

## Note10/Note10+/Note10+ 5G Care Program Policy

### Terms and Conditions: Note10/Note10+/Note10+ 5G Care Program

By joining this Note10/Note10+/Note10+ 5G Care program (the "Program"), you undertake that you have read, understood and agreed to abide by these Terms and Conditions as follow:

1. The customer will be qualified for Note10/Note10+/Note10+ 5G Care program and shall receive Note10/Note10+/Note10+ 5G free Care card (the "Card") when purchasing the Samsung Galaxy Note10/Note10+/Note10+ 5G (the "Device") from one of Samsung's authorized brand shops and sales centers in the Kingdom of Saudi Arabia during the period from 7<sup>th</sup> August 2019 up to 30<sup>th</sup> November 2019 ("Validity Period").
2. The customer must register the Device in order to avail the Program by calling the toll free number of Samsung Customer Service Center and activate his/her Note10/Note10+/Note10+ 5G Care account within 30 days from the date of purchase of the Device, knowing that the call center agent employee will ask him/her to provide personal data and insert the serial number / IMEI number of the Device and place and date of purchase. By participating in Program and activating his/her account, the customer hereby irrevocably agrees to provide his/her personal data to Samsung for the purpose of the Note10/Note10+/Note10+ 5G Care program.
3. When calling the toll free the customer will be directed to the specially assigned customer care team to handle remotely (as the case may be) the customer's case.
4. The customer will be benefiting from this Program by only paying the amount of SAR 210 (including VAT) when replacing their Device damaged screens.
5. The customer also acknowledges that the Program is only limited for one (1) time and during the first Six (6) months from the date of purchase of the Device, and therefore the later defects will not be covered by this Program.
6. The customer must present the invoice to benefit from this Program.
7. The Customer agrees that if he/she decides to benefit from the Program, he/she accepts the benefits of this Program at his/her own risk and understands that all warranties regarding any benefits are excluded to the extent permitted by law.
8. The Card is offered free upon purchase of the Device, and it is nonrefundable and nontransferable and may only be used with the Device registered.
9. Samsung will be entitled at its sole discretion and subject to any applicable law, to terminate or modify these Terms and Conditions at any time prior to end or during the Validity Period.
10. By participating in this Program, the customer accepts that any dispute of whatever nature which is directly or indirectly related to these Terms and Conditions or to the participation in this Program, will be subject to, governed and construed by the laws and regulations in the Kingdom of Saudi Arabia and such disputes shall be resolved by the competent courts in the Kingdom of Saudi Arabia.
11. To register, request further information, or to answer any questions, comments or complaints about this Note10/Note10+/Note10+ 5G Care program, please call Samsung Customer Service Center at 8002474357.