

## SAMSUNG CARE+ TERMS AND CONDITIONS

### 1. TERMS, ACCEPTANCE AND INTERPRETATION

- 1.1 These terms and conditions (**Terms**) set out the agreement between you and **Samsung** (the **Agreement**) in relation to your purchase and use of Samsung Care+ (the **Program**).
- 1.2 You acknowledge that you have read and fully understood these **Terms**. Your use of the **Program**, upon the **Start Date**, constitutes unconditional acceptance to be bound by these **Terms** as may be amended from time to time.
- 1.3 Words and phrases which appear in bold are defined in the context which they appear or in the definition clause 13 below.
- 1.4 A reference to “you” and “your” means the customer who seeks to enroll or has enrolled for the **Program**.
- 1.5 *Australian Consumer Law and Consumer Guarantees* - Our goods and services, including Samsung Care+, come with statutory Consumer Guarantees that cannot be excluded under the Australian Consumer Law. If your Registered Device (which includes a Like Mobile Device received under a Swap) suffers a defect or failure which is covered by a Consumer Guarantee, you are entitled to a repair, replacement or refund (at Samsung’s discretion) for a minor failure or a refund or compensation for a major failure. When you request a **Swap** under Samsung Care+, we will ask you to provide information about your Registered Device to determine if there is a defect or failure that is covered under a Consumer Guarantee. Any remedy under the Australian Consumer Law will not be considered a **Swap** under this Agreement and a **Swap Fee** will not be payable.

### 2. PROGRAM OVERVIEW

Subject to these **Terms**, Samsung Care+ permits you to swap your Registered Device for a **Like Mobile Device** twice in 24 months from the **Start Date**. You must return your Registered Device to complete the swap.

### 3. ENROLMENT

- 3.1 *Eligibility Criteria* – In order to apply for enrolment for the **Program** for an **Eligible Device** you must:
  - 3.1.1 provide your full name and email address; and
  - 3.1.2 pay the upfront Enrolment Fee.
- 3.2 *Time of application* – You must make your application at the time you purchase your **Eligible Device**.
- 3.3 *Acceptance and rejection*
  - 3.3.1 If your application to enrol in the **Program** is unsuccessful, **Samsung** will inform you of this (by email, telephone or SMS) within 7 days of your application date. Otherwise, the **Start Date** of your **Subscription** to the **Program** is the later of the date upon which:
    - (a) you receive written confirmation of your **Subscription**; or
    - (b) you receive your **Eligible Device**, which has been registered under the **Program**.

- 3.3.2 Your application will be unsuccessful:
- (a) if you have previously been rejected or terminated from the **Program** or service similar to the **Program**; or
  - (b) for any other reasons in Samsung's reasonable discretion.
- 3.3.3 Your application for enrolment in the **Program** may be rejected or your **Subscription** to the **Program** may be terminated within 30 days of your application date if any of the eligibility criteria in clause 3.1 and/or 3.2.2 are not met.
- 3.3.4 Upon enrolment into the Program, your **Eligible Device** will become your **Registered Device**.

#### 3.4 *Enrolment conditions*

You may enrol multiple **Eligible Devices** (each with a separate IMEI and MDN) under separate **Subscriptions**. You will be charged an **Enrolment Fee** for each enrolled **Eligible Device** and each Subscription will have separate **Swap Entitlements**.

#### 4. **FEES**

- 4.1 *Enrolment Fee* - You will pay the applicable fee provided to you immediately prior to your application for enrolment (**Enrolment Fee**):
- 4.2 *Swap Fee* - For each **Swap Request** for a **Swap** under these **Terms** you will pay the applicable fee provided to you immediately prior to your Swap (**Swap Fee**). The Swap Fee must be paid at the time of your **Swap Request** using the **Samsung Care+ Portal** or any other payment method that **Samsung** may choose to make available.
- 4.3 *Device Non-Return Fee (Registered Device)* – You must return your **Registered Device** (using the reply-paid envelope) to Samsung within 14 days of receipt of the **Like Mobile Device** or you will be charged a **Device Non-Return Fee**. You will be advised of the amount of the **Device Non-Return Fee** when you make a **Swap Request**. You authorise **Samsung** to charge your **Credit Card** for the **Device Non-Return Fee**.
- 4.4 *Device Non-Return Fee (Like Mobile Device)* –
- If you are supplied a defective **Like Mobile Device** pursuant to a **Swap** and you are sent a second **Like Mobile Device** as a substitute, you must return the first Like Mobile Device to Samsung within 14 days of its receipt, using the reply-paid envelope. If you do not, you will be charged a Device Non-Return Fee. You will be advised of the amount of the Device Non-Return Fee when we agree to issue a second Like Mobile Device. You authorise **Samsung** to charge your **Credit Card** for the **Device Non-Return Fee**.
- 4.5 *Incorrect Device* - If the **Device** you return pursuant to a **Swap** does not correspond to the **Registered Device** (model & IMEI), then you must return the correct **Registered Device** (at your own cost) within 7 days of receipt of a notice from Samsung to do so. If you fail to do so, **Samsung** will charge you a **Device Non-Return Fee**. The notice from **Samsung** will specify the amount of the applicable **Device Non-Return Fee**. You authorise Samsung to charge your Credit

Card for the Device Non-Return Fee. You may request **Samsung** to return the Incorrect Device to you at your cost.

- 4.6 *Inoperable Device* – If you return a **Registered Device** as part of a **Swap** and it is:
- 4.6.1 disabled or locked (including IMEI blocked) and Samsung is not able to remedy this;
  - 4.6.2 has missing, customised or non-original parts,  
(either, an **Inoperable Device**), your **Swap Request** will be cancelled. If a **Like Mobile Device** has already been dispatched to you, **Samsung** will take reasonable steps to contact you and request that you, within 14 days:
  - 4.6.3 unlock or enable the **Inoperable Device** or take other steps to make the device operable; or
  - 4.6.4 return the **Like Mobile Device**.
- 4.7 If you do not comply with either clause 4.6.3 or 4.6.4 (as the case may be), **Samsung** will charge you an **Inoperable Device Fee**. You authorise **Samsung** to charge your **Credit Card** for the **Inoperable Device Fee**. **Samsung** will return the **Inoperable Device** to you and charge you for the delivery fees. You authorise **Samsung** to charge your **Credit Card** for the delivery fees.
- 4.8 *Modified Devices* – If the **Device** you return pursuant to a **Swap** has been subject to **Modification**, then **Samsung** will:
- 4.8.1 reject the **Swap Request** at the time the **Registered Device** is received and your **Swap Request** will be considered cancelled. **Samsung** will refund the **Swap Fee** by the original method of payment;
  - 4.8.2 upon your request, return the **Registered Device** to you at your cost. You authorise **Samsung** to charge your **Credit Card** for the delivery fees.
- 4.9 *GST* - All fees set out in this clause 4 and throughout these **Terms** are inclusive of GST. In the event of a change to the rate of GST, **Samsung** reserves its right to adjust the **Fees** and prices accordingly.

## 5. SWAP REQUEST

- 5.1 You may file up to two **Swap Requests** in the 24-month period from the **Start Date (Limit)**.
- 5.2 You may make a **Swap Request** by using the **Samsung Care+ Portal**.
- 5.3 Your **Swap Request** will only be accepted if:
- 5.3.1 the **IMEI** of the **Registered Device**, subscriber's name and mobile phone number correspond with the information given to **Samsung** by you at enrolment or pursuant to any change in accordance with clause 9;
  - 5.3.2 you provide any additional information reasonably requested by **Samsung**, including in the form of a signed confirmation or acknowledgment;
  - 5.3.3 you are within the **Limit** as set out in clause 5.1 above;
  - 5.3.4 **Samsung** has no reasonable belief that you have transferred, retailed, sold, or hired your **Registered Device** to another person;
  - 5.3.5 the **Swap Request** is not for a **Device Accessory**;

- 5.3.6 the **Registered Device** has not been the subject of **Modification**; and
- 5.3.7 **Samsung** reasonably believes that you are not using the **Program** in a manner which is, or is reasonably believed to be, (i) fraudulent, illegal or related to any criminal activity, or (ii) intended to make a commercial gain.
- 5.4 *Information* - When you make a **Swap Request**, you are not required to establish that your **Registered Device** is broken or damaged.
6. **SWAP**
- 6.1 *Preparation* - You must turn off any personal lock security feature before returning your **Registered Device** via the pre-paid envelope provided.
- 6.2 *Title and rights* - Title in and any rights to the **Registered Device** shall be transferred to **Samsung** on the **Acceptance Date** of your **Swap Request** relating to that **Registered Device**. You hereby assign to **Samsung** all associated rights and benefits of any **Samsung** warranty. You shall not transfer, sell, hire or otherwise deal with the **Registered Device** in a manner that is not consistent with the ownership rights of **Samsung**.
- 6.3 *Samsung actions* – **Samsung**, as the owner of the previous **Registered Device**, may take any other action consistent with ownership of the previous **Registered Device** that it deems necessary including informing the Police and any other relevant law enforcement authorities to assist in recovery of the previous **Registered Device**.
- 6.4 *Data left on Device and transfer* – You shall be solely responsible for all data stored in your **Registered Device** and you shall delete all data from the **Registered Device** before providing it to **Samsung**. **Samsung** is not responsible for data you leave on the **Registered Device** and will not transfer any such data or information between the **Registered Device** and the **Like Mobile Device**.
- 6.5 *No representation or warranty* – **Samsung** makes no representation or warranty that any **Like Mobile Device** will be identical, of the same colour or offer the same functionalities as your **Registered Device**.
7. **DELIVERY**
- 7.1 *Address* – Except in relation to international delivery pursuant to clause 7.3, the delivery must be to your registered or billing address. **Samsung** will not deliver a **Like Mobile Device** to any public place.
- 7.2 *Timings* – A **Like Mobile Device** will be dispatched to you on the same business day that you submit a **Swap Request**, provided that we receive your **Swap Request** by 3pm AEST/AEDT on a Business Day, and the **Swap Request** is approved on that Business Day.
- 7.3 *Costs* – Deliveries to an address in Australia will be made at no charge to you.
- 7.4 *International delivery*
- 7.4.1 If you make a **Swap Request** for delivery to a location outside of Australia, a **Like Mobile Device** will be delivered to you by **Courier** at your cost. You must pay the delivery costs by **Credit Card** at the time of your **Swap Request**.
- 7.4.2 You must return (at your cost) your **Registered Device** to **Samsung** within 21 days of receipt of your **Like Mobile Device** or a **Device Non-Return Fee**

will be charged. You will be advised of the amount of the **Device Non-Return Fee** when you make a **Swap Request**. You authorise **Samsung** to charge your **Credit Card** for the **Device Non-Return Fee**.

- 7.5 The **Like Mobile Device** will not be delivered in original packaging.
- 7.6 *Acknowledgement*. You acknowledge that:
- 7.6.1 the **Program** is not intended to be used for commercial gain;
  - 7.6.2 **Samsung** will delete all data on the previous **Registered Device** without reference to you;
  - 7.6.3 upon acceptance of the **Swap Request**, title in the **Registered Device** is transferred to **Samsung** in accordance with clause 6.1; and
  - 7.6.4 where your **Registered Device** is replaced under a warranty claim or pursuant to any statutory Consumer Guarantee, you must contact **Samsung** through the **Samsung Care+ Portal** to advise us of the replacement **IMEI** number.
8. **TERM AND TERMINATION**
- 8.1 **Samsung** will supply the **Program** to you from the **Start Date** until it is terminated in accordance with this clause.
- 8.2 *Termination by you (cooling off)* – you can terminate your **Subscription** to the **Program** within 30 days of the **Start Date**. **Samsung** will refund you the **Enrolment Fee**, unless you have already received a **Like Mobile Device** via a **Swap Request**.
- 8.3 *Termination by you (other circumstances)*: You can also terminate your **Subscription** to the **Program** in the following circumstances:
- 8.3.1 if you are entitled to reject the **Device** under the Australia Consumer Law (for example, because of a major failure) and you elect to return the **Device** for a refund; or
  - 8.3.2 your **Device** is subject to a recall and is returned.
- If you elect to terminate your **Subscription** in accordance with clause 8.3.1 or 8.3.2, **Samsung** will discuss with you any available refund options in relation to your **Subscription**.
- 8.4 *Termination by Samsung* – **Samsung** may immediately terminate your **Subscription** to the **Program** and the **Agreement** at any time if **Samsung** reasonably believes that:
- 8.4.1 you are using the **Program** (whether intentionally or not) in a way that may adversely impact the reputation of **Samsung**;
  - 8.4.2 you are using the **Program** in a manner which is, or is reasonably believed to be:
    - (a) fraudulent, illegal or related to any criminal activity; or
    - (b) intended to make a commercial gain;
  - 8.4.3 you have breached, or are likely to breach, these **Terms**;
  - 8.4.4 you are or may become bankrupt or unable to pay your debts as they fall due;

- 8.4.5 you have provided **Samsung** with incorrect, false or incomplete information;
  - 8.4.6 you have not paid any amounts due to **Samsung** under these **Terms** for a period exceeding 30 days from its due date; or
  - 8.4.7 you are likely to create imminent harm or harass or are abusive to any personnel of **Samsung** and its service providers, sub-contractors and agents.
- 8.5 *Automatic* – Your **Subscription** to the **Program** and the **Agreement** will terminate immediately if **Samsung** discovers that you have transferred, sold, displayed for sale, or let on hire your **Registered Device**. Your **Subscription** cannot be transferred to another person, and any person who acquires your **Registered Device** will not have any benefit under these **Terms**.
- 8.6 *Consequences of termination*
- 8.6.1 *No reactivation* – If your subscription to the **Program** has been terminated in relation to a **Registered Device**, your subscription to the **Program** cannot be reactivated for that **Registered Device**.
  - 8.6.2 *Swap Requests* – If you have made a **Swap Request** which is not fulfilled as at the time of the termination, the **Swap Request** may be cancelled.

## 9. CHANGE OF REGISTERED DEVICE

Your **Registered Device** may not change except for:

- 9.1 the change made pursuant to a **Swap**; or
- 9.2 the exchange of your **Registered Device** under a warranty scheme or statutory Consumer Guarantee; or
- 9.3 If there is at least 10 full months remaining of your **Subscription**, you may transfer your **Subscription** to a new upgraded **Eligible Device**. The new **Eligible Device** must be in the same **Device Tier** as your **Registered Device**. If applicable, you will be advised of the associated transfer fee immediately prior to the Subscription transfer.
- 9.4 You must inform **Samsung** through the **Samsung Care+ Portal** of any change under clause 9.2 or 9.3 and provide proof of the exchange where necessary in order for **Samsung** to update its records with the **IMEI** of the new **Device**, from which time the new **Device** will become the **Registered Device**.

## 10. DATA PRIVACY

- 10.1 *Device Program*. The Samsung Personal Data Protection Policy which may be found at <https://www.samsung.com/au/info/privacy/> or such other link as may be notified by Samsung from time to time (**PDP Policy**), which applies to the **Program**.
- 10.2 *Consent*. You also agree that by:
  - 10.2.1 making an application to enrol for or continuing to use the **Program**, you are giving consent to **Samsung** and its service provider, **Asurion**, to collect, use and/or disclose your Personal Information in accordance with the Data Privacy Laws and the **PDP Policy** for the purposes of:

- (a) assessing your eligibility to enrol, and continuing to be enrolled in the **Program** or using the **Program**;
- (b) providing you with the **Program**;
- (c) allowing direct and indirect contact with you in connection with the **Program**;
- (d) managing commercial risks, and preventing, detecting, and investigating suspected illegal activity, fraud, or disputes (collectively the **Purposes**);
- (e) complying with any relevant governmental and/or regulatory authorities where legally required;

10.2.2 using the **Program**, you consent to **Samsung**'s service provider, **Asurion**, storing or hosting data with **Asurion**'s affiliates, partners and subsidiaries, or with **Asurion**'s unaffiliated third parties including third-party service providers, whether in Australia or other countries, for the purpose of providing you with the Program or for any other purpose specified in the **PDP Policy**.

## 11. MISCELLANEOUS

- 11.1 *Changes* – The features and services of the **Program**, these **Terms** and the **Fees** are subject to change. **Samsung** will notify you of any changes that are likely to be of material detriment to you through the **Website**. The latest version of these Terms will be made available on the **Website**.
- 11.2 *Service providers, contractors and third parties* – Samsung has appointed **Asurion** to provide services in respect of the operation of the **Program**, including dealing with all customers, the provision of **Like Devices** and processing payments on Samsung's behalf. **Samsung** may also use other third parties in respect of the **Program**. Actions taken by any party appointed by **Samsung** are taken to be actions of **Samsung** and your sole recourse will be against **Samsung** and not **Asurion** or any other third party.
- 11.3 *Governing law* – The **Agreement** will be governed by and construed in accordance with the laws of New South Wales.
- 11.4 *Entire agreement* – This Agreement represents the parties' entire agreement in relation to Samsung Care+ and supersedes all prior representations, communications, agreements, statements and understandings, whether oral or in writing.
- 11.5 *Promotions* - **Samsung** may from time to time offer promotions relating to all or any of the **Program**. Any such promotions shall be governed by the terms and conditions of the applicable promotion, and by these **Terms** to the extent that the promotion's terms and conditions are silent. In the event of any conflicts between a promotion's terms and conditions and these **Terms**, the promotion's terms and conditions shall prevail.

## 12. ENQUIRIES

If you have any queries, complaints, claims or feedback regarding the **Program**, please contact Samsung by using the **Samsung Care+ Portal**.

## 13. DEFINITIONS

- 13.1 **Acceptance Date** means the date when Samsung accepts your **Swap Request**.
- 13.2 **Asurion** means Asurion Australia Pty Ltd (ABN 18 155 388 275)
- 13.3 **Courier** means a third-party logistics agent appointed by **Samsung** to make deliveries in relation to the **Program**.
- 13.4 **Credit Card** includes: VISA and MasterCard credit cards or any other credit card advised to you at the time of payment.
- 13.5 **Data Privacy Laws** means Commonwealth, State and/or Territory legislation in relation to the collection, use, storage, transfer, security or disclosure of any personal information, including (without limitation) the *Privacy Act 1988* (Cth).
- 13.6 **Device** means an Australian variant of a Samsung mobile wireless device that:
- (a) has a display screen;
  - (b) supports one or more wireless network connectivity options; and
  - (c) is operated using voice, touch or a miniature keyboard.
- It does not include any **Device Accessories**.
- 13.7 **Device Accessory** means anything that is either:
- (a) provided by Samsung, as the original manufacturer, in the box with a **Device**; or;
  - (b) sold separately to be used in conjunction with a **Device**. It includes:
    - (i) **SIM** cards;
    - (ii) memory cards;
    - (iii) chargers;
    - (iv) ear buds;
    - (v) boxes;
    - (vi) cases;
    - (vii) cables;
    - (viii) mounts; and
    - (ix) docking stations.
- 13.8 **Device Non-Return Fee** is the fair market value cost to replace your original Registered Device or, if the model of your original Registered Device is no longer available, a similar device in the same Device Tier, and includes any administration fee applied in connection with the failure to return.
- 13.9 **Device Tier** means the tier outlined for your **Registered Device** as advised in your **Agreement** and the supported **Device** list on the **Website** at the time of your enrolment.
- 13.10 **Eligibility Declaration** means a web form completed by you regarding the condition of your **Eligible Device**;



- 13.11 **Eligible Device** means a **Device** supplied to you:
- (a) as new by **Samsung** or any of its approved **Retail Partners** and registered in the **Program** at the time of purchase or transfer;
  - (b) as a **Like Mobile Device**, pursuant to the **Program**; or
  - (c) by **Samsung** under warranty or Consumer Guarantee, the details of which (including the **IMEI**) you have reported to Samsung through the **Samsung Care+ Portal**.
- 13.12 **Enrolment Fee** has the meaning given to that term in clause 4.1.
- 13.13 **Fees** means the fees set out in clause 4 and clause 7.
- 13.14 **IMEI** means the international mobile equipment identity number of a **Device**.
- 13.15 **Inoperable Device Fee** is a reimbursement fee equal to the fair market value of the **Like Mobile Device** sent to you pursuant to a **Swap**.
- 13.16 **Hardware Modification** means any modification made to a **Device's** hardware not undertaken or authorised by **Samsung**.
- 13.17 **Like Mobile Device** means a **Device**, compared to the **Registered Device**, that:
- (a) may be new or refurbished;
  - (b) is of similar kind, quality and functionality;
  - (c) may be a different model or colour;
  - (d) has a different **IMEI**; and
  - (e) does not include any **Device Accessories**.
- 13.18 **Limit** has the meaning given to that term in clause 5.1.
- 13.19 **Modification** means **Software Modification** or **Hardware Modification** or both.
- 13.20 **Personal Information** means information or an opinion about an identified individual or an individual who is reasonable identifiable:
- (a) whether the information or opinion is true or not; and
  - (b) whether the information or opinion is recorded in a material form or not.
- 13.21 **Registered Device** means an **Eligible Device** that **Samsung** has registered with reference to its **IMEI** for the **Program** in accordance with these **Terms**.
- 13.22 **Retail Partner** means an agent, appointed by Samsung to sell **Subscriptions** to the **Program**.
- 13.23 **Samsung** means Samsung Electronics Australia Pty Ltd (ABN 63 002 915 648)
- 13.24 **Samsung Care+ Portal** means an on-line web portal, which may be accessed via the **Website**, and which Subscribers will use to lodge Swap Requests and carry out other administrative tasks in relation to the Program.

- 13.25 **Software Modification** means modification made to a **Device**'s operating system not undertaken or authorised by **Samsung** and includes software modification known as 'jail-breaking' and 'rooting'.
- 13.26 **Start Date** has the meaning given to that term in clause 3.3.
- 13.27 **Subscriber means** a subscriber to the **Program**, who has complied with all eligibility criteria and has been accepted into the **Program**.
- 13.28 **Subscription** means your subscription to the **Program**, pursuant to these Terms and your Agreement with Samsung.
- 13.29 **Swap** means the exchange of a **Subscriber's Registered Device** for a **Like Mobile Device** permitted under these **Terms**.
- 13.30 **Swap Fee** means the fee set out in clause 4.2.
- 13.31 **Swap Request** means a request for a **Swap** permitted under these **Terms**.
- 13.32 **Website** means the **Samsung** website.