

Samsung Rewards Program

TERMS AND CONDITIONS

Updated as of 17th September 2021

PLEASE READ CAREFULLY. By enrolling in this program, you agree to the following terms and conditions (the “Terms”) that govern the Samsung Rewards Program.

A. Overview of Samsung Rewards Program

The Samsung Rewards Program (the "Program") is a loyalty program sponsored by Samsung Electronics UK Limited (“Samsung”) through which individuals (“Participant(s)”) who have a valid Samsung Account ID, may earn points (“Point(s)”) that will be credited to Participant's Samsung Rewards Account (“Rewards Account”) as set forth herein, Participants may redeem their Points through the “Rewards Catalog” or on Samsung.com as described below.

B. Eligibility and Participation in the Program

1. The Program is open to residents of the EEA, United Kingdom and Switzerland. Participants must have a valid Samsung Account ID. If you do not have a Samsung Account ID, visit <https://account.samsung.com> and follow the links and instructions to create an account.
2. The Samsung Account Terms and Conditions, which you agree to when creating a Samsung Account, form an integral part of these Terms. The latest version of these Samsung Account Terms and Conditions can be found here <https://account.samsung.com/membership/policy/terms>. In case of any inconsistency or conflict between these Terms and the Samsung Account terms and conditions, these Terms shall prevail. The Program is provided to individuals only. Corporations, associations, including school organizations, or other groups may not participate in the Program.
3. The Program and these Terms apply to the earning and redemption of points in the UK and Ireland. Other Samsung companies in Europe may have their own, separate, Samsung Reward Programs. Points earned from one Samsung Rewards Program must be redeemed with the same Program. You may register a Rewards Account with additional Samsung companies so that you can earn and spend points in multiple countries. Your Points balances will be shown separately for each Rewards Account.
4. Registration. To enroll in this Program and thereby create a Rewards Account, Participant is required to register online (www.samsung.com) or through the Samsung Members application with the email address associated with his/her Samsung Account ID and agree to these Terms. Continued participation in the Program constitutes each Participant's continued full and unconditional agreement to

these Terms as they may be updated from time to time, and representation that Participant meets the eligibility requirements set out in these Terms. There is a limit of one (1) Rewards Account per person/e-mail address, regardless of whether more than one person uses the same e-mail address. The person who is the authorized e-mail account holder of the e-mail address indicated when registering (and who otherwise meets the eligibility criteria) will be deemed the Participant.

5. Participant's Personal Information: To learn how Samsung will use the personal information collected in connection with the Rewards Account and/or this Program, read the Samsung Account Privacy Notice here:
<https://account.samsung.com/membership/policy/privacy>

C. Duration, Modification and Termination of the Program

1. The Program will continue until Samsung announces its termination. Samsung also reserves the right to suspend the Program or modify the Terms at its discretion. Termination, modification or suspension may affect a Participant's ability to redeem accumulated Points. Samsung shall provide at as much notice of termination or material modification of the Terms as reasonably possible, and not less than 3 months' notice for termination of the Program.
2. A Participant's continued participation in the Program after the end of the notice period constitutes his or her acceptance of any changes to these Terms. Any changes will apply to previously accrued points.

D. Earning Points

1. Earning Points through use of other Samsung Mobile Applications:
Samsung may offer Points to use, engage or interact with other Samsung mobile applications (solely determined by Samsung and subject to change from time to time) available on some or all Qualifying Devices. Each such offer will provide details and terms regarding how to earn Points and when they will be credited to Participant's Rewards Account.
2. Earning Points through Purchase of Select Samsung Products (no Qualifying Device required):
 - (a) Samsung will offer Points for purchase of select products through Samsung.com/uk as identified on the product detail page (alongside the number of points available to be earned), herein a "Qualified Product." The list of products deemed to be Qualified Products is subject to change, although a reasonable range of Qualified Products will be offered while the Samsung Rewards Program is active. Products purchased under a leasing arrangement

(including mobile devices sold with a SIM contract) are not Qualified Products and are neither eligible for earning points, or for redeeming points under Section F of these Terms. Payments made on additional services such as Samsung Care + do not earn Points. Participant will earn Points as follows:

- i. Participants must be logged into their Samsung Account during purchase check out of a Qualified Product(s).
 - ii. Participants will receive Points based upon the final cost paid at check out (whether paid-in-full or approved for Samsung or other financing) of Qualified Product(s). The final cost will be calculated after all discounts, including use of Points to purchase, coupons, promo codes and gift certificates have been redeemed and will not include shipping or taxes or other fees, if any. The number of Points that will be earned will be displayed after check out.
 - iii. Points will be credited to Participants' Rewards Accounts once applicable return periods have lapsed after delivery, or where applicable after chargebacks are complete. You may receive Points for past purchases where you register for Samsung Rewards during the return period for those purchases.
 - iv. If a Participant is not logged into their Samsung Account during the purchase process for a Qualified Product, then the Participant forfeits the ability to request Points at a later time.
 - v. Points earned through purchase of Qualified Products will not affect Samsung Pay Tier Status.
- (b) Samsung may offer Points for purchase of specific Samsung products through particular retailers for limited time periods, herein "Qualified Merchant Purchase." Participants will be required to upload receipts displaying Qualified Merchant Purchase and provide all other required information as proof of purchase. For each such offer, Samsung will provide terms with details, limitations and when Points will be credited to Participant's Rewards Account.
- (c) If a Qualified Product Purchase or Qualified Merchant Purchase is returned for any reason after Points have been credited, Samsung reserves the right to deduct the corresponding Points from Participant's Rewards Account.
3. Earning Points through other Special Offers: Samsung may also offer Points through promotional offers to some or all Participants for limited time periods. These offers may be communicated through the Samsung Members App and other Samsung touch points such as Samsung.com. Each offer will provide details and terms including how to participate and other limitations or restrictions. Samsung may notify eligible Participants with this special opportunity through push notifications and/or to the email address associated with their Samsung Account.

E. Point Value, Forfeiture of Points, & Viewing Points

- 1. No Cash Value or Transferability.** Points do not constitute property, do not entitle a member to a vested right or interest and have no cash value. As such, Points are not redeemable for cash, transferable or assignable for any reason. Accordingly, Points are not transferable upon death, as part of a domestic relations matter or otherwise by operation of law. The sale or transfer of Points is strictly prohibited. Points may not be sold on any secondary market, and any transfer of Points to a secondary market shall be deemed void. You will not be compensated if your Samsung Awards Account is terminated, your points are forfeited or expire, or you become ineligible to hold an account. There shall be no carry over or transfer of Points to other Samsung programs, unless otherwise determined by Samsung in its sole and absolute discretion.
- 2. Point Expiration.** Points earned will expire at 24 months after they are earned. Points not redeemed during the Valid Period will expire and be forfeited.
- 3. Accrued Points Viewable in Participant's Rewards Account.** The number of Points collected by each Participant will be tracked in the Participant's Samsung Rewards Account. Points will be credited to Participant's Rewards Account after (i) order completion; (ii) the applicable return period has lapsed; and/or (iii) the applicable chargeback window has closed. However, each Participant will have the responsibility of ensuring that his/her Points are properly credited. Any claim for Points not credited accurately, for instance due to a hardware or internet connectivity issue or Rewards Account malfunction must be received by Samsung within seven (7) days of the date of claimed accrual of such Points. Manual issuance of Points can take up to sixty (60) days. You are responsible for checking the accuracy of your Rewards Account.
- 4.** Samsung shall have no liability for any printing, production, typographical, mechanical or other errors in the Points summaries or Participant Reward Account. Samsung reserves the right to require proof of accrual of Points and Samsung reserves the right to delay the processing or redemption of any Points without notice to Participants in order to assure compliance with these Terms. Participants are responsible for maintaining the confidentiality of their Participant Rewards Accounts and activity on their Participant Rewards Account, and Participants agree to accept responsibility for all activities that occur under their Rewards Account.
- 5.** Participation in the Program is subject to these Terms, as well as policies and procedures that Samsung may adopt or modify from time to time. Any failure to abide by these Terms or any policies or procedures implemented by Samsung, any conduct detrimental to Samsung, or any misrepresentation or fraudulent activities in connection with the Program may result in the forfeiture of the affected Points, or the

termination of your Samsung Rewards account including the forfeiture of all Points accrued to date, as well as the use of any other legal remedies available to Samsung.

6. Samsung shall provide you with a notification of any action taken under these Terms, including termination or forfeiture by emailing you at your registered email address. The notification will include the reasons for the action taken by Samsung.
7. You may challenge any action we take by following the steps set out in the notification provided, or by contacting Samsung on **0330 726 7467**.

F. Redeeming Points Earned

Points may only be used to purchase items in the Rewards Catalog, or to purchase Qualified Products through Samsung.com.

1. Purchasing Items from the Rewards Catalog
 - (a) Participant may visit the Rewards Catalogue within the Samsung Members App to redeem items with accrued Points.
 - (b) To purchase items from the Rewards Catalog, follow the links and instructions to browse through the Rewards Catalog. Once Participant has located an item he or she would like to purchase, he or she can purchase the item by clicking on the "Redeem" button. Participant will receive confirmation that the item has been purchased and the associated Points will be deducted from his/her Rewards Account.
 - (c) Samsung reserves the right to modify the list of items available for purchase, as well as their corresponding Point values.
 - (d) All purchases for items from the Rewards Catalog are final and the Points will be deducted from Participant's Rewards Account.
 - (e) Samsung reserves the right to substitute an item advertised with a similar item of equal or greater value if due to unavailability or for any other reason.
 - (f) Fulfillment process and timing will vary depending on the Reward purchased through the Rewards Catalog. Details will be provided at the time of purchase.
 - (g) Except as otherwise provided herein, no refunds will be provided on any purchased item. If for any reason a purchased item is received damaged, becomes unavailable, or cannot be fulfilled, Samsung, in its sole discretion, reserves the right to replace the purchased item with a similar item of equal or greater value.
2. Using Points to Purchase items on Samsung.com
 - (a) Points may be used to purchase or partially purchase a Qualified Product(s) offered within Samsung.com when Participant is logged into their Samsung Account.

- (b) The number of Points available to use for the purchase and its corresponding discount to purchase may be displayed during check out.
- (c) Points may not be used to pay for additional services such as Samsung Care +, shipping, taxes or other fees.
- (d) Upon completion of check out, the Points will be deducted from Participant's Rewards Account. The deduction of Points is final and except as described below in subsections (e) and (f), Points will not be returned.
- (e) Where return or cancellation of a Qualified Product(s) purchase is permitted, Points will be returned to Participant upon cancellation or once Samsung confirms satisfactory return of the applicable Qualified Product(s).
- (f) Where both cash and Points are used for a purchase or where multiple Qualified Products are purchased but not all Qualified Products are satisfactorily returned, the Points returned to Participant will be provided on a pro-rata basis.
- (g) Samsung reserves the right to modify the list of items available for purchase, as well as their corresponding Point values, at any time, although a reasonable range of products will be available for as long as the Samsung Rewards Program is active.

Sponsored by: Samsung Electronics UK Limited, 2000 Hillswood Dr, Lyne, Chertsey KT16 0RS