If you consider that the Samsung product which you have purchased is not of acceptable quality, has a latent defect, or is otherwise not fit for the purpose for which it is supplied, you immediately transfer ownership in the original product. Samsung will not accept responsibility for damage to the packing.

V. Carry-In and On-Site repairs

A. Samsung Electronics Australia Pty Ltd of 3 Murray Rose Avenue, Homebush West, NSW 2140 ("Samsung"), warrants that your Samsung product:

Q1. Which of the following best describes the primary reason for purchasing this Samsung product?

A. For my personal use
B. To gift
C. For an employee
D. As a spare or back-up

Q2. How would you rate Samsung brand overall?

A. Very good
B. Good
C. Fair
D. Poor

Q4. How often do you review consumer awareness of the Samsung product?

A. Regularly
B. Occasionally
C. Rarely
D. Never

Q5. How satisfied are you with this Samsung product?

A. Highly satisfied
B. Satisfied
C. Neutral
D. Dissatisfied
E. Not satisfied at all

Q6. What is your age?

A. Under 18
B. 18-24
C. 25-34
D. 35-44
E. 45-54
F. Over 55

Q7. What is your occupation?

A. Student
B. Retired
C. Full-time employee
D. Part-time employee
E. Self-employed
F. Home-maker
G. Unemployed

Q8. What is your household income?

A. Under 10K
B. 10K - 30K
C. 30K - 50K
D. 50K - 70K
E. Above 70K

Q9. How do you access and seek the correction of your personal information or complain about a breach of privacy law.

A. Make a complaint to Samsung
B. Seek the help of a privacy commissioner
C. Request access to your personal information
D. Take legal action

Q10. Is there anything else you would like to share about your purchase of this Samsung product?

A. I had a good experience
B. I had a bad experience
C. I have a question
D. I have a suggestion
E. I have no further comments
Warranty Exclusions

A. This section identifies what is excluded under this Warranty.

B. For the avoidance of any doubt, and all warranties or conditions which are not guaranteed under the Australian Competition and Consumer Act 2010 (Cth) and any applicable Consumer Guarantee Acts are excluded when the Warranty applies as to the Samsung product for which the Warranty applies.

C. This Warranty does not extend to loss caused by normal wear and tear, water, water splash or ingress, theft, misuse or abuse.

D. This Warranty does not cover damage caused by:
   - misuse or abuse of the Samsung product, including physical abuse.
   - unauthorized repair or operation or not following the operation instructions (as stated in the Product Operation Manual or manufacturer’s instructions provided with the product);
   - incorrect or improper cleaning of the product;
   - damage caused by the use of adapters, irregularities, excess voltage and down thunderstorm activity, acts of God, acts of terrorism, damage caused by water or by any other act or circumstance beyond Samsung’s control; or
   - excessive heat, moisture or dampness;
   - incorrect or improper maintenance or failure to maintain the Samsung product;
   - incorrect or improper setting or resetting of the control.

E. This Warranty does not cover Samsung products purchased in an “In-Box” or “Out-Box” format (for instance where it or the sticker bearing it has been removed, wiped out, rubbed off, or altered).

F. If the Samsung product you are using has been rented or leased by you, and you consider a claim might be made under this Warranty, do not bear the Samsung product.

G. This Warranty does not extend to loss caused by normal wear and tear, water, water splash or ingress, theft, misuse or abuse.

H. To the extent permitted by law, this Warranty does not cover any service costs in replacing and maintaining consumable parts which have ceased working through normal faults or misuse.

I. Parts (Options) and Accessories Warranty

II. Parts and Labour Warranty

PART II PRODUCT WARRANTY PERIODS AND SPECIAL CONDITIONS

IV. Warranty by Product Table

The table below is a sub-paragraph summarizing the standard Samsung warranty period for resolving claims under this Warranty, although each claim is assessed on its own merits. You may have statutory rights in respect of a claim under this Warranty, in addition to the Warranty under this Warranty in accordance with the table below. In some instances the appropriate response to the claim may differ from the warranty period noted below.

<table>
<thead>
<tr>
<th>Product</th>
<th>Warranty Period</th>
<th>Warranty Period (Out-Box)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas Glass and Roller Rings</td>
<td>3 months</td>
<td>3 months</td>
</tr>
<tr>
<td>Ceramic Gas Grill</td>
<td>12 months</td>
<td>12 months</td>
</tr>
<tr>
<td>Super Star-Steamer</td>
<td>3 months</td>
<td>3 months</td>
</tr>
<tr>
<td>Oven Pan, Grill, Scraper</td>
<td>3 months</td>
<td>3 months</td>
</tr>
<tr>
<td>Ceramic Coating</td>
<td>10 years</td>
<td>10 years</td>
</tr>
<tr>
<td>Built-in Cooking Appliances</td>
<td>2 years</td>
<td>2 years</td>
</tr>
<tr>
<td>Built-in Ovens / Hobs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ceramic Parts, Glass Spares</td>
<td>3 months</td>
<td>3 months</td>
</tr>
<tr>
<td>Other Parts, Accessories</td>
<td>3 months</td>
<td>3 months</td>
</tr>
<tr>
<td>Other Consumables</td>
<td>3 months</td>
<td>3 months</td>
</tr>
</tbody>
</table>

VIII. Refund/Return Procedure

A. This section identifies the appropriate procedures for resolving warranty claims in relation to parts and accessories.

B. The table below the sub-paragraph identifies the periods under which a claim may be made under the Warranty for the replacement of parts or accessories supplied by Samsung or its agent, as well as the appropriate response to the claim during those periods. The parts and accessories are detailed those which are supplied with the purchase of a Samsung product and those which are to be used by you, and which are supplied separately from a Samsung product.

<table>
<thead>
<tr>
<th>Warranty Period</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

IFS/THD/MS 2 2/13

PLEASE TEAR OFF THIS SECTION AND RETURN TO SAMSUNG ELECTRONICS AUSTRALIA

Samsung Electronics Australia
Customer Care Centre
Reply Paid 63
CONCord West NSW 2138


FOR SERVICE PLEASE CALL
1300 362603

TENN54UASD012

NO REFUND OR RETURN FOR SERVICE APPEARS IN THIS SECTION

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If you have a warranty claim or need Service please contact Samsung Customer Care Centre.

PART I PRODUCT WARRANTY PERIODS AND SPECIAL CONDITIONS

I. Parts (Options) and Accessories Warranty

A. This part of the Warranty identifies Samsung’s preferred approach to resolving warranty claims in relation to parts and accessories.