

TERMS, CONDITIONS & DISCLAIMER FOR DELIVERY AND INSTALLATION SERVICE

(South Africa only)

The terms and conditions that form part of the **Delivery and Installation Service** (“Service”) apply to the products as listed under the section INSTALLATION SERVICES TABLE AND TERMS.

Note:

1. Please note that the extended warranty on selected products is subject to delivery and installation by Samsung
2. The Service is currently limited to products purchased from the following retail companies:

- 2.1. Samsung Brand Stores
- 2.2. Hirsch's
- 2.3. Dion Wired
- 2.4. Metro Lifestyle
- 2.5. EBUCKS
- 2.6. FNB
- 2.7. MAKRO
- 2.8. A & E Hyperworld
- 2.9. Multiroom
- 2.10. Direct Deals
- 2.11. Metro Home Centre
- 2.12. Metro Lifestyle
- 2.13. Diamond Corner
- 2.14. Diamond Lifestyle
- 2.15. Masons
- 2.16. Stax
- 2.17. Sounds Great
- 2.18. Rama's
- 2.19. Rendos
- 2.20. TELETEK
- 2.21. Rafi's Appliances & Mattresses
- 2.22. Kloppers
- 2.23. Deventer
- 2.24. Drommedaris
- 2.25. Audio Video Gallery
- 2.26. Artic Electric
- 2.27. Parsons
- 2.28. CLR Electric
- 2.29. SAVE Cash and Carry
- 2.30. Simplex Radio
- 2.31. P & G General Dealers
- 2.32. Govan Mani

- 2.33. Modern Electric Appliances Co.
 2.34. Taj Radio TV & Appliances
 2.35. Friedman & Cohen
 2.36. Caldis Sound and Furniture
 2.37. Tafelberg Furnishers Stores (PTY) LTD
 2.38. ANS
 2.39. Ambassador Duty Free
3. Kindly note that you will be charged at an additional cost of R7.00 per km, from the point of purchase to the delivery location and return trip for distances over 70 km from point of purchase. This must be settled with the installer directly. *Rates subject to change please confirm costing before booking.

INSTALLATION SERVICES TABLE AND TERMS

4. The table below confirms the services included in the purchase of your new Samsung Signature Series Product, as contained in the table below. Should you require additional services over and above the services set out below, you may negotiate same directly with the installer?
5. Should you elect to negotiate such services with the installer, Samsung Electronics South Africa (Pty) Ltd ("Samsung") will not be involved in that transaction in any way and shall be held harmless from any liability whatsoever and howsoever caused from such transaction.

TV Model	Offering	Total period	Warranty
QA65Q8CAMKXXA	QLED Curved	+ 3 years warranty, free delivery and Signature installation	5 years
QA75Q8CAMKXXA	QLED Curved	+ 3 years warranty, free delivery and Signature installation	5 years
QA75Q9FAMKXXA	QLED	+ 3 years warranty, free delivery and Signature installation	5 years
QA88Q9FAMKXXA	QLED	+ 3 years warranty, free delivery and Signature installation	5 years
QA55Q7CAMKXXA	QLED Curved	+ 1 years warranty, free delivery and basic installation	3 years
QA55Q7FAMKXXA	QLED	+ 1 years warranty, free delivery and basic installation	3 years
QA65Q7FAMKXXA	QLED	+ 1 years warranty, free delivery and basic installation	3 years
QA65Q7CAMKXXA	QLED Curved	+ 1 years warranty, free delivery and basic installation	3 years
QA75Q7FAMKXXA	QLED	+ 1 years warranty, free delivery and basic installation	3 years
85Q9	QLED - 2018	+ 3 years warranty, free delivery and Signature installation	5 years
QA75Q9FNAKXXA	QLED - 2018	+ 3 years warranty, free delivery and Signature installation	5 years
QA65Q9FNAKXXA	QLED - 2018	+ 3 years warranty, free delivery and Signature installation	5 years
QA55Q8CNAKXXA	QLED Curved - 2018	+ 3 years warranty, free delivery and Signature installation	5 years
QA75Q7FNAKXXA	QLED - 2018	+ 1 years warranty, free delivery and basic installation	3 years

QA65Q7FNAKXXA	QLED - 2018	+ 1 years warranty, free delivery and basic installation	3 years
QA55Q7FNAKXXA	QLED - 2018	+ 1 years warranty, free delivery and basic installation	3 years
QA75Q6FNAKXXA	QLED - 2018	+ 1 years warranty, free delivery and basic installation	3 years
QA65Q6FNAKXXA	QLED - 2018	+ 1 years warranty, free delivery and basic installation	3 years
QA55Q6FNAKXXA	QLED - 2018	+ 1 years warranty, free delivery and basic installation	3 years
UA82NU8000KXXA	PUHD - 2018	+ 1 years warranty, free delivery and basic installation	3 years
UA65NU8500KXXA	PUHD - 2018	+ 1 years warranty, free delivery and basic installation	3 years
UA55NU8500KXXA	PUHD - 2018	+ 1 years warranty, free delivery and basic installation	3 years
QA82Q900RBKXXA	QLED - 2019	+ 3 years warranty, free delivery and Signature installation	5 years
QA75Q900RBKXXA	QLED - 2019	+ 3 years warranty, free delivery and Signature installation	5 years
QA65Q900RBKXXA	QLED - 2019	+ 3 years warranty, free delivery and Signature installation	5 years
QA82Q90RAKXXA	QLED - 2019	+ 3 years warranty, free delivery and Signature installation	5 years
QA65Q90RAKXXA	QLED - 2019	+ 3 years warranty, free delivery and Signature installation	5 years
QA75Q80RAKXXA	QLED - 2019	+ 3 years warranty, free delivery and Signature installation	5 years
QA65Q80RAKXXA	QLED - 2019	+ 3 years warranty, free delivery and Signature installation	5 years
QA55Q80RAKXXA	QLED - 2019	+ 3 years warranty, free delivery and Signature installation	5 years
QA65Q70RAKXXA	QLED - 2019	+ 1 years warranty, free delivery and basic installation	3 years
QA82Q60RAKXXA	QLED - 2019	+ 1 years warranty, free delivery and basic installation	3 years
QA75Q60RAKXXA	QLED - 2019	+ 1 years warranty, free delivery and basic installation	3 years
QA65Q60RAKXXA	QLED - 2019	+ 1 years warranty, free delivery and basic installation	3 years
QA55Q60RAKXXA	QLED - 2019	+ 1 years warranty, free delivery and basic installation	3 years

HA Model		Offering	Total Warranty period
RF23HTEDBSR/FA	French Door Refrigerator	+ 3 years warranty, free delivery and Signature installation	5 years
RF24FSEDBSL/FA	French Door Refrigerator	+ 3 years warranty, free delivery and Signature installation	5 years
RF28K9360SG/FA	French Door Refrigerator	+ 3 years warranty, free delivery and Signature installation	5 years
RF31FMESBSL/FA	Aw4 Sparkling Refrigerator	+ 3 years warranty, free delivery and Signature installation	5 years
RF34H9960S4/FA	Chef Collection Refrigerator	+ 3 years warranty, free delivery and Signature installation	5 years
RF858QALAXW/FA	French Door Refrigerator	+ 3 years warranty, free delivery and Signature installation	5 years
RH56J6907SL/FA	French Door Refrigerator	+ 3 years warranty, free delivery and Signature installation	5 years
RH57H90507F/FA	Food Showcase Refrigerator	+ 3 years warranty, free delivery and Signature installation	5 years
RH60H8130SL/FA	Food Showcase Refrigerator	+ 3 years warranty, free delivery and Signature installation	5 years
WD17H7300KP/FA	Front Load Washing Machine	+ 3 years warranty, free delivery and Signature installation	5 years

A/C Model		Offering	Total Warranty period
AR12NSPXAWKNFA	Wind Free Aircon	+ 3 years warranty, free delivery and Signature installation	5 years
AR18NSPXAWKNFA	Wind Free Aircon	+ 3 years warranty, free delivery and Signature installation	5 years
AR24NSPXAWKNFA	Wind Free Aircon	+ 3 years warranty, free delivery and Signature installation	5 years

*** Customer to supply all electrical, water & waste outlets;**

**** Wall Bracket not included;**

***** Customer must have existing network & connectivity active;**

6. Samsung shall only cover the basic labour as set out in the table above. Any additional labour required to perform work outside of the scope of work described above for the product purchased, shall be for the expense of the customer.
7. This Service is valid for 30 (thirty) days from date of purchase. Please retain proof of purchase for the product you purchased which included this Service.
8. We will do all that we reasonably can to meet the date agreed for the installation, However in the unforeseen circumstances beyond our reasonable control we may not be able to do so. In such circumstances we will contact you to agree on an alternative date
The customer will also do all that he/she reasonably can to enable the installation to take place on the given date. In the case of unforeseen circumstances beyond the customer's reasonable control the customer should contact us to agree on an alternative date.

9. We will carry out any installation work for which this Service was advertised for and or sold to the customer, within 70km from the store the product qualifying for this Service was purchased from. If additional work is found to be necessary during the course of the installation, such work will be quoted for separately by the Installer and only carried out with the customer's permission.
10. It is the customer's responsibility to ensure that concealed water pipes and electricity wires are identified to the installer before installation commences. In the event of any concealed water pipes or electricity wires being damaged during the installation process; if the installer was notified of the concealed water pipes or electricity wires then the installer will be responsible for the repair of the damage thereof however if the installer was not notified of the concealed water pipes or electricity wire then the installer cannot be held responsible for the repair of the damages thereof.
11. It is the customer's responsibility to ensure that, prior to the installation work starting, all furniture is removed from the area of the installation and any carpet in the installation area is rolled back. Neither Samsung nor the installer will be held liable for any damage to furniture that is not removed from the installation area.
12. It is the customer's responsibility to ensure that the product purchased is able to fit through doors, passages stairways etc. to allow the product to be installed. Sizes of the product can be found on the Samsung's web site. Additional costs for the removing of building doors, door frames, windows, cranes, or the like, will be for the cost of the customer.
13. In the event that the product cannot be installed without potential damage to the product, the installer shall bring this attention of the customer. Should the customer request the installation to be completed, approval by the customer must be given in writing and neither the installer nor Samsung shall bear any liability for damages to the product or property. In addition, damage to the product could cause the warranty to be voided.
14. All installation work and material supplied by the installer has a 1 Year Limited Warranty from date of installation provided that the installation has not been tampered with during the period of the warranty other than by the Samsung accredited installer.
15. The standard Samsung Electronics product terms and conditions apply on all Samsung products.
16. The Offer is only applicable to back to back installation with a 3 meter pipe length, any pipe longer than mentioned length will be for the customer's account as quoted by the dealer.
17. All electrical work including but not limited to electrical isolators are not included in this Offer. There will be no trunking offered for the pipe work, which may be required. The costs for the electrical work and trunking for the pipe work is additional costs and shall be for the customer's account.
18. The Offer is only applicable to purchases from the participating accredited dealers as listed in paragraph 2 above, and retail Stores as listed on the following website: www.fourwaysaircon.co.za.
19. Samsung's may in their sole discretion amend these terms and conditions at any time, without notice, and such amendments shall be deemed to have taken effect from the date of publication of the revised terms and conditions on the Samsung's website: <http://www.samsung.com/za/support/warranty/> . The onus rests on the CUSTOMER to constantly check the website for updates to the terms and conditions

BEFORE WE VISIT CHECK THE FOLLOWING

1. The product purchased is able to be installed in its desired location. (e.g. sufficient space in a wall or TV cabinet for the TV, Fridge will fit into space in built in cupboards)
2. Ensure that the product purchased is able to fit through doors, passages or stairways without requiring structural alterations or specialized installation equipment.
3. You are at home (or another adult over 18) is at home at the time we've agreed to visit.
4. Check that you have all the parts, screws and other bits and pieces for the products you require us to install and or setup for you(not applicable if we are delivering the device to you).
5. Have all the necessary accessories and cables
6. Ensure that you have a working power (electricity) outlet, working water source and waste outlet next to the area you require the installation of your new product.
7. You have an existing working internet connection (for services requiring internet connection) and you have the login name and password available.
8. You have a network point or wireless network available for the product you require us to connect to the internet. (for services requiring internet connection)

ON THE DAY WE VISIT YOU, WE WILL

1. Have a chat with you about how you'd like your new products installed and or setup and offer some advice if you need it.
2. Unpack your product and take the packing away (if so requested) for recycling (no need to fill up your recycling bin).
3. Connect all your devices together then tidy and run the cables in conduit if you have requested for this when booking your installation.
4. Demonstrate the main features of your new products we have installed and or setup for you. (refer to table for products where this is included)

WHAT ISN'T COVERED & WHY WE CANNOT START THE INSTALLATION

We want to make sure you know what isn't covered by our installation service so there are no surprises when we visit you at home:

1. We won't personalize or optimize picture quality on your TV.
2. We will not start an installation unless you sign and agree prior to the installation, which any extra cost for additional work (that you have requested), outside of the installation scope will be for your own costs.
3. We will not remove your existing devices and dispose of them.
4. We cannot connect any devices if such connection would constitute an unsafe or illegal installation for whatever reason. The Technician will advise you on reasons why the installation is unsafe or considered illegal.
5. We are not responsible to unpack the existing fridge or freezer and repack the new one.
6. We cannot complete the installation if you have not completed the necessary pre-visit preparations above.

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