

SAMSUNG

Terms and Conditions Galaxy S10e | S10 | S10+ Protection

1. The Galaxy **S10e | S10 | S10+** 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 **S10e | S10 | S10+** (the "**Device(s)**") upon the satisfaction of the terms below.
2. The Offer validity period is for Devices purchased online from 29th April 2019 till 29th June 2019 ("**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 online from Samsung.com/ae and online Authorised Retail stores in the United Arab Emirates "UAE", ("**Territory**") during the Offer Period may qualify for the Protection.
7. Customers will be entitled to receive Accidental Damage from Handling "ADH" ("**Offer**") when making the online purchase.
8. 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 within the Territory, to be paid to the Samsung authorized service center ("**Authorized Center**").
9. The Protection can be only availed in the Territory 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 shall receive an email with a voucher code and must purchase online from Samsung.com/ae and use the voucher code received through the email. The Protection coverage will be activated within 10 days from product delivery. The Eligible Customer shall be decided by Samsung as per the conditions mentioned .
12. Upon claiming the Protection coverage the customer needs to present the Device proof of purchase to the Authorized Center.
13. Samsung reserves the right to either repair or replace the defective parts of the Device with new ones at its own discretion.
14. All parts that are replaced by Authorized Center become the property of Samsung.
15. The Protection covers the hardware components of the Device as originally supplied and shall not cover any software, consumable items, or accessories.
16. Samsung and its partner(s) will not accept liability for loss of any content, data or any other information contained in the Device.
17. The Eligible Customer must clear their Personal data before any request to repair their Device.
18. The Eligible Customer must remove any SIM card or memory card from the Device.
19. 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.
20. 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.
21. 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 UAE and such disputes shall be resolved by the competent courts in Dubai.