

## **Terms and Conditions**

This Samsung Galaxy A7 Trade up Offer (the “Offer”) is provided to all customers in Pakistan (the “Customers”) and is valid from 5<sup>th</sup> November 2018 till 5<sup>th</sup> July 2019 (“Offer Period”).

This Offer comprises a trade up (“Trade Up”) whereby a Customer can obtain a new Samsung A7 handset in exchange for his current personal smartphone(s) (“Smartphone(s)”) and by paying the price difference, subject to the conditions mentioned herein. Customers availing the trade-in offer may also be offered a variable discount of up-to Rs. 5,000 and a 10,000 mAh battery pack. The Offer is subject to availability and is limited to a specific number of Trade In transactions on a first-come-first-served basis. The Trade In shall be performed only at selected Samsung retail outlets. A list of Samsung retail outlets shall be made available online by Samsung Gulf FZE (“Samsung”) at [samsung.com/pk/offer/trade-up-to-galaxy-a7](http://samsung.com/pk/offer/trade-up-to-galaxy-a7).

In order to be considered for a Trade Up, the devices will have to be in a good usable condition. The staff at selected Samsung retail outlets shall have the sole discretion in deciding whether to accept any Smartphone as an Eligible Device for the purposes of a Trade Up. The eligibility criteria is made available online at [samsung.com/pk/offer/trade-up-to-galaxy-a7](http://samsung.com/pk/offer/trade-up-to-galaxy-a7).

### **Trade-In Terms and Conditions:**

- a) Eligible Devices must be physically presented by the Customer at the Samsung Hero Shops. By presenting the Eligible Device, it shall be deemed that the Customer has unconditionally agreed to these Terms and Conditions.
- b) The Customer should be at least 18 years old. The selected Samsung retailer shall presume that the Customer is the lawful owner of the Eligible Device having the legal right to enter the Trade Up and the Customer shall be deemed to have warranted and represented the said presumption.
- c) All personal data, information, contacts, messages and other material (“Data”) in a Smartphone/Eligible Device shall be backed up, removed and cleared from the said device by the Customer at his own responsibility, risk and cost before the device is presented for a Trade Up. Customer shall duly remove and store any SIM card or memory cards from the Smartphone at his own responsibility, risk and cost prior to the Trade Up. Samsung, its distributor or the sales staff at selected Samsung retail outlet shall not be responsible for any loss or pilferage of Data, personal information or any other tangible or intangible item as a result of the Trade Up.
- d) The Eligible Devices shall be assessed and valued by the sales staff of the Selected Samsung retail outlet and the decision of the relevant personnel shall be absolute and final. If the Customer is not satisfied with the evaluation of his old Smartphone, he should abort and may not go ahead with the Trade Up. If the Customer proceeds with the Trade Up, it will be presumed that he is satisfied with the valuation of his Eligible Device and has foregone all rights in this regard. No subsequent claim will be entertained in this respect.
- e) The selected Samsung sales staff shall collect the Customer’s identification details and the IMEI number of the Eligible Device. Upon exchange the IMEI Number of the new device shall also be recorded.
- f) The new device will be subject to the warranties mentioned on the applicable warranty card and all warranty and after sales-services will be provided by the relevant Official Distributor. All such claims with regard to the new device shall be raised with and addressed by the relevant Official Distributor.
- g) Samsung shall be entitled at its sole discretion and subject to any applicable law, to terminate or modify the Offer or to modify these Terms and Conditions at any time prior to or during the Offer Period.

- h) Neither Samsung nor an Official Distributor shall be liable to the Customer for any loss and/or damages of any kind suffered in connection with the purchase, redemption and/or use of this Offer or the inability to use this Offer
- i) By participating in this Offer, the Customer accepts that any dispute of whatever nature which is directly or indirectly related to these Terms and Conditions or to his or her participation in the Offer, will be raised only between the Customer and the relevant selected Samsung retail outlet and shall not concern Samsung.