

Note 9 Care Program Policy

Terms and Conditions: Note 9 Care Program

By joining this Note 9 Care program, you undertake that you have read and agreed to abide by these Terms and Conditions "Terms and Conditions" as follow:

1. The customer shall be qualified for Note 9 Care program and shall receive Note9 free Care card when purchasing the Samsung Galaxy Note 9 (the "Product") from one of Samsung's authorized brand shops and sales centers in the Kingdom of Saudi Arabia during the period from 01 August 2018 up to 30 November 2018 ("Offer Period").
2. The customer must register the product in order to avail the offer by calling the toll free number of Samsung Customer Service Center and activate his/her Note 9 Care account within 30 days from the date of purchase of the Product, knowing that the call center agent employee will ask him/her to provide personal data and insert the serial number / IMEI number of the Product and place and date of purchase. By participating in Note 9 Care program and activating his/her account, the customer hereby irrevocably agrees to provide his/her personal data to Samsung for the purpose of the Note9 Care program.
3. Upon customer registration in Note9 Care program, he/she will enjoy the following services:
 - Dedicated staff when calling Samsung Customer Service Center;
 - Remote support service when contacting Samsung Customer Service Center.
4. The customer must pay SR 200 only (Non inclusive of VAT), to benefit from this offer when he/she asks to change the damaged screen; this offer includes repair of screen damage only one (1) time during the first Six (6) months from the date of purchase of the Product, and therefore the later defects will not be covered by this offer
5. The purchase invoice must be presented along with the Note9 Care card to benefit from this program.
6. Customer agrees that if he/she decides to benefit from the offer related to Note9 Care program, he/she accepts the benefits of this program at his/her own risk and understands that Samsung excludes all warranties regarding any benefits to the extent permitted by law.
7. The Note9 Care card is offered free upon purchase of the Product, and it is nonrefundable and nontransferable and may only be used with the Product registered.
8. Samsung will 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.
9. 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 the participation in this offer, 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.
10. To register, request further information, or to answer any questions, comments or complaints about this Note9 Care program, please call Samsung Customer Service Center at 8002474357.