

TERMS & CONDITIONS –20 YEARS CELEBRATIONS OFFER 2015

1. The “20 YEARS CELEBRATIONS Offer” (“**Offer**”) is provided by Samsung India Electronics Private Limited.
2. The Offer is valid on Pan India basis except in the State of Tamil Nadu.
3. The Offer is from 11th December to 30th December 2015 (both days inclusive) (“**Offer Period**”).
4. The Offer is applicable on select models of Samsung Smartphones & Tablets as detailed in the Annexures respectively (collectively called as “**Products**”). The offer shall be applicable on purchase of the Products from Samsung Exclusive Stores, select Multi Brand Stores, Modern Trade Stores, leading electronics & Mobile store (hereinafter called as “**Outlet**”). The offers shall also be applicable on purchase of the Products made from Samsung India e-store.
5. The offers shall be applicable only on genuine Products of Samsung purchased from authorized Outlets only. The Offers shall not be applicable on purchases made from third party ecommerce portals except specifically mentioned in the clauses below.
6. The respective offers for Samsung Smartphones & Tablets are as under and may vary depending on the models/ products purchased as detailed below:

SMARTPHONES & TABLETS

****Easy EMI – 20 months**

- (i) The 20 month EMI offer is applicable on select Products: Samsung Galaxy A7, A8, S6, S6 Edge, S6 Edge Plus, Note 4, Note 5, Tab S2, Tab A (“**Products**”).
- (ii) 20 month EMIs are available on select models as stated above on **credit cards** from HDFC Bank, ICICI Bank, Kotak Bank, IndusInd Bank and RBL Bank only.
- (iii) 6 month & 12month Credit Card EMIs also available with leading banks/issuers on select Smartphones & Tablets.
- (iv) Credit Card EMI option valid only on transactions under 'Brand EMI' and applicable as stated in the charge slip.
- (v) **Bajaj Finserv & Capital First** EMI Offer pertains to the 20/4 EMI scheme wherein the Customer will have to pay four (04) EMIs as down payment and rest in 16 Easy EMIs.
- (vi) All EMIs are at the sole discretion of bank/NBFC and with applicable rate of interest and taxes.
- (vii) Other terms & conditions of the participating banks/issuers/NBFCs continue to apply. The Bajaj Finserv/Capital First offer shall not be applicable on purchases made through Samsung India e-store.

^^One time screen replacement

- (i) Offer shall be available on select Smartphones being Galaxy S6, Galaxy S6 Edge, Galaxy S6 Edge+, Galaxy Note5, Galaxy Note4 and Galaxy Tab S2 ("**Products**") activated by inserting a SIM card during the offer period.
- (ii) This offer shall also be valid for purchase of the above mentioned Products from any third party ecommerce portals as well.
- (iii) Under this offer a customer shall be eligible for one time screen replacement during one year from the date of activation by just paying Rs. 990/-.
- (iv) In order to avail the offer the customer will have to walk into the authorized service centre and get the damaged screen replaced by paying Rs.990/-.

++My Galaxy Offer

- (i) All offers under the My Galaxy are provided on AS IS basis and are subject to the terms and conditions of the respective brands.
- (ii) For more details on the My Galaxy download the App from Google Playstore or follow <https://play.google.com/store/apps/details?id=com.mygalaxy> to download.
- (iii) The offers under the My Galaxy app may vary from time to time without prior notice.
- (iv) Any claims/liabilities shall lie exclusively against the brands. Samsung disclaims any/all claims/liabilities with respect to the same.

*****Service – 20% Off on Extended Warranty pack**

- (i) The 20% off on Extended Warranty pack is available of select Samsung Products being all Handsets & Tablets purchased from authorized distributor/dealer of Samsung India Electronics Private Limited ("Samsung") only.
- (ii) Offer shall be valid on products sold by Samsung India Electronics Limited in the territory of India only.
- (iii) 20% discount would be provided on end customer price.
- (iv) The extended warranty is offered only within the municipal limit of the city/town of Samsung's authorized service centers. However, for customers residing outside municipal limits of Samsung's authorized service centers, additional charges will be applicable.
- (v) The extended warranty can be availed by the customers only if the product is covered under standard warranty. The extended warranty can be availed prior to the expiry of the standard warranty.
- (vi) All payments need to be paid in advance at the time of purchasing the extended warranty.
- (vii) The customer shall register service request at Samsung Call center only mentioning his/her Warranty Certificate number or customer BP number. Any changes in the address of the customer must be notified by the customer in advance.
- (viii) Extended warranty is subject to verification of the documents and/or information provided by the customer and Samsung reserves the right to seek such additional documents and/or information from the customer as it may deem appropriate.
- (ix) The completed extended warranty certificate should be presented to the service engineer at the time of repairs being undertaken / requested.

- (x) The product must be used in accordance with the instructions on the instruction manual, as determined by Samsung personnel.
- (xi) Extended warranty shall be provided either offsite or onsite, depending upon the product.
- (xii) The extended warranty shall be valid for a period as mentioned in the form or authorized service partner invoice duly signed by an authorized representative or extended warranty certificate.
- (xiii) In case the customer wants to cancel the extended warranty before completion of the extended warranty period, there shall be no refund of the charges for the unexpired period of the extended warranty.
- (xiv) The customer shall not directly or indirectly alter or tamper the product, which would change the internal operation of the product. The authorized service center shall not be liable to service or repair in such cases and decision by Samsung authorized service center shall be final and binding in this regard.
- (xv) Samsung shall be under no obligation to provide service/repair because of improper use, modification or substitution, or in case the serial number of the product is altered or removed or is illegible.
- (xvi) Extended warranty is being offered by Samsung in its sole discretion and Samsung reserves the right to refuse, suspend or withdraw the extended warranty at anytime without prior notice.
- (xvii) The warranty does not apply to normal wear & tear of the parts or defects caused by household pets, rats, cockroaches or any other animals or insects.
- (xviii) The warranty does not cover the damage or loss caused by accident, lighting, water, fire or other acts of God, improper ventilation, dropping or excessive shock or any external cause beyond Samsung's control. In case services are required as a result of the causes stated above, such services shall be at extra charges.
- (xix) All defective components shall be replaced with compatible working parts & defective parts shall be Samsung's property.
- (xx) No transportation charges will be charged pertaining to the replacement or repair of parts covered under extended warranty. For parts not covered under the extended warranty, transportation charges will be charged as per rates scheduled for those parts.
- (xxi) This extended warranty does not cover any kind of software support or installations. Samsung shall not be responsible for damage to, or loss of, any programs, data or removable storage media including any consequential loss or damage.
- (xxii) Any Non Samsung certified product/software added on to Samsung products will also render the extended warranty null & void.
- (xxiii) Any third party peripherals whether purchased as a part of the product or bundled with it, come with such third party standard warranty and Samsung makes no warranty whatsoever on their behalf. Example: DTH connection, stabilizers, UPS etc. The extended warranty shall not be applicable for such third party products.
- (xxiv) In the event of non availability of spares or product not repairable, the depreciation clause will be applicable as per the depreciation rates of Samsung, prevailing at that point of time (Calculated from date of purchase of the product) as per Samsung policy.
- (xxv) The extended warranty is non refundable and non transferable.
- (xxvi) Extended warranty shall not be applicable in case of modifications or alterations of any nature made in the circuitry by the customer or any unauthorized personnel, as determined by Samsung personnel.
- (xxvii) Extended warranty shall not be applicable in case the product is used for commercial purpose.
- (xxviii) Extended warranty shall not be applicable in case the site (premises where the product is kept) conditions do not confirm to the recommended operations of the machine/unit.
- (xxix) The equipment bought to the service center will remain at the service center at customer's risk and Samsung shall not be responsible for any damages caused due to factors beyond its control.
- (xxx) Purchase of extended warranty is voluntary. Purchase of extended warranty constitutes acceptance of these terms and conditions by the customer.

(xxxii) Decision of Samsung in relation to the extended warranty and matter incidental thereto shall be final and binding on the customer. Dispute if any with respect of the same should be sent in writing to Samsung India Electronics Private Limited, 3rd & 4th Vipul Tech Square, Sector 43, Gurgaon-122009, Haryana, India. The existence of dispute, if any, shall not constitute a claim against Samsung. Any and all disputes, controversies and conflicts ("Disputes") arising out of the extended warranty shall be referred to a sole Arbitrator to be appointed by the director of Samsung in accordance with the Arbitration and the Conciliation Act, 1996. The place of arbitration shall be New Delhi and the language used in arbitral proceeding shall be English. Subject to the dispute resolution procedure as set out here in above, the courts at New Delhi shall have the exclusive jurisdiction in respect of all the subject matter with relation to the extended warranty.

(xxxii) For any queries/issues related to the Samsung products the customer can call Samsung helpline on Toll Free: 18-0011-0011; Non – Toll Free: 30308282.

7. All the above offers shall be with a Standard Manufacturer's warranty as detailed in the warranty cards for each of the respective products.
 8. All offers are subject to change without prior notice. Samsung disclaims any and all claims and liabilities with respect to this offer. Under no circumstances shall Samsung and/or its affiliates and/or their directors, officers, agents or employees be held liable for any part of the Exchange, Easy EMI or Cash Back offers.
 9. Any dispute in relation to this offer or matter incidental thereto shall be subject to the exclusive jurisdiction of Courts located at New Delhi.
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