

**TERMS AND CONDITIONS**  
**SAMSUNG PRINT OFFERS PROMOTION (“PROMOTION”)**

**Warranty, Reliability Guarantee, Cashback**

Participants agree to be bound by these terms and conditions (the “Terms and Conditions”). Any information or instructions published by the Promoter about the promotion at [www.samsung.com/uk/printoffers](http://www.samsung.com/uk/printoffers) form part of the Terms and Conditions.

**Promoter:** Samsung Electronics (UK) Limited, Samsung House, 1000 Hillswood Drive, Chertsey, Surrey, KT16 0PS (the “Promoter” or “Samsung”).

**General Terms and Promotion Periods**

1. The Promotion Period: The Promotion will commence at 00:01 (GMT) on 1<sup>st</sup> January 2017 and shall close at 23:59 (GMT) on 31<sup>st</sup> March 2017 (“the Promotion Period”).
2. Participants who purchase a brand new (e.g. not refurbished or a reseller demo unit), eligible Samsung printing device as set out in clause 11 (the “Promotion Products”) within the Promotion Period from a participating retailer in the UK and ROI (“Participating Retailers”) will be entitled to claim a Cashback or an extended Warranty, or a combination of a Reliability Guarantee and a Warranty, as further detailed in paragraph 12 (each, a “Reward”). Promotion Products purchased through internet auctions, marketplace sellers, or from any unauthorised reseller are specifically excluded from this Promotion.
3. The maximum number of Promotion Products which any Participant may claim a Reward for in any given three month period is ten (10).
4. Claims for Cashback, registrations for the Warranty and registrations for the Reliability Guarantee must be submitted between 30 and 60 days after the date of purchase of a Promotion Product. The first day after purchase counts as day 1.
5. Claims (whether for Cashback or under the Reliability Guarantee) must be submitted by the participant and must not be made by resellers, agents or third parties.
6. During the claim submission you will need to provide details including name, address and contact details. You will also need to upload proof of purchase; either an invoice, receipt or lease agreement. Delivery notes are not accepted. The name and address shown on the proof of purchase must match the submitted Participant’s details.
7. If the Claim is deemed to have not been submitted correctly, the Participant will be notified via email and SMS and offered the opportunity to provide the required information within seven (7) days. If no response is received, then the Claim shall be marked as invalid and the Participant will no longer be eligible to receive a Reward.

8. You must be a UK or Irish resident company, partnership, sole-trader or individual (18+) to participate in this promotion. This Promotion is available for end users only and is not open to resellers.
9. This Promotion cannot be used in conjunction with special bid/tender pricing offered by Samsung.
10. Cashback and Reliability Guarantee payments shall be paid by way of bank transfer, within 30 days of claim validation. Participants must have a UK (for sterling claims) or ROI (for euro claims) bank account.
11. The Promotion Products and respective Rewards, depending on the Promotion Product purchased, are set out in the following table. Eligible participants can claim **for one of the Reward options in the table below**, for example:
  - a. If you purchase a SL-M3320ND your sole option is a Cashback.
  - b. If you purchase a CLP-680DW your sole option is Reliability + Warranty.

**Rewards for purchases of printers from 1st January 2017 to 31st March 2017**

SKU Description	Product Number	Warranty	Warranty + Reliability	Cashback
Mono Laser Printer 33ppm	SL-M3320ND			£60/€60
Mono MFP Printer 33ppm	SL-M3370FD			£100/€100
Mono Laser Printer 38ppm	SL-M3820ND	Warranty		
Colour Laser Printer 33ppm	CLP-775ND		Warranty + Reliability	
Colour Laser Printer 24ppm	CLP-680DW		Warranty + Reliability	
Colour Laser Printer 24ppm	CLP-680ND		Warranty + Reliability	
Colour MFP Printer 24ppm	CLX-6260FW		Warranty + Reliability	
Colour MFP Printer 24ppm	CLX-6260ND		Warranty + Reliability	
Colour Printer	SL-C3010ND		Warranty + Reliability	
Colour MFP	SL-C3060FR		Warranty + Reliability	

**The Rewards**

12. **Cashback:**  
**1<sup>st</sup> January 2017 – 31<sup>st</sup> March 2017**

If selected, you are entitled to a cashback reward as detailed in the table in paragraph 11 above and are subject to the Terms and Conditions of this Promotion. After purchase of a Promotion Product participants should visit [www.samsung.com/uk/printoffers](http://www.samsung.com/uk/printoffers) and click through to the claim form [www.samsungpromotions.claims/printoffers](http://www.samsungpromotions.claims/printoffers) to complete their claim. Claims must be submitted within the timeframe outlined at paragraph 4 above. The cashback rewards may vary depending on the Promotion Product purchased.

**13. Extended Warranty:**

**1<sup>st</sup> January 2017 – 31<sup>st</sup> March 2017**

If selected, to register your Extended Warranty, please visit [www.samsung.com/uk/printoffers](http://www.samsung.com/uk/printoffers) and click through to the claim form [www.samsungpromotions.claims/printoffers](http://www.samsungpromotions.claims/printoffers) to complete your claim.

The Extended Warranty period starts on the date of invoice as shown on the purchase receipt. The standard warranty period ends 12 months later.

If you have registered within the timeframe set out in paragraph 5, above, you will receive an additional 2 years' extended limited warranty service on the Promotion Product (but not on the consumables), which will bring the total period of coverage to 3 years from the date of invoice (the "Extended Warranty"). All of the terms set in these Terms and Conditions, including those set out in paragraph 34 below shall apply to the Extended Warranty. The method of service and operating conditions will be as described in the original warranty statement provided with the Promotion Product.

- a. Upon registration the Participant will be sent an email confirmation with notification of registration approval and a related reference number for the claim being registered on [www.samsung.com/uk/protectyourprinter](http://www.samsung.com/uk/protectyourprinter) or [www.samsung.com/uk/printoffers](http://www.samsung.com/uk/printoffers).
- b. Samsung warranties assume the use of Samsung Genuine Supplies. Using any compatible consumables or refills may invalidate any warranty claim, please see the additional terms and conditions set out in paragraph 34 below.
- c. The Extended Warranty is not transferable and no alternative will be offered.

**14. Reliability Guarantee:**

If selected, to register your Reliability Guarantee, visit the Website [www.samsung.com/uk/printoffers](http://www.samsung.com/uk/printoffers) click on the "Register" link, and enter the requested information. The Reliability Guarantee is only valid for purchases from 1<sup>st</sup> January 2017. You will need to complete the online registration form and submit it together with a scanned copy of their proof of purchase (to include valid receipt(s), and serial codes for the Promotion Product(s) purchased). Registrations must take place between 30 days and 60 days after the purchase date.

If you have registered within the timeframe outlined in, above, and the approved registered Promotion Product develops a technical fault in-line with Samsung Warranty policy within one (1) year of purchase, Samsung will repair or replace (whichever is applicable) the product free-of-charge, and refund the purchase price of the product to you (the "Promotion").

After registration has been approved and if you believe that your Promotion Product has developed a technical fault within one year from the date of purchase, you must follow the repair process as set out in your warranty including visiting the online Samsung help desk or calling 0330 7267864 to report the fault and arrange repair. Please ensure you take note of your BP Number.

Once you have received your repaired or replaced Promotion Product from Samsung, submit a claim on [www.samsungpromotions.claims/printreliability](http://www.samsungpromotions.claims/printreliability) within 30 days of the Promotion Product being repaired by entering your BP Number along with a device serial number. You will need to complete the required fields including the technical fault log number which you will be provided at the time of your repair.

### **Privacy and Data Protection**

15. Promoter may use any personal information submitted by the participant to advise participants of future promotions and to provide information about products of the Promoter or its associated companies that may be of interest.
16. The participant hereby consents to such personal information being used for this purpose and confirms that it agrees with the Promoter's privacy policy available at: <http://www.samsung.com/uk/info/privacy.html>. The participant may withdraw consent to such use of personal information by writing to the Promoter or by using the opt-out process outlined in the Promoter's privacy policy.
17. Other than as set out in these Terms and Conditions or for the purposes of operating the Promotion, the details and information provided by the participant when entering the Promotion will not be used for any promotional purpose, nor shall they be passed to any third party.

### **General**

18. The Promoter shall not be liable for any interruption to the Promotion whether due to force majeure or other factors beyond the Promoter's control.
19. The Promoter reserves the right, acting reasonably and in accordance with all relevant legislation and codes of practice, to vary the Terms and Conditions of the Promotion.
20. The Promoter will not be responsible or liable for: (a) any failure to receive submissions due to transmission failures and other conditions beyond its reasonable control; (b) any late, lost, misrouted, or damaged transmissions or claims; (c) any computer or communications related malfunctions or failures; (d) any disruptions, losses or damages caused by events beyond the control of the Promoter; or (e) any printing or typographical errors in any materials associated with the Promotion.

21. Warranties are non-transferable and not redeemable for cash by participants.
22. Participants will be solely responsible for any and all applicable taxes and any other relevant costs, expenses which are not stated in the Terms and Conditions as being included. If you are a VAT registered trader a Cashback payment may reduce the taxable value of your purchase. You must take your own independent advice on this and you may be required to reduce your input tax accordingly.
23. By participating in this Promotion, you agree, to the maximum extent permitted by applicable laws, to release and hold the Promoter harmless from any and all liability whatsoever for any injuries, losses or damages of any kind arising from participation in or in connection with the Promotion, including without limitation, awarding, acceptance, receipt, possession, use and/or misuse of the Rewards.
24. The above limitation of liability shall not apply to liability arising from fraud (including fraudulent misrepresentation), death or personal injury caused as a result of Promoter's negligence.
25. Claims must be submitted online only – no claims will be accepted by post.
26. Applications that are incomplete or damaged will be deemed invalid. No responsibility is accepted by the Promoter for lost, delayed or damaged data which occurs during any communication or transmission of claims or for claims lost or delayed
27. The Promoter reserves the right at its absolute discretion to disqualify claims which it considers do not comply with these Terms and Conditions.
28. The Promoter shall have the right, where necessary, to undertake all such action as is reasonable to protect itself against fraudulent or invalid claims including, without limitation, to require further verification as to proof of purchase, as well as the identity, age, and other relevant details of a participant.
29. If a participant returns the Promotion Product after submitting a claim, the Claim will be invalid and any Cashback received by the participant must be returned.
30. The Promoter reserves the right to check with the retailer whether a Promotion Product has been returned and, by submitting a claim, the participant provides consent to the Promoter to do so.
31. The Promoter reserves the right to report suspicious activity or claims to the police.
32. The Promotion is governed by English law.

33. The customer service team is available on [printoffers@samsungpromotions.claims](mailto:printoffers@samsungpromotions.claims) or 03452160058 (UK) / 015369562 (ROI).

### **35. EXTENT OF EXTENDED WARRANTY**

During the Extended Warranty period Samsung continues to warrant that the Samsung Product shall be free from defects in materials and workmanship. If the relevant product does not function as warranted, against defective materials or workmanship, you should contact the Samsung Support Hotline.

Samsung Maintenance Parts, Supplies and Option accessories (i.e. consumables), supplied as part of the initial Samsung Product installation and listed in the Samsung Product User Guides, is warranted against defective materials or workmanship for the first 6 months, from date of Samsung Product purchase or recommended average life volume, whichever is achieved first., but is excluded from the Extended Warranty period.

When warranty service involves the exchange of a product or part, subject to applicable law, the item replaced becomes the property of Samsung. The replacement may be a new or repaired item. The replacement item assumes the remaining warranty period of the original product.

Before you present the product(s) for Pick Up and Return (PS) warranty service, the end user must:

- ensure that the product is securely packaged according to Samsung's recommendation and that the product is available for collection from the site address registered on the date agreed for collection
- remove programs, data, and removable storage media (unless directed otherwise by Samsung).
- not Remove Consumables, Print Cartridges, Maintenance units (unless directed otherwise by Samsung)

Before you present the product(s) for On Site (IH) warranty service the end user must:

- ensure that the Product is available for Warranty repair, on Site at the registered address.
- replace end of life Consumables or supplies and ensure sufficient supply
- remove, programs, data, and removable storage media (unless directed otherwise by Samsung).

Remote end user support is provided for the product(s) throughout its warranty period.

### **CLAIM(S) FOR WARRANTY SERVICE**

To obtain a warranty service, you must:

- Contact the Samsung Support hotline on 0843 596 2982 (UK) / 0818 717100 (ROI).
- Provide the full product model code and serial number.
- Provide proof of activated Extended Warranty, as per the e-mail confirmation sent at the time of online warranty registration(s).
- Provide a clear fault description and carry out any diagnostics as advised.
- Comply with any reasonable instructions from Samsung or an Authorised Service Centre to allow you to receive the warranty service.

## **TRANSFER OF PRODUCT**

If you transfer the Promotional Product to another user, warranty service may be available to that user during the remainder of the standard 12 month warranty period, but not during the Extended Warranty period (i.e. the Extended Warranty is not transferrable).

## **EXCLUSIONS;**

Samsung makes no representation or guarantee that the Promotion Product(s) will operate uninterrupted or error free.

During the Extended Warranty period, Samsung will only provide the warranty in the UK and ROI. Samsung is not responsible for paying any travel or delivery costs where the product is located outside the UK or ROI.

Services performed by Samsung in rectifying damage or defect caused as a result of any excluded conditions shall be subject to additional charges for labour, transportation and parts.

Warranty Service is not available to you if the product you present is:

- Defaced,
- Altered,
- Damaged beyond repair, or
- In need of a repair not included in warranty service. (e.g Periodic Maintenance, consumable replacement and the repair or replacement of parts due to normal wear and tear.) Incorrectly packaged product resulting in transportation damage, Consumable Spillage or product damage.
- Does not match Product Model and serial number details as registered for warranty service.

To the maximum extent permitted by law, warranty service does not include repair of failures caused by:

- Modification or attachments
- Accidents or misuse
- Unsuitable physical or operating environment
- Third party products, generic or refilled e.g consumables, maintenance units or replacement parts
- Maintenance by anyone other than Samsung or a Samsung Authorized Service provider.
- Operation of a product beyond the limit of its duty cycle or Product specifications
- Use of printing media outside of Samsung specifications
- Supplies (such as toner) not furnished by Samsung
- Products, components, parts, material, software, or interfaces not furnished by Samsung

NEITHER SAMSUNG NOR ITS THIRD PARTY SUPPLIERS OR RESELLERS MAKE ANY OTHER WARRANTY, GUARANTEE, OR CONDITION OF ANY KIND, WHETHER EXPRESS, IMPLIED, LEGAL OR STATUTORY, WITH RESPECT TO THE PRODUCT(S), AND TO THE EXTENT PERMITTED BY APPLICABLE LAW, SPECIFICALLY DISCLAIM ANY IMPLIED, LEGAL OR STATUTORY WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR, GENERAL OR NORMAL PURPOSE, SATISFACTORY QUALITY, DURABILITY AND WARRANTIES AGAINST LATENT DEFECTS