

Samsung BESPOKE Refrigerator

Terms & Conditions:

1. Samsung India Electronics Pvt. Ltd. ("Samsung") introduces an offer ("Offer") valid from 19th Oct, 2021 or till stocks last whichever is earlier ("Offer Period"), for its new select Family Hub™ Refrigerator model(s) as mentioned below.

2. Customer(s) may purchase the Product during the Offer Period either offline or online:

(i) Offline – Available at select Samsung authorized retail stores (hereinafter referred to as "Offline Stores").

(ii) Online – Available at Samsung Shop or other e-commerce partners (hereinafter referred to as "Online Stores"). Samsung may add additional digital stores to this list at its sole discretion during the Offer Period.

3. Purchase through Offline Stores:

(i) While purchasing the Product(s) from the select Offline Stores, customers will be required to deposit full amount to the Offline Store retailer / dealer during the Offer Period. However, customers are advised to check the Offer availability before making the payment at the said Offline Store from where the Product is being purchased.

4. Purchasing through Online Stores:

(i) While purchasing the Product from Online Stores, customers will be required to make full payment of the amount shown at the respective Online Outlet during the Offer Period. The amount shown will be inclusive of taxes.

(ii) In case of purchase through the Online Stores, Samsung will not be responsible or liable for supply of the Product as the same is being sold by different sellers and respectively:

- a. Any wrong submission of required details including but not limited to shipping details;
- b. Any failure to receive submissions due to transmission failures and other conditions beyond its reasonable control;
- c. Any late transmissions or entries;
- d. Any computer or communications related malfunctions or failures;
- e. Any delay, damage, non-receipt, lost, misrouted delivery of Device.
- f. Any delay due to non-availability of stocks or for any other reason beyond its control.
- g. Any delay or loss or damage due to Act of God, Governmental actions, and any other force majeure circumstances.

(iii) Orders once placed on Samsung Shop or any other Online Store as stated above, cannot be cancelled or modified.

(iv) Delivery of the Product purchased through Online Stores will be attempted through an authorized Samsung Store near the customer's address stated as the delivery address.

5. It is important to note that only one Product can be purchased against one mobile number and the same number is required to be used by the customer for registering his/her details for installation of the Product.

6. The detailed process for Installation is given as under –

To install the Family Hub™ (refrigerators) customer need to call Samsung Authorized Service Centre at 1800 40 SAMSUNG (1800 40 7267864) or 1800 5 SAMSUNG (1800 5 7267864). Customer needs to ensure that he/she registers the same mobile number (i.e. mobile number which was given / registered at the time of purchasing the Product) with the Samsung Customer Care while registering their details for installation.

7. Additional benefits for customers purchasing the Product through Offline/Online Stores as stated herein under:

(i) Additional Cashback of up to 20%: Customers purchasing the Product(s) will be eligible for additional cashback as per the table mentioned below:

Principal Product	Cashback	Maximum cashback
RF87A9770SG/TL	20%	12000.00
RF90A955387/TL	20%	12000.00
RF63A91C377/TL	20%	12000.00

Maximum Cashback: Maximum Cashback will be limited to Rs. 12000.00 as stated in the table above. Only one transaction per card account will be allowed during the Offer Period. Customers to STRICTLY ensure Only One Card Usage per Product under 'Brand EMI

Transaction Eligibility:

- **Offline Flow-**Transactions done on Pinelabs swipe machine under 'Brand EMI' option, as applicable Cashback' is mentioned on chargeslip shall be eligible for the Offer. Transactions made on Corporate Card are not eligible for this Offer. Customers are requested to retain chargeslip for 180 days post the Offer Period.
- **Online Flow-** Transactions done on Pinelabs payment gateway subject to the Cashback offer being displayed on Samsung/partner website. Transaction done on Corporate card are not eligible for this Offer. **Cashback Credit in Account:** The Cashback will get credited within 90 days from the end of the month of Transaction or Offer Period whichever is later in case of both Offline and Online purchase(s).

(ii) EMI Offer

- EMI Transactions Only with 3 / 6 / 9 / 12 months Tenures for Credit Cards & 3 / 6 / 9 / 12 month EMI for Debit Cards (may vary from Bank to Bank). 18 months tenure is applicable only on purchases through Samsung SmartPlazas and Online stores during the Offer Period. Customers are advised to check the EMI offer availability on the respective cards from leading banks.

- All Transactions to be with Validation through Serial Number Input on Pinelabs POS Machines under 'Brand EMI' for Offline flow.
- Customers to STRICTLY ensure Only One Card Usage per Product under 'Brand EMI'.

Other Terms & Conditions:

- Cash back will be based on actual loan amount and not the invoice amount
- In case of multiple Product purchases, Customer can avail additional Cashback for a single product only.
- Customer can avail EMI on maximum one (1N) consumer electronics products per card during the scheme period
- Any Interest, Service Tax, Govt Levies, Processing Fees charged by Bank will be borne by the customer
- Cash back to be credited after 90 days from the transaction date in customers account by respective cards/Banks
- EMI applicable with respective bank credit cards only
- Cashback offers do not apply on corporate cards. Cashback/EMI schemes provided by respective issuers at their sole discretion. This cashback can be availed on one card only once during the Offer Period irrespective of the product purchased.
- The Offer is not available wherever prohibited and products/ services for which such programs cannot be offered for any reason whatsoever.
- Participating Banks reserve the right to disqualify any cardholder from the benefits of the offer if any fraudulent activity is identified as being carried out for the purpose of availing the benefits under the offer or otherwise by use of the Card.
- Incomplete / rejected / invalid / returned /disputed or unauthorized/fraudulent transactions will not be considered for the offer.
- Availing these Offers is entirely voluntary and it is understood, that the participation by the Customers shall be deemed to have been made on a voluntary basis.
- Samsung Terms & Conditions and Privacy Policy applicable.
- Under no circumstance will the Offer/ cash back being offered under this program be settled in cash
- All EMIs and Cashback offers are provided solely at the issuer's/ bank's discretion, respectively. Samsung disclaims any and all claims in respect of the same. Under no circumstances shall Samsung and/or its affiliates and/or their directors, officers, agents or employees be held responsible for EMI / Cashback Offer(s).

8. By availing the Offer, it would be deemed that the customers have given their consent to contact them through call, SMS or email on the details provided by them for the purpose of this Offer or for any future communications from Samsung.

9. Samsung shall also not be responsible for non-availability of Stock(s) due to various reasons like climatic conditions, labour unrest, insolvency, business exigencies or operational & technical issues.
10. Samsung shall have the right to disqualify / cancel the entries of any Participant with incomplete information or fraud or forgery or on any other ground without giving any reasons.
11. Failure by Samsung to enforce any of its right at any stage does not constitute a waiver of those rights.
12. In no event shall Samsung be liable for losses or any incidental or consequential damages arising out of or in connection with the Offer, its services these Terms (however arising, including negligence). Samsung shall not be responsible for any product or service liability of any kind.
13. In the event of any conflict or inconsistency regarding any instructions, rules and conditions on any advertising or promotional material relating to the Offer, these Terms shall prevail over all such other instructions, rules and conditions.
14. Product images, features, specifications shown here are for representational purposes only, the actual product may vary. Offer available till stocks lasts.
15. Samsung reserves the right to change, extend, amend and/or withdraw the Offer or change any of these terms & conditions at its sole discretion at anytime without prior notice.
16. All disputes shall be subject to exclusive jurisdiction of courts located at New Delhi.