

S10 Care Program Policy

سياسة برنامج عناية S10

Terms and Conditions for S10 Care Program

By joining the S10 Care program, you undertake that you have read, understood and agreed to abide by these Terms and Conditions ("Terms and Conditions") as follow:

1. The customer will be qualified for S10 care program and shall receive a free S10 screen care card (the "Card") when purchasing the Samsung Galaxy S10 (the "Product") from one of Samsung's authorized brand shops and sales centers in the Kingdom of Saudi Arabia (the "Offer"), during the period from 21 February 2019 up to 31 May 2019 ("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 S10 Care account within thirty (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 S10 care program and activating his/her account, the customer hereby irrevocably agrees to provide his/her required personal data to Samsung for the purpose of the S10 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. After deducting the value of the discount (SR800), the customer will be benefiting from this Offer by only paying the remaining amount of SR210 (including VAT) when replacing their S10 phones damaged screens.
5. The customer also acknowledges that the offer is only limited for one (1) and 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.
6. The customer must present the invoice and the Card to benefit from this program.
7. The Customer agrees that if he/she decides to benefit from the Offer related to the S10 Care 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 Product, and it is nonrefundable and nontransferable and may only be used with the Product registered.
9. Samsung will be entitled at its sole discretion and subject to any applicable law, to terminate, add to or modify these Terms and Conditions at any time prior to or during the Offer Period.
10. 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.
11. To register, request further information, or to answer any questions, comments or complaints about this S10 Care program, please call Samsung Customer Service Center at 8002474357.