

# Terms and Conditions

These Terms and Conditions govern the Premium Services (In Home Services) in Mobile Section for its Premium Members and Gold Members, whereby these customers can avail In Home Services at their door step by dialing 0800-SAMSUNG (726 78). These services will be available on specific cities (Lahore, Karachi, Islamabad, Faisalabad, Peshawar, Multan, Hyderabad, Gujranwala and Sialkot) and cities can be changed

## **1- Premium Members**

In Home visit by SAMSUNG Technical Engineers at customer door step against mentioned Models (Galaxy Note Series and Galaxy S Series).

L1 (Software and Minor System Configurations) related Issues will be solved at Customer premises by SAMSUNG Technical Engineers.

Loaner Unit (any available Stock) will be offered in case of L2 Repair where part required

No Service Charges during In-Warranty Period

Priority Services for Premium Members at all SAMSUNG Authorized Service Centers

## **2- Gold Members**

Pick and Drop Services at customer's door step for SAMSUNG Galaxy J Series and A series customers only.

No Service Charges during In-Warranty Period

Priority Services for Gold Members at all SAMSUNG Authorized Service Centers

## **3 - Out of Warranty Product**

In Home / Pick and Drop services would be paid against Out of Warranty Products