

# SAMSUNG

## Terms and Conditions (UAE & Kuwait)

### Galaxy S9|S9+ Protection

1. The Galaxy S9|S9+ Protection for Samsung mobiles ("**Protection**") is a protection designed for Samsung Galaxy mobile users ("**Customers**") which provides a single repair coverage for any incident of Accidental Damage from Handling "ADH" ("**Offer**") for Galaxy S9|S9+ (the "**Device(s)**") upon the satisfaction of the terms below.
2. The Offer validity period is for Devices purchased from 6<sup>th</sup> April 2018 till 6<sup>th</sup> June 2018 ("**Offer Period**").
3. ADH is defined as an operational or mechanical failure caused by an accident from handling that is the result of an unexpected and unintentional external event limited to cracks and liquid damage.
4. The Protection coverage shall only be limited to the Devices.
5. The Protection coverage period is limited to the Device manufacturer warranty, which is one (1) year from the date of purchase of the Device ("**Coverage Period**").
6. Only Devices that are purchased from Samsung authorized distributors and retailers in the emirates of Abu Dhabi, Dubai, Sharjah, Ajman, Um Al Quwain and Ras Al Khaimah in addition to Kuwait ("**Territory**") during the Offer Period may qualify for the Protection.
7. The Protection coverage is limited to one single incident claim only during the Coverage Period (either accidental cracked screen or liquid damage) and is subject to the payment of a nominal service fee of Fifty Four United States Dollars and 50 cents (\$54.5 USD) excluding taxes or its equivalent in currency of the country within the Territory, to be paid to the Samsung authorized service center ("**Authorized Center**").
8. The Protection can be only availed in the country where the Devices were purchased.
9. The Protection is not refundable and non-transferable and may only be used with the Device that is registered with the Protection coverage.
10. To be eligible for Protection coverage ("**Eligible Customer**"), customers must log into their Samsung account and install Samsung Members app before the end of the Offer Period. The Protection coverage will be activated within 10 days from the log in to Samsung account. The Eligible Customer shall be decided by Samsung at its absolute discretion.
11. Upon claiming the Protection coverage the customer needs to present the Device proof of purchase to the Authorized Center.
12. Samsung reserves the right to either repair or replace the defective parts of the Device with new ones at its own discretion.

13. All parts that are replaced by Authorized Center become the property of Samsung.
14. The Protection covers the hardware components of the Device as originally supplied and shall not cover any software, consumable items, or accessories.
15. Samsung and its partner(s) will not accept liability for loss of any content, data or any other information contained in the Device.
16. The Eligible Customer must clear their Personal data before any request to repair their Device.
17. The Eligible Customer must remove any sim card or memory card from the Device.
18. Samsung shall be entitled at its sole discretion and subject to any applicable law, to terminate or modify these Terms and Conditions at anytime.
19. Samsung shall not be liable to the Customer/ Eligible Customer for any loss and/or damages of any kind suffered in connection with the redemption and/or use of this Protection or the inability to use it.
20. By commencing the Protection, the Eligible Customer accepts that any dispute of whatever nature which is directly or indirectly related to these Terms and Conditions shall be subject to, governed and construed by the laws and regulations of the United Arab Emirates or Kuwait wherever applicable and any dispute arising in relation to these Terms and Conditions shall be resolved by the competent courts in the United Arab Emirates and Kuwait.

## **Terms and Conditions (Qatar)**

### **Galaxy S9|S9+ Protection**

1. The Galaxy S9|S9+ Protection for Samsung mobiles ("**Protection**") is a protection designed for Samsung Galaxy mobile users ("**Customers**") which provides a single repair coverage for any incident of Accidental Damage from Handling "ADH" ("**Offer**") for Galaxy S9|S9+ (the "**Device(s)**") upon the satisfaction of the terms below.
2. The Offer validity period is for Devices purchased from 18<sup>th</sup> May 2018 till 6<sup>th</sup> June 2018 ("**Offer Period**").
3. ADH is defined as an operational or mechanical failure caused by an accident from handling that is the result of an unexpected and unintentional external event limited to cracks and liquid damage.
4. The Protection coverage shall only be limited to the Devices.
5. The Protection coverage period is limited to the Device manufacturer warranty, which is one (1) year from the date of purchase of the Device ("**Coverage Period**").
6. Only Devices that are purchased from Samsung authorized distributors and retailers in Qatar during the Offer Period may qualify for the Protection.

7. The Protection coverage is limited to one single incident claim only during the Coverage Period (either accidental cracked screen or liquid damage) and is subject to the payment of a nominal service fee of One Hundred and Ninety Nine Qatari Riyals (199 QAR) excluding taxes, to be paid to the Samsung authorized service center ("**Authorized Center**").
8. The Protection is not refundable and non-transferable and may only be used with the Device that is registered with the Protection coverage.
9. To be eligible for Protection coverage ("**Eligible Customer**"), customers must log into their Samsung account and install Samsung Members app before the end of the Offer Period. The Protection coverage will be activated within 10 days from the log in to Samsung account. The Eligible Customer shall be decided by Samsung at its absolute discretion.
10. Upon claiming the Protection coverage the customer needs to present the Device proof of purchase to the Authorized Center.
11. All parts that are replaced by Authorized Center become the property of Samsung.
12. The Protection covers the hardware components of the Device as originally supplied and shall not cover any software, consumable items, or accessories.
13. Samsung and its partner(s) will not accept liability for loss of any content, data or any other information contained in the Device.
14. The Eligible Customer must clear their Personal data before any request to repair their device.
15. The Eligible Customer must remove any sim card or memory card from the device.
16. By commencing the Protection, the Eligible Customer accepts that any dispute of whatever nature which is directly or indirectly related to these Terms and Conditions shall be subject to, governed and construed by the laws and regulations of the State of Qatar and such disputes shall be resolved by the competent courts in the State of Qatar.

## **Terms and Conditions (Bahrain)**

### **Galaxy S9|S9+ Protection**

1. The Galaxy S9|S9+ Protection for Samsung mobiles ("Protection") is a protection designed for Samsung Galaxy mobile users ("Customers") which provides a single repair coverage for any incident of Accidental Damage from Handling "ADH" ("Offer") for Galaxy S9|S9+ (the "Device(s)") upon the satisfaction of the terms below.
2. The Offer validity period is for Devices purchased from 30th April 2018 till 6th June 2018 ("Offer Period").
3. ADH is defined as an operational or mechanical failure caused by an accident from handling that is the result of an unexpected and unintentional external event limited to cracks and liquid damage.
4. The Protection coverage shall only be limited to the Devices.

5. The Protection coverage period is limited to the Device manufacturer warranty, which is one (1) year from the date of purchase of the Device (“Coverage Period”).
6. Only Devices that are purchased from Samsung authorized distributors and retailers in Bahrain, (“Territory”) during the Offer Period may qualify for the Protection.
7. The Protection coverage is limited to one single incident claim only during the Coverage Period (either accidental cracked screen or liquid damage) and is subject to the payment of a nominal service fee of Twenty Bahraini Dinars and Fifty Fils (BHD 20.50) excluding taxes, to be paid to the Samsung Authorized Service Center (“**Authorized Center**”).
8. Coverage Period (either accidental cracked screen or liquid damage) and is subject to the payment of a nominal service fee of Twenty Bahraini Dinars and Fifty Fils (BHD 20.50) excluding taxes, to be paid to the Samsung authorized service center (“Authorized Center”).
9. The Protection can be only availed in the country where the Devices were purchased.
10. The Protection is not refundable and non-transferable and may only be used with the Device that is registered with the Protection coverage.
11. To be eligible for Protection coverage (“Eligible Customer”), customers must log into their Samsung account and install Samsung Members app before the end of the Offer Period. The Protection coverage will be activated within 10 days from the log in to Samsung account. The Eligible Customer shall be decided by Samsung at its absolute discretion upon claiming the Protection coverage the customer needs to present the Device proof of purchase to the Authorized Center.
12. Samsung reserves the right to either repair or replace the defective parts of the Device with new ones at its own discretion.
13. All parts that are replaced by Authorized Center become the property of Samsung.
14. The Protection covers the hardware components of the Device as originally supplied and shall not cover any software, consumable items, or accessories.
15. Samsung and its partner(s) will not accept liability for loss of any content, data or any other information contained in the Device.
16. The Eligible Customer must clear their Personal data before any request to repair their Device.
17. The Eligible Customer must remove any sim card or memory card from the Device.
18. Samsung shall be entitled at its sole discretion and subject to any applicable law, to terminate or modify these Terms and Conditions at any time after notifying Ministry of Industry, Commerce and Tourism.
19. Samsung shall not be liable to the Customer/Eligible Customer for any loss and/or damages of any kind suffered in connection with the redemption and/or use of this Protection or the inability to use it.
20. By commencing the Protection, the Eligible Customer accepts that any dispute of whatever nature which is directly or indirectly related to these Terms and Conditions shall be subject to, governed and construed by the laws and regulations of Bahrain and such dispute shall be resolved by the competent courts in Kingdom of Bahrain.