

Terms and Conditions QLED 8K VIP Service

- The QLED 8K VIP Program ("**Program**") is a program consisting of a set of exclusive benefits ("**Benefits**") that will be offered to customers purchasing eligible QLED 8K televisions ("**TV(s)**").
- The table below includes the TVs that offers its purchasers the Benefits:

QLED 8K Models - 2020 VIP Program
QA85Q950TSUXZN
QA75Q950TSUXZN
QA65Q950TSUXZN
QA98Q900RBKXZN
QA82Q800TAUXZN
QA75Q800TAUXZN

- The Benefits include the following:
 - A dedicated 24/7 Toll Free number #800-SVIP;
 - exclusive products demonstration and Consultation by Samsung Consultant;
 - Same day service (to contact Samsung on 800-SVIP before 4:00 pm any day other than Friday and public holidays);
 - One complimentary TV free health check only during the Program Period proposed to customers 6 months after purchase;
 - TV to be replaced with a temporary loaned unit in case of repair; and
 - Happy calls to monitor customer satisfaction after a visit.
- In order to avail the Benefits TV purchasers are required to fill an online form at: <http://www.samsung.com/ae/qled8k/vip-program>, which is a data collection form ("**Form**") with their valid personal details (including names, addresses, email addresses and phone numbers) ("**Personal Information**") to be entered electronically together with the Serial number of their TV ("**Serial Number**"). Upon filling in the details TV purchasers will receive an email with confirmation on membership.
- The Program is valid from 13th of August 2020 till 12th of August 2021 ("**Program Period**").
- The Program will only be valid in the United Arab Emirates, and is limited to TVs purchased from Samsung authorized distributors and retailers in the United Arab Emirates.

- The Benefits are non-refundable and nontransferable and may not be exchanged for cash.
- Samsung shall be entitled at its sole discretion to terminate or modify these Terms and Conditions prior to the expiry of the Program Period.
- Samsung shall not be liable to the TV Purchaser for any loss and/or damages of any kind suffered in connection with the inability to avail the Benefits for reasons related to the TV purchaser.
- TV Purchasers accept 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 and such disputes shall be resolved by the competent courts in Dubai.