

# Terms & Conditions

## – Galaxy S10 Pre-booking Offer –

Pre-book Offer - Galaxy S10e / S10 / S10+

1. Samsung India Electronics Pvt. Ltd. introduces a pre-book offer (“Pre-book Offer”) on Galaxy S10e (128GB), S10 (128GB and 512GB) S10+ (128GB, 512GB & 1TB) (“Device”).
2. The pre-book offer shall be available from 22<sup>nd</sup> February 10am to 7<sup>th</sup> March 2019.
3. You can pre-book the Device both Online and Offline. The online booking can be done on Samsung Shop i.e. <https://samsung.com/in>, Flipkart, Amazon, PayTM, Snapdeal, and tatacliq (hereinafter referred to as “Online Outlet”), whereas the offline booking can be done at the select Samsung stores (hereinafter referred to as “Offline Outlet”).
4. Only one Product can be pre-booked against one mobile number. For activating the Device, the Customer has to use the same mobile number with which the pre-booking was done. All customers should have registered with the same mobile number for a minimum period of 03 (three) days from the date of inserting the SIM in first SIM slot for the first time.
  - i. **If one has purchased the Galaxy S10 device via Samsung Shop, then he/she has to use the same primary shipping mobile number for activating the device as was used at the time of prebooking the Galaxy S10 mobile device.**
5. Pre –booking Device on Samsung Shop, Flipkart, Amazon, PayTM, Snapdeal & tatacliq:
  - i. If you are pre-booking the Device on Samsung Shop i.e. Samsung e-store or Flipkart or Amazon or PayTM or Snapdeal or tatacliq, you will have to make a full payment of the amount as declared on the respective Outlet during the period 22<sup>nd</sup> February 10am to 7<sup>th</sup> March 2019.
  - ii. The price of the Device as listed on the Online Outlets shall be inclusive of all taxes.
  - iii. While pre-booking you will have to fill in the required details as mentioned on the respective portals such as your name, mobile number (please read clause 4 above), email id, model number and color of the Device, without which your booking will be incomplete.
  - iv. Once you pre-book the Device you will receive a notification vide SMS / email from the portal confirming your registration.
  - v. Your Device will be dispatched by the portal and you will be notified for the same via SMS or email.
  - vi. Deliveries would start 6<sup>th</sup> March onwards and can take 3-5 business days , depending upon your geographical location, where the device has to be delivered.
  - vii. The shipping of the Device will be subject to availability of stocks.

- viii. In order to be eligible to avail the Samsung Galaxy Watch at the discounted price of Rs. 9,999/- or the Samsung Buds at the discounted price of Rs. 2,999/-, you will be required to activate the Device between 6<sup>th</sup> March to 31<sup>st</sup> March 2019 and register on the Samsung Shop App (to be downloaded from the Google Play Store) on or before 31<sup>st</sup> March 2019 with the same mobile number which has been used for pre-booking & activating the Device.
    - a. **If one has purchased the Galaxy S10 device via Samsung Shop, then he/she has to use the same primary shipping mobile number for activating the device as was used at the time of pre-booking the Galaxy S10 mobile device.**
  - ix. Redemption of the Galaxy Watch or Samsung buds at the discounted prices shall **have to** be completed by 30<sup>th</sup> April 2019.
  - x. In case you do not comply with the above mentioned timelines you will not be eligible for the Offer and no claims shall be entertained either against Samsung or its authorized partners.
6. In case of pre-booking through Online Outlets, Samsung India Electronics Pvt. Limited will not be responsible or liable for supply of the Device as the same is being sold by Savex Computers Limited ("Savex"), Flipkart, Amazon, PayTM, tatacliq and Snapdeal respectively:
- i. Any wrong submission of required details including but not limited to shipping details;
  - ii. Any failure to receive submissions due to transmission failures and other conditions beyond its reasonable control;
  - iii. Any late transmissions or entries;
  - iv. Any computer or communications related malfunctions or failures;
  - v. Any delay, damage, non-receipt, lost, misrouted delivery of Device.
  - vi. Any delay due to non-availability of stocks or for any other reason beyond its control.
  - vii. Any delay or loss or damage due to Act of God, Governmental actions, and any other force majeure circumstances.
7. Pre-booking Device at select Samsung Stores ("Outlet"):
- i. To pre-book the Device at the select Samsung stores ("Outlet") you have to do the registration via the Pre-book app available with the Samsung promoters at the respective Outlets during 22<sup>nd</sup> February to 7<sup>th</sup> March 2019 and deposit a pre-book amount of Rs. 2,000/-.
  - ii. While pre-booking you will have to enter some of your details such as your name, mobile number (please read clause 4 above), email id, model number and color of the Device, without which your booking will be incomplete.
  - iii. Once you pre-book the Device you will receive notification from Samsung on your mobile number registered in the pre-book app, confirming your registration.
  - iv. In order to be eligible to avail the Samsung Galaxy Watch at the discounted price of Rs. 9,999/- or the Samsung Buds at the discounted price of Rs. 2,999/-, you will

be required to purchase and activate the Device between 6<sup>th</sup> March to 31<sup>st</sup> March 2019 and register on Samsung Shop App on or before 31<sup>st</sup> March 2019 with the same mobile number which has been used for pre-booking & activating the Device.

- v. Redemption of the Galaxy Watch or Samsung buds at the discounted prices shall have to be completed by 30<sup>th</sup> April 2019.
  - vi. In case you do not comply with the above mentioned timelines you will not be eligible for the Offer and no claims shall be entertained either against Samsung or its authorized partners. Also the pre-book amount deposited by you may stand forfeited. Refund of the said amount will be at dealer's sole discretion and Samsung shall not be responsible for the same. Any claim regarding the pre-book amount shall lie solely against the dealer.
8. Once the customer receives/collects and activates the Device he/she will have to follow the process given hereunder to redeem the discounted Samsung Galaxy Watch at the discounted price of Rs. 9,999/- or the Samsung Buds at the discounted price of Rs. 2,999/-. The Process for redemption is as under:
- i. Fresh enrolment/sign in to the Samsung Shop App (to be downloaded from the Google Play Store) must be completed by 31<sup>st</sup> March 2019 failing which the customer will not be eligible for the offer.
  - ii. Registration & sign in to Samsung Shop App to be done with same mobile number used for prebooking & activating the Product. In case any other mobile number is used, the customer will not be eligible to avail the offer.
  - iii. In case customer is already a **Samsung Shop user, then he/she should pre-book & activate the Product with the same mobile number with which he is registered in the Samsung Shop application** or else the customer should create a new **Samsung Shop app** account with the number he/she has used for pre-booking & activating the Product.
  - iv. Open Samsung Shop & Visit "For You" Tab to check eligibility.
  - v. Allow Permission to read IMEI number & Mobile Number (when asked for).
  - vi. Samsung Shop App will show list of available Offers. Please select the Samsung Buds or Galaxy Watch and add to cart.
  - vii. Redemption of Samsung Galaxy Watch at the discounted price of Rs. 9,999/- or the Samsung Buds at the discounted price of Rs. 2,999/- can only be done only once for every phone number on or before 30<sup>th</sup> Apr 2019.
  - viii. The shipping of Samsung Galaxy Watch at the discounted price of Rs. 9,999/- or the Samsung Buds at the discounted price of Rs. 2,999/- will happen within 30 (thirty) days from the day of placing order for the same at Samsung Shop (i.e. Samsung e-store).
9. If the customer has pre-booked the device from Samsung Shop (i.e Samsung e-store <https://samsung.com/in>) during pre-book period (22<sup>nd</sup> Feb – 7<sup>th</sup> Mar), the redemption process would be as follows
- i. **Customer would receive a redemption offer information via email**
  - ii. Click on the SKU link in the e-mail to initiate redemption

- iii. Consumer would land on Samsung.com cart with product added for checkout at promotional pricing where the consumer pays and confirms the order.
  - iv. **Customer has to enter the same primary shipping mobile number and shipping address used at the time of pre-booking the S10 mobile device.**
  - v. **Shipping of the Galaxy S10 and redeemed product would start from 6<sup>th</sup> March, 2019 onwards.**
10. The Samsung Galaxy Watch and Samsung Buds shall be on As Is basis and will be delivered subject to the stock availability.
  11. By doing the pre booking and availing the Pre-book Offer, it would be deemed that the customers have given their consent to contact them through call, SMS or email on the details provided by them for the purpose of this Offer or for any future communications from Samsung.
  12. Product images, features, specifications shown here are for representational purposes only, the actual product may vary. Offer available till stocks lasts.
  13. Samsung reserves the right to change, extend, amend and/or withdraw the pre book offer or change any of these terms & conditions anytime without prior notice.
  14. Samsung also reserves the right to substitute the Galaxy Watch or Samsung Buds with Product(s)/gift(s) of equivalent value under this Offer at its sole discretion without giving any reasons thereof. The choice as to the color, make & model of the gift(s) shall be completely at Samsung's discretion. No claims shall be entertained in this regard.
  15. All disputes shall be subject to exclusive jurisdiction of courts located at Gurgaon.