- 2.2 The duration of the Promotion may be extended or curtailed at the discretion of the Organizer.

3. **Who may enter:**

- 3.1 All participants must:
 - 3.1.1. be citizens of the Republic of South Africa and/or a legal residents of the aforesaid country,
 - 3.1.2. must be currently residing in the Republic of South Africa at the date of the commencement of the Promotion Period.,
 - 3.1.3. must be a natural person and be at least 18(eighteen) years old at the date of the commencement of the Promotion Period.

4. **How to qualify for the Promotion:**

- 4.1 the participant must:
 - 4.1.1. Be in possession of a Samsung handset / Wearable that has an In Warranty or Out of Warranty defect in order to qualify for the reduced costs for Door 2 Door Service Offering.

4.1.2. Be in possession of one of the devices (“Qualifying Device”) set out below:

Samsung Galaxy Z
 Samsung Galaxy S
 Samsung Galaxy Note
 Samsung Galaxy A
 Samsung Galaxy J
 Galaxy Tab S
 Galaxy Tab A
 Galaxy Tab Active
 Galaxy Watch
 Galaxy Watch Active
 Galaxy Fit
 Galaxy Buds

4.2. The promotion is only available at the following participating Service Centres:

REGION	SERVICE CENTER	SERVICE CENTER TYPE
Bloemfontein	Direct Printerparts Cc	ASC (Authorized Service Center)
Boksburg	Afrexport Cc Sss Cellular	MSC (Major Service Center)
Cape Town	Afrexport Cc T/A Sss Cellular	CSP (Customer Service Plaza)
East London	Duane And Dale Electronics Cc	ASC (Authorized Service Center)
Johannesburg	Uniquesmart Technologies (Pty)	ASC (Authorized Service Center)
Midrand	Technologia Repair (Pty) Ltd	ASC (Authorized Service Center)
Port Elizabeth	Tt3 Group (Pty) Ltd	ASC (Authorized Service Center)
Pretoria	G A Want Fx Cellular	ASC (Authorized Service Center)
	Pandodox	CSP (Customer Service Plaza)
Sandton	M M All Electronics Cc	CSP (Customer Service Plaza)
	Prista Electronics Cc T/A Adva	ASC (Authorized Service Center)

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5. Can I qualify more than once for the Offer:

- 5.1. The Promotion available for an unlimited number of entries per participant, should there be any dispute in this regard, the Organizer shall be sole adjudicator of the dispute and the Organizer's decision shall be final.

6. Offer:

- 6.1. The Promotion will afford the participant to receive a free or reduced courier cost (In warranty repairs will be at NO cost to the customer and Out of Warranty repairs will be at a 50% reduced cost) ("Offer")
- 6.2. No repair will be undertaken should the device be tampered with or one which has been disassembled.
- 6.3. **Repairs will only be carried out if the faulty part is an ORIGINAL Samsung part.**

7. Limitation of Liability:

- 7.1. To the extent permitted by Consumer Protection Act and any other applicable law:
- 7.1.1. The participant hereby indemnifies the Organizer against 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, because of the participants entrance to the Promotion.
- 7.1.2. the Organizer excludes all warranties (express or implied), representations and liabilities regarding this Promotion (other than for death or personal injury caused by its negligence and/or fraud).

8. Redemption of Offer

- 8.1. The Participant will be required to register for the service offering and Offer on the www.samsung.com web page :
<https://www.samsung.com/za/support/door2door/>
- 8.2. The participant must complete the Customer request form for registration of the service offering and redemption of the Offer.

9. General:

- 9.1. In accordance with the confidentiality policies and practices of the Organizer, none of the entry details of any participant in this Promotion will be disclosed or used by the Organizer for any purposes other than for entry into the Promotion and in accordance with clause 9.3 below.
- 9.2. Participants acknowledge and accept that the Organizer shall utilise a third party (the "Organizer's authorized agent/s") to contact the participant, in the event that the participant qualifies for the Promotion, and to arrange delivery of the Offer, where applicable. In order to affect the contacting and delivery process, the Organizer's shall provide the participant's information to such third party.
- 9.3. By participating in the Promotion, the participants agree that the Organizer and its affiliates may contact the participants via email and through social media platforms to deliver marketing communications regarding their products and promotional activities, provided that the Participants are given the opportunity to opt-out of receiving marketing communication at any time via the appropriate opt-out mechanisms provided by the Organizer for such purpose. The Organizer may also use the personal data collected from the participants as described in the Privacy Policy accessible at www.samsung.com and that such use may include transfers to the Organizer's affiliates and third party service providers in any country. Details of participants will not be used by the Organizer for Samsung related communication should the participants opt-out to receive further communication from the Organizer.
- 9.4. The Organizer may require the Participant to be identified and photographed. Photographs may be published in printed media, or the Participant may be required to appear on radio and television when accepting their Offer and/or after having received their Offer. The Participant will be given the opportunity to decline to the publication of their images and to participate in the Organizer's marketing material in so far as it relates to the Promotion.
- 9.5. Information regarding the Promotion that is published on authorized advertising material will also form part of the terms and conditions of the Promotion.
- 9.6. The Organizer's may in their sole discretion amend these terms and conditions at any time, without notice, and such amendments shall be deemed to have taken effect from the date of publication of the revised terms and conditions on the Organizer's website www.samsung.com/za/promotions/. The onus rests on the participant to constantly check the website for updates to the terms and conditions.
- 9.7. If this Promotion is interfered with in any way or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of the Organizer, including but not limited to technical difficulties, unauthorized intervention or fraud, the Organizer reserve the right, in its sole discretion, to the fullest extent permitted

by law: (a) to disqualify any entrant; or (b) to modify, suspend, terminate or cancel the Promotion as appropriate, subject to the approval of relevant regulatory authorities.

- 9.8. Save as permitted by Law, the Organizer reserves the right to cancel, suspend or terminate this Promotion, without notice at any time, and such cancellation, termination or termination shall be deemed to have taken effect from the date of publication on the Organizer's website www.samsung.com/za/promotions/. No liability shall lie against the Organizer in favor of any participant, Participant(s) and/ or third party arising from such cancellation, suspension or termination. Therefore the participant waives his/her right which they may have against the Organizer and hereby acknowledge that they will have no right of recourse or claim of any nature whatsoever against the Organizer.
- 9.9. This Promotion is governed by these terms and conditions, as well as those of the relevant authorized participating stores, associated with this Promotion.
- 9.10. Any dispute or claim arising out of or in connection with the Promotion shall be governed by and construed in accordance with the laws of South Africa.
- 9.11. The Organizer accepts no liability or responsibility, whether occasioned by any circumstance not foreseeable and not within its reasonable control for late or delayed delivery of the Offer owing to, but not limited to, stock unavailability, strike, lock out, destruction of Offer on route by any means, 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.
- 9.12. If part or all of any clause of these Terms and Conditions is illegal, invalid or unenforceable:
- 9.12.1. It will be read down to the extent necessary to ensure that it is not illegal, invalid or unenforceable, but if that is not possible;
- 9.12.2. It will be severed from these Terms and Conditions and the remaining provisions of these Terms and Conditions will continue to have full force and effect.