

## TERMS & CONDITIONS FOR THE SAMSUNG GALAXY Z SERIES HANDRAISER PROMOTION

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. This Promotion is only available while stock lasts. 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](http://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:

- 1.1. The promotion will be known as The Samsung Galaxy Z Series Handraiser promotion (“**Promotion**”).
- 1.2. The promoter of the Promotion is Samsung Electronics South Africa (Proprietary) Limited, Registration number: 1994/003872/07 and/or its agencies (“**Organizer**”).
- 1.3. For the purposes of this Promotion:
  - 1.3.1. “**Qualifying Device**” means the new Z Series foldable device and shall exclude devices purchased from countries outside of South African borders including parallel imports.
  - 1.3.2. “**Participating Retailer**” means any online or physical store within the Republic of South Africa operated by the following retailers: Vodacom; MTN; Telkom; Cell C; FNB; Takealot; Incredible Connection; Game; Makro; Samsung Brand Stores; TFG (including Foschini, Markhams, American Swiss, and Jet), Samsung.com Online Store; Amazon; Nedbank; Standard Bank; and Capitec and shall **exclude** the Samsung Online Staff store and Samsung employee purchasing programs (“EPP”).
  - 1.3.3. “**Galaxy Unpacked Form**” means the online form made available on the Organizer’s official website, which participants must complete by answering the required questions. The form is accessible through the "Register" button on the website and can be reached via the following link: <https://www.samsung.com/za/unpacked/>
- 1.4. Participation in this Promotion is limited to the participants as defined in clause 3 below. Accordingly, any participation in this Promotion, which is made by a third party on behalf of a participant, is strictly prohibited and will result in immediate disqualification from participation in this Promotion.

### 2. Promotion and Redemption Periods:

- 2.1. The Promotion Period will run from 23 July 2026 [00:00] to 31 August 2026 [23:59] (“**Promotion Period**”).
- 2.2. The Redemption Period will run from 23 July 2026 [00:00] to 14 September 2026 [23:59] (“**Redemption Period**”).
- 2.3. The, Promotion Period, and Redemption Period:

- 2.3.1. may be extended or curtailed at the discretion of the Organizer;
- 2.3.2. are subject to availability and the Organizer does not guarantee that the Qualifying Device will be available on the abovementioned dates and/or at the Participating Retailer.

3. **Who may enter:**

- 3.1. To qualify for the Promotion, **all** participants must register their interest in the Qualifying Device by completing the Galaxy Unpacked Form available on the Organizer's website from 7 July 2026 [00:00] to 22 July 2026 [23:59] ("**Handraiser Period**")
- 3.2. Where the participant is a natural person, that participant must at the date of the commencement of the Promotion Period:
  - 3.2.1. be a citizen or legal resident of the Republic of South Africa;
  - 3.2.2. be residing in the Republic of South Africa;
  - 3.2.3. be at least eighteen (18) years old;
  - 3.2.4. be in the possession of a valid South African identity document or applicable residency permit.
- 3.3. Where the participant is a business (which for the purposes of these Terms and Conditions shall include a Trust), that participant must:
  - 3.3.1 be duly registered and incorporated or otherwise lawfully established in the Republic of South Africa and not restricted in terms of its constitutional documents from participating in the Promotion, with a domicilium address situated within the Republic of South Africa; and
  - 3.3.2 be represented by a duly authorised individual ("Representative") who at the commencement of the Promotion Period legally resides in the Republic of South Africa and is at least 18 (eighteen) years old;
- 3.4. Misrepresentation of participants or in store sales representatives will result in the disqualification from the Promotion and possible legal action.
- 3.5. Participation in this Promotion includes the Organizer, its directors, members, partners, employees, agents, consultants, any other person who directly or indirectly controls or is controlled by them or any supplier of goods and services, if they personally have purchased a Qualifying Device in their own personal name for their own personal use from the Participating Retailer during the Promotion Period.
- 3.5 Participants acknowledge that where a Qualifying Device is included in more than one Samsung promotion, eligibility is limited to a single promotion only. A participant may not redeem, claim, or otherwise benefit from both promotions in respect of the same Qualifying Device purchase. In the event of overlap, the participant will be required to choose which promotion to redeem, and any attempt to claim under both promotions will be deemed invalid.

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

- 4.1 In order to qualify for the Promotion, the participant must:
- 4.1.1 be a participant as set out in clause 3 above;
  - 4.1.2 have successfully completed and submitted the Galaxy Unpacked Form during the Handraiser Period;
  - 4.1.3 have made a valid purchase of a Qualifying Device from a Participating Retailer during the Promotion Period;
  - 4.1.3 be in the possession of a valid proof of purchase with verifiable details such as IMEI number, name of the Participating Retailer from which the Qualifying Device was purchased from, and in other some cases, the name of the purchaser.
  - 4.1.5 have downloaded the Samsung Members Application from the Samsung Galaxy Store or Google Play Store on the Qualifying Device and be a registered subscriber of the Samsung Members Application managed by the Organizer during the Redemption Period.
- 4.2 In addition to the above, where the participant is a business, the Representative will be required to submit the following documentation within the Redemption Period (“Business Documentation”) via email to: [samsung.promotions@isonxperiences.com](mailto:samsung.promotions@isonxperiences.com):
- 4.1.1 company or trust registration certificate or document;
  - 4.1.2 Identity document or valid residency permit of the Representative and the company owner or director; or in the case of a trust, a copy of a trustee’s identity document;
  - 4.1.3 proof of purchase of the Qualifying Device along with individual images of each IMEI handset (on the box will be accepted)
- 4.2 If any of the above-mentioned Business Documentation, is not available, due to the Business size, structure or nature, the Organizer may request suitable alternatives, from the participant which alternatives should be provided without delay and within the Redemption Period for verification by the Organizer.
- 4.4 Failure by the participant to submit Business Documentation, suitable alternatives or additional information as requested by the Organizer will result in the participants’ disqualification from the Promotion without any liability to the Organizer.
- 4.5 Errors and omissions may be accepted at the Organizer's discretion. Failure by the Organizer to enforce any of its rights at any stage does not constitute a waiver of those rights.
- 4.6 It is the participant’s responsibility to ensure that any information which is provided to the Organizer is accurate, complete and up to date.
- 4.7 Each IMEI number submitted for the purposes of qualifying for the Promotion must be valid, original and may not have been submitted previously.

#### **5 Offer:**

- 5.1 The Promotion will afford the first 802 (eight hundred and two) participants who have complied with the provisions of clause 4 and have duly completed all required redemption steps in clause 7, the opportunity, during the Redemption Period, to receive 1 (one) Samsung.com Online Store voucher valued at R500.00. (**“Offer”**)
- 5.2 The Offer is provided on a first come first serve basis and strictly while stocks last. Once all available Offers have been allocated or redeemed, the Promotion shall automatically terminate, notwithstanding the Promotion Period and Redemption Period. The Organizer shall not be held accountable once available Offers has been depleted.
- 5.3 In the event that a redemption of the Offer is rejected due to the IMEI number of the Qualifying Device having already been claimed against, the Organizer does not assume or accept any responsibility or liability to fulfil the redemption of the Offer. The participant is required to redirect the claim of the Offer back to the Participating Retailer where the Qualifying Device was purchased.
- 5.4 The Offer will be subject to the terms and conditions applicable to Samsung promotion codes and/or vouchers which can be found here: <https://www.samsung.com/za/offer/general-competition-terms/>. In the event of any conflict in relation to the Offer only between these Terms and Conditions and the terms and conditions applicable to Samsung promotion codes and/or vouchers, the terms and conditions applicable to Samsung promotion codes and/or vouchers shall prevail.
- 5.5 The Offer is not transferable. No substitution, cash redemption, or assignment of the Offer is permitted.
- 5.6 The Offer may differ from that which is shown on the promotional material with regard to colour and specifications and it shall be subject to availability.
- 5.7 Any and all tax implications and liabilities as a result of purchasing the Qualifying Device and receiving the Offer will be solely borne by the participant.

## **6 Can I qualify more than once for the Promotion:**

- 6.1 The participant will qualify for the Offer once for each purchase of the Qualifying Device from a Participating Retailer during the Promotion Period, subject to clause 6.2, and provided that the participant has completed the Galaxy Unpacked Form during the Handraiser Period.
- 6.2 Each unique IMEI number may only be claimed against once for the Promotion. The Organizer reserves the right to reject a participant’s claim for redemption of the Offer in the event whereby the IMEI number has already been claimed against in the Promotion.
- 6.3 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.

## **7 Redemption of Offer**

- 7.1 The Offer may only be redeemed during the applicable Redemption Period for purchases made of the Qualifying Device during the Promotion Period.

- 7.2 To redeem your Offer for the 1 (one) R500.00 Samsung.com Online Store Voucher, the participant must follow the following steps during the Redemption Period:
- a) **Step 1:** Purchase and activate (install the SIM card) the Qualifying Device. Switch on the Qualifying Device and connect to the internet within the Republic of South Africa;
  - b) **Step 2:** Have all current Samsung software updates downloaded and installed from the settings menu on the Qualifying Device;
  - c) **Step 3:** Download Samsung Members Application from the Samsung Galaxy Store or Google Play Store on the Qualifying Device.
  - d) **Step 4:** Register for a Samsung Members account or log into your existing account, and click on “Foldables Complimentary Gift” promotional banner in the “Benefits” section of the Samsung Members Application and follow the prompts or go to [www.samsung.com/za/offer](http://www.samsung.com/za/offer) and click on the “Buy Now” button to redeem.
  - e) **Step 5:** Upload the proof of purchase of Qualifying Device then complete and submit the online form containing the participant’s details, which form must include participant’s contact information.
  - f) **For redemption of the Offer by business entities**, the Representative must, in addition to the steps listed herein, email the Business Documentation to the dedicated B2B promotions e-mail address: [samsungb2b.promotions@isonxperiences.com](mailto:samsungb2b.promotions@isonxperiences.com)
  - g) **Step 6:** Upon submitting the online form (referred to in step 5) the participant will receive an e-mail confirming their submission of the online form was successful. In the same email, the participant will receive a reference number that must be used by the participant to escalate any queries pertaining to their submission.
  - h) **Step 7:** Once the Organizer has validated the participant’s Galaxy Unpacked Form, online form and proof of purchase of the Qualifying Device, the participant will receive a congratulatory message by way of email.
  - i) **Step 8:** The participant will receive their Offer by way of email.
  - j) **Step 9: All participants who meet the eligibility criteria outlined in the Samsung Galaxy Z SERIES Handraiser Competition terms and conditions, and who have successfully redeemed and received the Offer will automatically be entered into the Samsung Galaxy Z SERIES Handraiser Competition. The terms and conditions applicable to the Samsung Galaxy Z SERIES Handraiser Competition are available at: [LINK](#)**
- 7.3 No requests for redemption of the Offer in respect of the Qualifying Device, will be accepted or processed after the Redemption Period. Should the participant fail to supply valid proof of purchase, or other required information/documentation, within the Redemption Period, the Offer will be forfeited.
- 7.4 Participants who encounter any technical issues when redeeming the Offer must contact the Organizer for assistance by telephone at the following telephone number: +27 (0) 87 655 0512.
- 7.5 The Organizer accepts no responsibility for submissions lost, misdirected, illegible, late, mutilated or altered. Submissions that do not comply with these Terms and Conditions will be disqualified.

## **8 Business Entities**

- 8.1 Where the participant is a Business Entity, the following additional provisions shall apply –
- 8.1.1 by its participation in the Promotion both the participant and the Representative warrant to and in favour of the Organizer that –
    - 8.1.1.1 the participant is duly authorized in terms of its constitutional documents to enter into the Promotion and receive and/or redeem an Offer, should an Offer be awarded to it;
    - 8.1.1.2 the Representative has been duly authorized to represent and bind the participant;
    - 8.1.1.3 all internal requirements have been met in order to permit the participation of the participant in the Promotion.
- 8.2 In addition to 8.1 above, the participant must attach a letter, signed by an authorized representative, on the participant's business letterhead confirming:
- 8.2.1 that the Offer is intended for internal distribution and/or use within its organization and is not for resale to any natural persons or other juristic or business entities (as warranty only applies to initial purchaser);
  - 8.2.2 The identified account administrator acting on behalf of the participant has the requisite authority to act on behalf of the participant;
- 8.3 Where the provisions of the Consumer Protection Act may not apply to the participant, the participant nevertheless consents to the application of the Consumer Protection Act to it.
- 8.4 The participant will be required to provide proof of its authority and the authority of the Representative, to the Organizer upon request. Failure to provide sufficient proof, in the sole and absolute discretion of the Organizer, shall result in the participant forfeiting any rights or claims that it may have in and to the Offer and the Promotion.

## **9. Limitation of Liability:**

- 9.1 To the extent permitted by Consumer Protection Act No 68 of 2008 and any other applicable law:
- 9.1.1 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 participant's entrance to the Promotion.
  - 9.1.2 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).
  - 9.1.3 All personal information exchanged with the usage of third party applications will not be monitored or controlled by the Organizer. The participant bares the responsibility to ensure that it is aware of the terms and conditions applicable to usage of 3rd party

applications. The participant understands and agrees to indemnify the Organizer from all liability arising from whatsoever nature.

**10. General:**

- 10.1. 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 10.2; 10.3 and 10.4 below.
- 10.2. 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.
- 10.3. 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.
- 10.4. Where applicable, the Organizer shall use the participant's information, obtained through the redemption of the Offer by the participant for the purposes of administering and conducting the Samsung Galaxy Z Series Handraiser Competition. This may include verifying eligibility, managing entries and fulfilling any obligations arising from the Samsung Galaxy Z Series Handraiser Competition.
- 10.5. 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.
- 10.6. Any information relating to the Promotion that appears in authorized advertising or promotional material shall be deemed to form part of these terms and conditions. In the event of any inconsistency or conflict between such material and these terms and conditions, these terms and conditions shall prevail.
- 10.7. 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/offer](http://www.samsung.com/za/offer). The onus rests on the participant to constantly check the website for updates to the terms and conditions.
- 10.8. The participant is bound by the Samsung Members Application terms and conditions, where more specifically, only 1 (one) account per Qualifying Device is permitted to be registered for use of the Samsung Members Application. 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.
- 10.9. The Samsung Members Application is downloadable from Samsung Galaxy online store and Google Play store and it is supported on the Qualifying Device. The Organizer reserves the

right, at any time, to verify the validity of participants (including a participant's identity, age and place of residence) and to reject any participant who has not agreed to these Terms and Conditions.

- 10.10. Data charges may be incurred for downloading the Samsung Members Application which will be for the cost and account of the participant. Network rates apply.
- 10.11. 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.
- 10.12. 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/offer](http://www.samsung.com/za/offer). No liability shall lie against the Organizer in favor of any participant 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.
- 10.13. This Promotion is governed by these Terms and Conditions, as well as those of the Samsung Members Application. To the extent that these Terms and Conditions conflict with the terms and conditions of Samsung Members Application, these Terms and Conditions will take precedence
- 10.14. 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.
- 10.15. 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.
- 10.16. If part or all of any clause of these Terms and Conditions is illegal, invalid or unenforceable:
  - 10.16.1. 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;
  - 10.16.2. 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.

## **11. Consumer Protection Act:**

- 11.1. To the extent that the Terms and Conditions or any goods or services provided under the Terms and Conditions are governed by the Consumer Protection Act, 2008 (the "Consumer Protection

Act"), no provision of the Terms and Conditions are intended to contravene the applicable provisions of the Consumer Protection Act, and therefore all provisions of the Terms and Conditions must be treated as being qualified, to the extent necessary, to ensure that the applicable provisions of the Consumer Protection Act are complied with.