PART I GENERAL TERMS AND CONDITIONS

MOBILE PHONE, TABLET, (AUSTRALIA ONLY)

WARRANTY FOR SAMSUNG PRODUCTS

I. Warranty Period

Samsung Electronics Australia Pty Ltd of 3 Murray Rose Avenue, Sydney NSW 2127 (“Samsung”) warrants that your Samsung product:

A. ...A.

II. Warranty Claim

A. ...A.

B. ...B.

C. ...C.

D. ...D.

E. If you make a claim under the Warranty it is essential that you produce proof of purchase. This does not detract from any other statutory rights which you might have in the circumstances, including your right to monetary compensation for a valid claim.

F. If, following receipt of a claim under this Warranty, Samsung or its agent will either repair the Samsung product or, if authorised by Samsung, provide a replacement product or part outside of this period.

G. Samsung will not accept any claim for any damage to the product.

H. If you believe that it is not reasonable for you to bring or send the Samsung product to a Samsung Customer Service Plaza or authorised service centre, Samsung will liaise with you to determine the best way in which to inspect and, if necessary, repair the Samsung product the subject of the claim under this Warranty. If Samsung does not agree to provide this service at its discretion, you may be required to pay for the cost of transport caused by unsuitable or inadequate packing.

I. Warranty Transferability

This Warranty is transferable to a subsequent owner of a Samsung product, if the original owner notifies Samsung in writing within a reasonable time of the sale of the subsequent owner’s Samsung product or part, and provides proof of purchase from the original owner. In the event of the sale of that product, provided that Samsung is informed of the sale, the Warranty is transferable to a subsequent owner of a Samsung product, provided that Samsung is informed of the sale, and where the Samsung product is the subject of the claim under this Warranty by you.

IV. Warranty Repairs

A. If you wish to make a claim in relation to a Samsung product, please bring, post, or email Samsung the Samsung product or, where possible, provide Samsung with a description of the Samsung product and an explanation of the problem or defect.

B. Samsung will not accept any claim for any damage to the product.

C. If you believe that it is not reasonable for you to bring or send the Samsung product to a Samsung Customer Service Plaza or authorised service centre, Samsung will liaise with you to determine the best way in which to inspect and, if necessary, repair the Samsung product the subject of the claim under this Warranty.

X. Samsung’s Limits of Liability

A. Samsung shall not be liable for any loss or damage resulting from the use or inability to use the Samsung product or the information it contains, including, but not limited to, loss of profits, loss of use, loss of data, or similar losses.

B. In no event shall Samsung be liable for any consequential damages (including, but not limited to, loss of data or loss of profit) arising out of the use or inability to use the Samsung product or the information it contains.

C. The Warranty does not affect your statutory rights under Australian Consumer Law, which are in addition to and not limited by the Warranty.

X. Miscellaneous

A. If you consider that the Samsung product which you have purchased is of unacceptable quality, has a latent defect, or is otherwise not compliant with the conditions, warranties, undertakings, and legal rights given to you under the Australian Consumer Law, you can make a claim under the Warranty.

B. In no event shall Samsung be liable for any consequential damages (including, but not limited to, loss of data or loss of profit) arising out of the use or inability to use the Samsung product or the information it contains.
<table>
<thead>
<tr>
<th>III. Warranty By Product Table</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Part/Warranty Periods and Special Conditions</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Product</strong></td>
<td><strong>Warranty Period</strong></td>
</tr>
<tr>
<td>Samsung Mobile Phone and Tablet</td>
<td>2 Years</td>
</tr>
<tr>
<td>Samsung Mobile Phone, Tablet and Galaxy Camera</td>
<td>2 Years</td>
</tr>
<tr>
<td>Batteries</td>
<td>24 Months</td>
</tr>
<tr>
<td>Samsung Mobile Phone, Tablet and Galaxy Camera and Accessories</td>
<td>2 Years</td>
</tr>
</tbody>
</table>

**Q. Which of the following best describes the primary reason for purchasing this Samsung product?**

- Salesperson
- Exhibition
- Internet
- Direct mail/Catalogue
- Friend’s recommendation
- Sales/Service
- At the store
- Friend
- Internet
- Other (Specify)

**Q. When did you make your decision to purchase this Samsung product?**

- Before visiting a store
- At the store
- Online
- Friend’s recommendation
- Other (Specify)