

Terms and Conditions
UAE Online

Samsung Galaxy S10 series Trade-up Offer
Terms and Conditions

- This Samsung Galaxy S10 Trade-up Offer (the “**Offer**”) is available for the customers (“**Customer**”, “**Customers**”) and is valid from the 21st February 2019 until the 30th July 2019 (“**Offer Period**”) in the United Arab Emirates.
- This Offer comprises a trade up (“**Trade-up**”) by way of a smartphone (“**Smartphone**”) with Samsung **Galaxy S10 series** for a certain value payable by the Customer. The Offer is subject to availability and is limited to a specific number of Trade up transactions on a first-come-first-served basis.
- This Offer comprises an opportunity to receive an upfront value of AED 150 (“**Upfront Value**”) from Samsung Customers who will participate in the Online Trade-up Program on the following website: www.SamsungTradein.ae (the “**Website**”).
- The Customer shall receive the Upfront Value via a specific code (“**Voucher Code**”). For the Customer to avail the Voucher Code and benefit from the Upfront Value, the Customer must complete the online Trade-up evaluation. The Customer can only redeem the Voucher Code on www.samsung.com/ae when purchasing the Samsung Galaxy S10 series via the Website.
- Once the Customer completes the Trade-up process via the Website, the Customer shall receive the balance evaluation amount through a bank transfer. The online Trade-up partner appointed by Samsung will deposit the evaluation amount after the evaluation in the customer’s bank account.

For Trade-up, the below conditions apply:

- The Offer is available only at Samsung authorized online Trade-up partner stores, appointed by Samsung. For more information [click here](#).
- For Smartphones to be eligible for Trade-up (“**Eligible Devices**”, “**Eligible Device**”) must be included in the following list that also includes the price estimates, for more information [click here](#).
- **Eligible Devices** shall be limited to smartphones that are in a good quality usable condition. The Online Trade-up partner appointed by Samsung will have the sole discretion in deciding the **Eligible Devices**.

Trade-up General Conditions:

- a) The Customer should visit the Website to initiate the Trade-up process.
- b) The Customer shall be at least 18 years old; or have the permission of his/her parent or his/her legal guardian.
- c) The personal data shall available on the Smartphone must be cleared by the Customer prior to handing it

over to the online Trade-up partner appointed by Samsung upon collection of the Smartphone.

- d) Customer shall remove any SIM card or memory cards including personal data from the Smartphone upon collection of the Smartphone.
- e) Samsung and its online Trade-up partner shall not accept liability for loss of any content, data or any other information contained in the Smartphone.
- f) Customer is aware of the loss of all content including contact numbers stored on the Smartphone.
- g) Samsung and its online Trade-up partner shall not be liable for any costs or damages that may incur because of the loss thereof.
- h) The Customer evaluates its Eligible Device via the Website in order to provide the initial estimation. The final estimation, it will be decided by the online Trade-up partner appointed by Samsung upon collection of the Smartphone, then classified as per the following:



- i) The Customer identification details and the IMEI number of the old Smartphone will be shared by the Customer through the online Trade-up partner Website appointed by Samsung. Samsung shall not be liable for any loss or theft of this Data.
 - j) The IMEI number of the new device will be shared with the online Trade-up partner Website appointed by Samsung in order to validate the Trade-up and payment.
- Samsung shall be entitled at its sole discretion and subject to any applicable law, to terminate or modify the Offer or to modify these Terms and Conditions at any time prior the Offer Period or during the Offer Period.
 - Samsung shall not be liable to the Customer for any loss and/or damages of any kind suffered in connection with the purchase, redemption and/or use of this Offer or the inability to use this Offer.
 - By participating in this Offer, the Customer accepts that any dispute of whatever nature which is directly or indirectly related to these Terms and Conditions or to his or her participation in the Offer, will be subject to, governed and construed by the laws and regulations of the United Arab Emirates and such disputes shall be resolved by the competent courts in the United Arab Emirates.

Terms and Conditions
UAE, Oman, Qatar, Bahrain & Kuwait Offline

Samsung Galaxy S10e, S10 and S10+ Trade-in Offer
Terms and Conditions

This Samsung Galaxy S10e, S10 and S10+ Trade-In Offer (the “**Offer**”) is provided to all customers in the market and is valid from 15th March 2019 till 30th July 2019 (“**Offer Period**”) for the United Arab Emirates, Kuwait, Bahrain, Qatar and Oman

This Offer comprises a trade in (“**Trade In**”) by way of exchanging current personal smartphones (“**Smartphone(s)**”) with Samsung Galaxy S10e, S10 and S10+ for a certain value payable by the Customer. The Offer is subject to availability and is limited to a specific number of Trade In transactions on a first-come-first-served basis.

For Trade-in, the below conditions apply:

The Offer is available in selected Samsung Brand-shops & Retail outlets in [Click Here](#)

For Smartphones to be eligible for Trade-In (“**Eligible Devices**”) they shall be included in the following list which also includes the price estimates, [Click Here](#)

Eligible Devices shall be limited to smartphones that are in a good quality usable condition. The Samsung brand shops and the Stores personnel shall have the sole discretion in deciding the Eligible Devices.

Trade-In General Conditions:

- k) The Customer at any of the Stores must physically present eligible Devices.
- l) The Customer shall be at least 18 years old; or have the permission of his/her parent or his/her legal guardian
- c) Smartphones personal data shall be cleared by the Customer prior to Trade In.
- d) Customer shall remove any SIM card or memory cards including personal data from the Smartphone.
- e) Samsung and its partner shall not accept liability for loss of any content, data or any other information contained in the Smartphone.
- f) Customer is aware of the loss of all content including contact numbers stored on the Smartphone.
- g) Samsung and its partner shall not be liable for any costs or damages that may incur as a result of the loss thereof
- h) The Smartphone shall be assessed and evaluated by the Store personnel and then classified as per the following::



- i) The Store personnel shall collect the Customer identification details and the IMEI number of the new device

Samsung shall be entitled at its sole discretion and subject to any applicable law, to terminate or modify the Offer or to modify these Terms and Conditions at any time prior the Offer Period or during the Offer Period

Samsung shall not be liable to the Customer for any loss and/or damages of any kind suffered in connection with the purchase, redemption and/or use of this Offer or the inability to use this Offer

By participating in this Offer, the Customer accepts that any dispute of whatever nature which is directly or indirectly related to these Terms and Conditions or to his or her participation in the Offer, will be subject to, governed and construed by the laws and regulations of the United Arab Emirates, Kuwait, Bahrain, Qatar and Oman (where applicable) and such disputes shall be resolved by the competent courts in respective regions.