

Pre-Book Offer on Samsung Consumer Electronics Products

- 1) Samsung India Electronics Private Limited ("Samsung") introduces a Pre-book offer wherein customers ("Customers" or "you") can pre-book any Samsung consumer electronics appliances ("Product") from the Samsung Shop i.e. Samsung E-store ("E-store") during 27th April 2020 to 8th May 2020 ("Offer Period") by making a full payment of the value of the Product as declared on the E-store.
- 2) The Product(s) pre-booked under this offer will be delivered to you by Savex Technologies Private Limited ("Savex") through its authorized partners post lifting of lockdown by the Government in your region(s), hence the deliveries may be delayed depending upon the conditions of lockdown liftment.
- 3) Upon your order fulfilment through any of the Savex authorized partner, you will subsequently receive a separate invoice from Savex.
- 4) Customers pre-booking the Product(s) during the Offer Period shall be eligible to receive certain benefits / offers provided by Samsung at its sole discretion. Cashback & EMI offers are also available and provided by third party partners at their sole discretion and subject to their terms and conditions. All benefits/offers referred to here are detailed in Annexure A below.
- 5) Placing of your order does not mean that your order is accepted unless you receive order confirmation from our end.
- 6) The price of the Product as listed on the Website shall be inclusive of all taxes. Customers those are registered under GST and intending to claim input credit of GST must ensure that they are sharing their correct GST detail while placing order on portal. Any subsequent request for changes in GST detail cannot be entertained. Savex and/or Samsung shall not be responsible for any GST loss that you may incur due to absence or incorrect GST number mentioned by you while placing order on the portal.
- 7) Samsung reserves the right to change, extend, amend and/or withdraw this offer or change any of these terms & conditions anytime without prior notice.
- 8) In case of any aesthetic defects in the product or technical issue(s) including non-working/DOA Product, you need to first contact the Samsung call centre and get your complaint registered. As regard the aesthetic defects, in the Product delivered to you, your

escalation request to Samsung call centre will be referred to and will be attended by the authorized partner who delivered your Product. In case you still face any issues in this regard, you may approach the Samsung call centre again.

- 9) Order once placed will not be cancelled during the pre-booking period. In case the customer still wishes to cancel the order, Payment Gateway charges of 2% + applicable GST, of the order value shall be deducted from the payment made by the customer and the balance amount shall be refunded. Such refunds shall reflect in the customer account as per the customer bank/card's TAT. No cancellation will be allowed post-delivery of the Product.
- 10) These terms and conditions are in addition to Conditions of Sale and Privacy Policy to which you agree by using placing your order on E-store.
- 11) In no event shall Samsung or Savex be liable for losses or any incidental or consequential damages arising out of or in connection with the pre-book offer or other product specific or third party offer(s), its services these Terms (however arising, including negligence). Standard manufacturer's warranty, if any, shall be applicable for all Products.
- 12) Samsung or Savex including its authorised partners shall not be liable for any loss or damage due to act of God, governmental actions, other force majeure circumstances and shall not be liable to pay any amount as compensation or otherwise for any such loss.
- 13) The participation in the Offer is voluntary. Participation in this Offer constitutes acceptance of these terms and conditions. By availing this Offer, Customer(s) agrees to receive communication(s) from Samsung and/or its event management company relating to the Offer and for the purpose of ensuring order fulfilment and obtaining customer feedback. Customer(s) unconditionally agree not to make any claim or raise any complaint against Savex and/or Samsung in this respect.
- 14) Samsung reserves the right to modify/alter or discontinue these Terms and Conditions or extend/withdraw/annul the Offers at its sole discretion without assigning any reasons or without any prior intimation whatsoever.
- 15) Samsung shall not be liable for any loss or damage due to act of God, governmental actions, other force majeure circumstances and shall not be liable to pay any amount as compensation or otherwise for any such loss. Standard manufacturer's warranty, if any, shall be applicable for all Products.
- 16) 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.

- 17) 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 and Conditions shall prevail over all such other instructions, rules and conditions.
- 18) Any dispute relating to the Offer or the terms and conditions shall be subject to the jurisdiction of the courts in New Delhi only.

ANNEXURE A

- 1 Enlisted are the Product wise offers provided by Samsung followed by (i) Additional Cashback Offer with HDFC Cashback and (ii) EMI Offers provided by Participating Banks viz. Amex, Axis Credit, Citibank, HDFC Credit Card, HSBC, ICICI Credit, INDUSIND, Kotak, Standard Chartered Bank, RBL, Union Bank of India and Bank of Baroda Card.
- 2 Additional Cashback Offer with HDFC Bank shall be applicable on purchase of any Product(s) priced at or above Rs. 20000.00 and Rs. 10000.00 in case of Microwaves.
- 3 EMI Offers shall be applicable on purchase of any Product(s) priced at or above Rs.15000.00 and Rs.10000.00 in case of Microwaves.
- 4 The Product wise Offers are as under -

A) TELEVISIONS

2 years Warranty (1+1 extended warranty on Panel):

Applicable on purchase of select Samsung TV models under 1+1 year Warranty being -

32N4000	40N5000	43NU7090	49NU7100	55NU7090	55RU7100	65Q6FN	75NU7100
32N4003	40N5200	43NU7100	49NU8000	55NU7100	55RU7470	65Q70R	75NU8000
32N4010	43N5005	43NU7470	49Q60R	55NU7470	55RU8000	65Q7FN	75Q60R
32N4100	43N5010	43Q60R	49RU7100	55NU8000	58RU7100	65Q80R	75Q7FN
32N4200	43N5100	43R5570	50NU6100	55Q60R	65LS03R	65Q8CN	75Q80R
32N4300	43N5300	43RU7100	50NU7090	55Q6FN	65NU7090	65Q900R	75Q900R
32N4305	43N5370	43RU7470	50NU7470	55Q70R	65NU7100	65Q90R	75RU7100
32N4310	43N5380	49N5100	50RU7470	55Q7FN	65NU7470	65RU7100	82Q60R
32N5200	43N5470	49N5300	55LS03R	55Q80R	65NU8000	65RU7470	82Q900R
32R4500	43NU6100	49N5370	55NU6100	55Q8CN	65Q60R	65RU8000	98Q900R

Process to avail Extended Warranty:

- 2 year warranty is applicable on TV purchased during 27th April 2020 to 8th May 2020
- Installation for the TV purchased during the Offer Period needs to be carried out within 15 days of purchase. Customer has to hand over one copy of invoice to the engineer during

installation/demo. In case of non-availability of Invoice, Warranty extension will not be applicable.

***Terms & Conditions for Extended Warranty:**

- 1 The Terms and Conditions of this extended warranty are supplement and in addition to the Terms and Conditions provided on the Standard Warranty Card supplied with the product.
- 2 1st Year of warranty is the Standard Manufacturer's Warranty as detailed in the warranty card which is applicable from date of invoice. The remaining two years extended warranty which is applicable from the date of expiry of the standard warranty is applicable only on panel failure.
- 3 This extended warranty is confined to the first purchaser ("Purchaser") of the product only and is non-transferrable. Extended warranty is applicable only on panel failure.
- 4 Customer should retain the original invoice and warranty certificate to claim the Offer.
- 5 Installation of the product purchased during the Offer Period should be done through the Company's service center or its authorized service center or its Dealer's service center.
- 6 Repair or replacement will be carried out through the Company's Service Centres or its Authorized Service Centres or its Dealer's Service Centres.
- 7 For the products installed beyond the municipal limits of the jurisdiction of the Authorized Service Centre/Company's Service Centre/Authorized Dealer's Service Centre, all the expenses including but not limited to collection of the product or part/s from the Company's Service Centre/Authorized Service Centre/Authorized Dealer's Service Centre, expenses incurred in connection with deputing of service personnel/ technicians, travel expenses (to and fro) incidentals expenses etc. shall be borne by the purchaser.
- 8 In the event of repairs/replacement of any part/s of the product, this extended warranty will thereafter continue and remain in force only for the unexpired period of the extended warranty. Moreover, the time taken for repair/replacement and in transit whether under the warranty or otherwise shall not be excluded from the extended warranty period.
- 9 During the period of the extended warranty the company's obligation under shall be limited to repair or providing replacement of part/s only. The maximum claim /s if entertained by the company will be subject to the maximum listed price of the panel of the product or the purchase price of the panel part of the product, whichever is lower.
- 10 In the event of any unforeseen circumstance, and spares not being available, the company's prevailing depreciation rules will be binding on the purchaser to accept as a commercial solution in lieu of repairs.
- 11 The extended warranty does not cover any accessories external to the product.

- 12 Customer has to handover one copy of invoice to the engineer during installation/demo. In case of non-availability of Invoice, extended warranty will not be applicable.
- 13 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.
- 14 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
- 15 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.
- 16 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.
- 17 This extended warranty will not be applicable in any of the following cases:
 - a. The product is not purchased from an authorized dealer of the company in India.
 - b. The product is not used according to instructions given in the instruction manual.
 - c. Defects caused by improper usage as determined by the company's personnel.
 - d. Modification or alteration of any nature is made in the electrical circuitry/ or physical construction of the product.
 - e. Installation/repair work is carried out by persons/agencies other than authorized by the company.
 - f. The product is used for commercial purpose
 - g. The conditions of the premises do not confirm to the recommended operating conditions of the product.
 - h. The original serial number is removed, obliterated or altered from the product or its cabinet.
 - i. This extended warranty does not cover the damages to the product while in transit to service centre or purchaser's residence.
 - j. This extended warranty shall cover only the panel part of the product. Any additional part(s) that may be required to restore the product to the working condition shall be on chargeable basis at a price prevailing at the time of repair.
- 18 Decision of the Company in relation to the extended warranty and matter incidental thereto shall be final and binding on the Purchaser. Dispute if any with respect of the same should be sent in writing to Samsung India Electronics Private Limited, 6th Floor, DLF Centre, Sansad Marg, New Delhi - 110001. 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 subject to the exclusive jurisdiction of the courts located at New Delhi. For any queries/issues related to the Company's products the Purchaser can call on the Company's helpline on Toll Free: 1800407267864.

- 19 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 any time 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 Offers.

ZEE5 Subscription

Steps to Avail the Offer 1: *(Complimentary trial offer for 30 days of ZEE5 Premium pack)*

- User launches the ZEE5 app first time on Samsung TV
- User will then login into ZEE5 App
- User will be able to see a message "Your free trial has been activated" on the home screen if free trial Offer is applicable to user

Note:

1. Free Trial is applicable to users who don't have any subscriptions in the past. (including free trials) on their Samsung TV
2. Free Trial is applicable as a one -time Offer

Steps to avail the Offer 2: *(Flat 30% OFF on all ZEE5 Premium packs)*

- User to go to ZEE5 app
- User to log in into ZEE5 App
- User to go to Buy Subscription page and choose preferred pack
- Apply Code SAMSUNG30. Page will show discounted price
- Select pack and Proceed to make payment

Special Condition:

During the free trial month, if the customer unsubscribes, the membership will end after one month and in this case customer will not be charged anything. If customer wishes to continue and does not unsubscribe, customer will be notified via SMS and/or Email for renewal of ZEE5 Premium subscription at the end of the 30 days term.

Legal Disclaimer

- This Offer is governed by the laws of India and any disputes arising out of or in connection with this Offer will be subject to the exclusive jurisdiction of the courts at Mumbai.
- All terms and conditions related to ZEE5 service shall be as per the Terms of Use available on ZEE5 platform.
- For any assistance or queries related to ZEE5 service please email us at support.in@zee5.com

Airtel subscription

- Customers will get 3 months subscription of Dabang Sports SD + Kids HD + Sports HD pack with purchase of Airtel HD Media Player Box DTH connection at Rs 1499.
- For detailed terms and conditions, visit <https://www.airtel.in/samsungtv-offer>.

B) MICROWAVE OVEN:

10 years Ceramic Enamel Warranty:

10 years Ceramic Enamel warranty is applicable on all Microwave Ovens having Ceramic Enamel Cavity.

Free Borosil Kit

Free Borosil Kit is provided on purchase of 28L & above Convection Microwave Ovens. The Borosil kit shall be on As Is basis and Samsung disclaims any/ all claims/liabilities associated with the Offer.

5 years Magnetron Warranty (1+4)

The extended warranty (1+4) will be valid on all Convection models purchased during the Offer Period. 1st Year of warranty is the standard warranty which is applicable from date of invoice. The additional 4 years warranty will be applicable from the date of expiry of the standard warranty and is applicable only on Magnetron. All other standard terms and conditions of Extended Warranty as provided hereinabove shall be applicable to this offer.

C) WASHING MACHINE

10 Years Motor Warranty

10 years motor warranty is available only on Front Load Washing Machines and on select Non-Inverter Activwash Top Load Washing Machines models.

12 Years Motor Warranty

12 years motor warranty is available only on Inverter range of ActivWash Top Load Washing Machine models in 6.5kg, 7.0kg, 7.5kg, 11.0kg and 16.0kg capacity.

C) Refrigerators

10 Years Warranty Compressor

Digital Inverter Compressor - 10 Years (only Part warranty) - Warranty applicable from customer purchase date

C) AIR CONDITIONER:

Installation offer

- Free Standard Installation offer is applicable on all Digital Inverter models except AR12TY5QAWK, AR18TY5QAWK, AR12TY3QCBR, AR18TY3QCBR, AR18TY3QCBU, AR18TY3QCPU, AR12TY3QBBU, AR18TY3QBBU, AR18TY3QBBR, AR18TY3QBPU & AR24TY3QCPU.
- The customer shall be eligible for Standard AC Installation @ Rs. 499/- on AR12TY5QAWK, AR18TY5QAWK, AR12TY3QCBR, AR18TY3QCBR, AR18TY3QCBU, AR18TY3QCPU, AR12TY3QBBU, AR18TY3QBBU, AR18TY3QBBR, AR18TY3QBPU, AR24TY3QCPU, AR12TG3BBWK, AR18TG3BBWK, AR12RG3BAWK, & AR18RG3BAWK
- The installation offer can be availed within 15 days from the date of invoice.
- The offer shall include only standard installation which covers only installation of unit with standard accessories provided with the split air conditioner. Any equipment / extra refrigerant pipe, outdoor stand, mason and labour charges etc will be charged extra as per actual.
- For availing the offer the customer shall have to contact the Customer Service Centre at 1800-40-7267864 during working hours i.e between 1000 and 1500 hours on all days except Sunday.

5 Years Condenser Warranty-

- The 5 years Copper/Durafin Condenser warranty is available only on AR12TY5AAWK, AR18TY3CAWK, AR18TY5AAWK, AR12TV5PAWK, AR18TV3PFWK, AR18TV5PAWK, AR12TV3HFTZ, AR18TV3HFTZ, AR24TV3HFTZ, AR12TV3HFWK, AR12TV5HEWK, AR18TV3HFWK, AR18TV5HEWK, AR24TV3HFWK, AR12TV3HFTY, AR18TV3HFTY, AR18TV5HETY, AR12TV3HFTV, AR18TV3HFTV, AR12TV3HFTU, AR18TV3HFTU, AR18TV5HLTU, AR12TV3HMTWK, AR18TV3HMTWK, AR12TV3JFMC & AR18TV3JFMC models.
- Offer is valid when above models have been installed by Samsung Authorised Service Centre.

5 years PCB Controller Warranty

- 5 year warranty on PCB Controller is applicable on AR12TY5AAWK, AR18TY3CAWK, AR18TY5AAWK, AR12TV5PAWK, AR18TV3PFWK, AR18TV5PAWK, AR12TV3HFTZ, AR18TV3HFTZ, AR24TV3HFTZ, AR12TV3HFWK, AR12TV5HEWK, AR18TV3HFWK, AR18TV5HEWK, AR24TV3HFWK, AR12TV3HFTY, AR18TV3HFTY, AR18TV5HETY, AR12TV3HFTV, AR18TV3HFTV, AR12TV3HFTU, AR18TV3HFTU, AR18TV5HLTU, AR12TV3HMTWK, AR18TV3HMTWK, AR12TV3JFMC & AR18TV3JFMC.
- Offer is valid when above models have been installed by Samsung Authorised Service Centre.

Free AC Gas Recharge

- Free AC Gas Recharge applicable on AR12TY5AAWK, AR18TY3CAWK, AR18TY5AAWK, AR12TV5PAWK, AR18TV3PFWK, AR18TV5PAWK, AR12TV3HFTZ, AR18TV3HFTZ, AR24TV3HFTZ, AR12TV3HFWK, AR12TV5HEWK, AR18TV3HFWK, AR18TV5HEWK, AR24TV3HFWK, AR12TV3HFTY, AR18TV3HFTY, AR18TV5HETY, AR12TV3HFTV, AR18TV3HFTV, AR12TV3HFTU, AR18TV3HFTU, AR18TV5HLTU, AR12TV3HMTWK, AR18TV3HMTWK, AR12TV3JFMC & AR18TV3JFMC models.
- Offer is valid only when the Condenser is being replaced under the 5-year Condenser warranty period, and is being replaced by ONLY Samsung Authorised Service Center.

5. Third party partner offers - Additional Cashback by HDFC Bank; and EMI Offers by Participating Banks are as under -

Products Covered:

Additional Cashback by HDFC: Select Samsung Consumer Electronics Products with MRP 20000.00 (Twenty Thousand) & above, MRP Rs. 10000.00 (Ten Thousand) & above in case of Microwave Oven

EMIs by Participating Banks: Select Samsung Consumer Electronics Products with MRP 15000.00 (Fifteen Thousand) & above, MRP Rs. 10000.00 (Ten Thousand) & above in case of Microwave Oven

Customer Benefit:

- Customer can choose EMI tenure of 03/06/09/12 months
- For the Offer Period till 8th May '20, Customer can also choose additional Tenure of 18 months on Select product SKU's
- Up to 15% Additional Cashback on select product SKU's, subject to maximum cashback value as per below table:

Category	Maximum Additional Cashback in INR (Rs)		
	5%	10%	15%
Panel TV	3,000	6,000	15,000
Refrigerator	NA	6,000	9,000
Washing Machine	NA	NA	9,000
Microwave Oven	NA	6,000	9,000
Air conditioner	3,000	NA	NA

Other Terms & Conditions:

- Applicable on EMI & Non EMI transactions
- 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.
- Cash back is to offset the interest charged by bank and should not be treated as ZERO interest EMI
- Customer can avail EMI on maximum one (01) 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 retail cards only
- In case of any order cancellation, EMI to be reversed and no cashback will be processed.

- The aforesaid Offers shall be extended to the Customer only upon order fulfilment and delivery of purchased Product(s) to the Customer premises.
 - 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.
 - EMI offer will be applicable only if the card is used on the Samsung Estore
 - The offer is not available wherever prohibited and products/ services for which such programs cannot be offered for any reason whatsoever.
 - HDFC Bank/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).
- 1) Samsung India Electronics Private Limited ("Samsung") introduces a Pre-book offer wherein customers ("Customers" or "you") can pre-book any Samsung consumer electronics appliances ("Product") from the Samsung Shop i.e. Samsung E-store ("E-store") during May 9, 2020 to May 17, 2020 ("Offer Period") by making a full payment of the value of the Product as declared on the E-store.
 - 2) The Product(s) pre-booked under this offer will be delivered to you by Savex Technologies Private Limited ("Savex") through its authorized partners post lifting of lockdown by the Government in your region(s), hence the deliveries may be delayed depending upon the conditions of lockdown liftment.
 - 3) Upon your order fulfilment through any of the Savex authorized partner, you will subsequently receive a separate invoice from Savex.
 - 4) Customers pre-booking the Product(s) during the Offer Period shall be eligible to receive certain benefits/offers provided by Samsung at its sole discretion. Cashback & EMI offers are also available and provided by third party partners at their sole discretion and subject to their terms and conditions. All benefits/offers referred to here are detailed in Annexure A below.

- 5) Placing of your order does not mean that your order is accepted unless you receive order confirmation from our end.
- 6) The price of the Product as listed on the Website shall be inclusive of all taxes. Customers those are registered under GST and intending to claim input credit of GST must ensure that they are sharing their correct GST detail while placing order on portal. Any subsequent request for changes in GST detail cannot be entertained. Savex and/or Samsung shall not be responsible for any GST loss that you may incur due to absence or incorrect GST number mentioned by you while placing order on the portal.
- 7) Samsung reserves the right to change, extend, amend and/or withdraw this offer or change any of these terms & conditions anytime without prior notice.
- 8) In case of any aesthetic defects in the product or technical issue(s) including non-working/DOA Product, you need to first contact the Samsung call centre and get your complaint registered. As regard the aesthetic defects, in the Product delivered to you, your escalation request to Samsung call centre will be referred to and will be attended by the authorized partner who delivered your Product. In case you still face any issues in this regard, you may approach the Samsung call centre again.
- 9) Order once placed will not be cancelled during the pre-booking period. In case the customer still wishes to cancel the order, Payment Gateway charges of 2% + applicable GST, of the order value shall be deducted from the payment made by the customer and the balance amount shall be refunded. Such refunds shall reflect in the customer account as per the customer bank/card's TAT. No cancellation will be allowed post-delivery of the Product.
- 10) These terms and conditions are in addition to Conditions of Sale and Privacy Policy to which you agree by using placing your order on E-store.
- 11) In no event shall Samsung or Savex be liable for losses or any incidental or consequential damages arising out of or in connection with the pre-book offer or other product specific or third party offer(s), its services these Terms (however arising, including negligence). Standard manufacturer's warranty, if any, shall be applicable for all Products.
- 12) Samsung or Savex including its authorised partners shall not be liable for any loss or damage due to act of God, governmental actions, other force majeure circumstances and shall not be liable to pay any amount as compensation or otherwise for any such loss.
- 13) The participation in the Offer is voluntary. Participation in this Offer constitutes acceptance of these terms and conditions. By availing this Offer, Customer(s) agrees to receive communication(s) from Samsung and/or its event management company relating to the

Offer and for the purpose of ensuring order fulfilment and obtaining customer feedback. Customer(s) unconditionally agree not to make any claim or raise any complaint against Savex and/or Samsung in this respect.

- 14) Samsung reserves the right to modify/alter or discontinue these Terms and Conditions or extend/withdraw/annul the Offers at its sole discretion without assigning any reasons or without any prior intimation whatsoever.
- 15) Samsung shall not be liable for any loss or damage due to act of God, governmental actions, other force majeure circumstances and shall not be liable to pay any amount as compensation or otherwise for any such loss. Standard manufacturer's warranty, if any, shall be applicable for all Products.
- 16) 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.
- 17) 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 and Conditions shall prevail over all such other instructions, rules and conditions.
- 18) Any dispute relating to the Offer or the terms and conditions shall be subject to the jurisdiction of the courts in New Delhi only.

ANNEXURE A

1. Enlisted are the Product wise offers provided by Samsung followed by (i) Additional Cashback Offer with HDFC Cashback and (ii) EMI Offers provided by Participating Banks viz. Amex, Axis Credit, Citibank, HDFC Credit Card, HSBC, ICICI Credit, INDUSIND, Kotak, Standard Chartered Bank, RBL, Union Bank of India and Bank of Baroda Card.
2. Additional Cashback Offer with HDFC Bank shall be applicable on purchase of any Product(s) priced at or above Rs. 20000.00 and Rs. 10000.00 in case of Microwaves.
3. EMI Offers shall be applicable on purchase of any Product(s) priced at or above Rs.15000.00 and Rs.10000.00 in case of Microwaves.
4. The Product wise Offers are as under -

A) TELEVISIONS

Free Galaxy S20+ worth Rs 77900.00

Applicable on purchase of the following Samsung QLED TV models 75Q60R, 75Q80R, 82Q60R, 65Q900R, 75Q900R, 82Q900R, 98Q900R

2 years Warranty (1+1 extended warranty on Panel):

Applicable on purchase of select Samsung TV models under 1+1 year Warranty being –

32N4000	32T4500	43N5380	43TE50	49RU7100	55NU7100	55RU8000	65NU7470	65RU7100	75Q80R
32N4003	32T4550	43N5470	43TU7200	50LS03T	55NU7470	55TU7200	65NU8000	65RU7470	75Q900R
32N4010	32T4700	43NU6100	43TU8000	50NU6100	55NU8000	55TU8000	65Q60R	65RU8000	75Q950TS
32N4100	32T4750	43NU7090	43TU8200	50NU7090	55Q60R	55TU8200	65Q60T	65TU8000	75Q95T
32N4200	32TE40	43NU7100	43TU8570	50NU7470	55Q60T	55TU8570	65Q6FN	65TU8200	75RU7100
32N4300	40N5000	43NU7470	43TUE60	50Q60T	55Q6FN	55TUE60	65Q70R	65TU8570	75TU8000
32N4305	40N5200	43Q60R	49LS01T	50RU7470	55Q70R	58Q60T	65Q70T	65TUE60	75TU8200
32N4310	43LS003	43Q60T	49N5100	50TU7200	55Q70T	58RU7100	65Q7FN	70TU7200	82Q60R
32N5200	43LS01T	43R5570	49N5300	50TU8000	55Q7FN	58TU7200	65Q800T	75LS03T	82Q800T
32R4500	43N5002	43RU7100	49N5370	50TUE60	55Q80R	58TU8200	65Q80R	75NU7100	82Q900R
32T4010	43N5005	43RU7470	49N5370A	55LS01T	55Q80T	65LS003	65Q80T	75NU8000	85Q80T
32T4050	43N5010	43T5310	49NU7100	55LS03R	55Q8CN	65LS03R	65Q8CN	75Q60R	85Q950TS
32T4310	43N5100	43T5350	49NU8000	55LS03T	55Q95T	65LS03T	65Q900R	75Q70T	98Q900R
32T4340	43N5300	43T5500	49Q60R	55NU6100	55RU7100	65NU7090	65Q90R	75Q7FN	
32T4350	43N5370	43T5770	49Q80T	55NU7090	55RU7470	65NU7100	65Q95T	75Q800T	

Process to avail Extended Warranty:

- 2 year warranty is applicable on TV purchased during 9th May 2020 to May 31, 2020
- Installation for the TV purchased during the Offer Period needs to be carried out within 15 days of purchase. Customer has to hand over one copy of invoice to the engineer during installation/demo. In case of non-availability of Invoice, Warranty extension will not be applicable.

*Terms & Conditions for Extended Warranty:

1. The Terms and Conditions of this extended warranty are supplement and in addition to the Terms and Conditions provided on the Standard Warranty Card supplied with the product.
2. 1st Year of warranty is the Standard Manufacturer's Warranty as detailed in the warranty card which is applicable from date of invoice. The remaining two years extended warranty which is applicable from the date of expiry of the standard warranty is applicable only on panel failure.
3. This extended warranty is confined to the first purchaser ("Purchaser") of the product only and is non-transferrable. Extended warranty is applicable only on panel failure.
4. Customer should retain the original invoice and warranty certificate to claim the Offer.

5. Installation of the product purchased during the Offer Period should be done through the Company's service center or its authorized service center or its Dealer's service center.
6. Repair or replacement will be carried out through the Company's Service Centres or its Authorized Service Centres or its Dealer's Service Centres.
7. For the products installed beyond the municipal limits of the jurisdiction of the Authorized Service Centre/Company's Service Centre/Authorized Dealer's Service Centre, all the expenses including but not limited to collection of the product or part/s from the Company's Service Centre/Authorized Service Centre/Authorized Dealer's Service Centre, expenses incurred in connection with deputing of service personnel/ technicians, travel expenses (to and fro) incidentals expenses etc. shall be borne by the purchaser.
8. In the event of repairs/replacement of any part/s of the product, this extended warranty will thereafter continue and remain in force only for the unexpired period of the extended warranty. Moreover, the time taken for repair/replacement and in transit whether under the warranty or otherwise shall not be excluded from the extended warranty period.
9. During the period of the extended warranty the company's obligation under shall be limited to repair or providing replacement of part/s only. The maximum claim /s if entertained by the company will be subject to the maximum listed price of the panel of the product or the purchase price of the panel part of the product, whichever is lower.
10. In the event of any unforeseen circumstance, and spares not being available, the company's prevailing depreciation rules will be binding on the purchaser to accept as a commercial solution in lieu of repairs.
11. The extended warranty does not cover any accessories external to the product.
12. Customer has to handover one copy of invoice to the engineer during installation/demo. In case of non-availability of Invoice, extended warranty will not be applicable.
13. 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.
14. 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
15. 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.

16. 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.

17. This extended warranty will not be applicable in any of the following cases:

- a. The product is not purchased from an authorized dealer of the company in India.
- b. The product is not used according to instructions given in the instruction manual.
- c. Defects caused by improper usage as determined by the company's personnel.
- d. Modification or alteration of any nature is made in the electrical circuitry/ or physical construction of the product.
- e. Installation/ repair work is carried out by persons/agencies other than authorized by the company.
- f. The product is used for commercial purpose
- g. The conditions of the premises do not confirm to the recommended operating conditions of the product.
- h. The original serial number is removed, obliterated or altered from the product or its cabinet.
- i. This extended warranty does not cover the damages to the product while in transit to service centre or purchaser's residence.
- j. This extended warranty shall cover only the panel part of the product. Any additional part(s) that may be required to restore the product to the working condition shall be on chargeable basis at a price prevailing at the time of repair.

18. Decision of the Company in relation to the extended warranty and matter incidental thereto shall be final and binding on the Purchaser. Dispute if any with respect of the same should be sent in writing to Samsung India Electronics Private Limited, 6th Floor, DLF Centre, Sansad Marg, New Delhi - 110001. 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 subject to the exclusive jurisdiction of the courts located at New Delhi. For any queries/issues related to the Company's products the Purchaser can call on the Company's helpline on Toll Free: 1800407267864.

19. 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 any time 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 Offers.

Free 10 Year NO Screen Burn IN Warranty:

10 year warranty is applicable on TV purchased during 9th May 2020 to 31st May 2020.

43LS01	55LS03	55Q8CA	65Q70T	75Q60R
43Q60R	55Q60R	55Q8CN	65Q7FN	75Q70T
43Q60T	55Q60T	55Q95T	65Q80R	75Q7FN
49LS01	55Q6FN	58Q60T	65Q80T	75Q80R
49Q60R	55Q70R	65LS03	65Q8CA	75Q95T
49Q80T	55Q70T	65Q60R	65Q8CN	82Q60R
50LS03	55Q7FN	65Q60T	65Q90R	85Q80T
50Q60T	55Q80R	65Q6FN	65Q95T	
55LS01	55Q80T	65Q70R	75LS03	

Screen Burn In refers to a permanent defect in areas of a TV display that can be caused by cumulative effects of displaying the same screen or scene or image for long periods of time.

Terms & Conditions for 10 Year NO Screen Burn IN Warranty Offer-

1. The terms and conditions of this Extended Warranty are supplement and in addition to the terms and conditions provided on the Standard Warranty Card supplied with the Product.
2. First (1st) Year of warranty is the Standard Manufacturer's warranty as detailed in the warranty card which is applicable from the date of invoice. The remaining nine (09)

years warranty shall be applicable from the date of expiry of the standard warranty and shall be applicable only on Screen Burn In.

3. This Extended Warranty is confined to the first purchaser ("Purchaser") of the Product only and is non-transferrable.
4. Repair or replacement will be carried out through Samsung's Service Centres or its Authorized Service Centres or its Dealer's Service Centres only.
5. For the Products installed beyond the municipal limits of the jurisdiction of the Authorized Service Centre/ Samsung's Service Centre/Authorized Dealer's Service Centre, all expenses including but not limited to collection of the Product or part(s) from Samsung's Service Centre/Authorized Service Centre/Authorized Dealer's Service Centre, expenses incurred in connection with deputing of service personnel/ technicians, travel expenses (to and fro) incidentals expenses etc. shall be borne by the Purchaser.
6. In the event of repairs/replacement of any part(s) of the Product, this Extended Warranty will thereafter continue and remain in force only for the unexpired period of the Extended Warranty. Moreover, the time taken for repair/replacement and in transit whether under the warranty or otherwise shall not be excluded from the Extended Warranty period.
7. During the period of the Extended Warranty Samsung's obligation shall be limited to repair or providing replacement of part(s) only. The maximum claim(s) if entertained by Samsung will be subject to the maximum listed price of the Panel of the Product or the purchase price of the Panel part of the Product, whichever is lower.
8. In the event of any unforeseen circumstance, and spares not being available, Samsung's prevailing depreciation rules will be binding on the Purchaser to accept as a commercial solution in lieu of repairs.
9. The Extended Warranty does not cover any accessories external to the Product.
10. Purchaser has to handover one copy of invoice to the engineer during installation/demo. In case of non-availability of Invoice, extended warranty will not be applicable.
11. Extended warranty is subject to verification of the documents and/or information provided by the Purchaser and Samsung reserves the right to seek such additional documents and/or information from the Purchaser as it may deem appropriate.
12. 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 etc.
13. 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 on chargeable basis.
14. This Extended Warranty will not be applicable in any of the following cases:
 - A. The Product is not purchased from an authorized dealer of Samsung in India.

- B. The Product is not used according to instructions given in the instruction manual.
 - C. Defects caused by improper usage as determined by Samsung's personnel.
 - D. Modification or alteration of any nature is made in the electrical circuitry/ or physical construction of the Product.
 - E. Installation/ repair work is carried out by persons/agencies other than authorized by Samsung.
 - F. The product is used for commercial purpose.
 - G. The conditions of the premises do not confirm to the recommended operating conditions of the Product.
 - H. The original serial number is removed, obliterated or altered from the Product or its cabinet.
 - I. This Extended Warranty does not cover the damages to the Product while in transit to service centre or Purchaser's residence.
 - J. This Extended Warranty shall cover only the Panel as a result of Screen / Image Burn In. Any additional part(s) that may be required to restore the Product to the working condition shall be on chargeable basis at a price prevailing at the time of repair.
15. This Extended Warranty shall cover only the Panel part of the Product. Any additional part(s) that may be required to restore the Product to the working condition shall be on chargeable basis at a price prevailing at the time of repair.
16. Decision of Samsung in relation to the extended warranty and matter incidental thereto shall be final and binding on the Purchaser. Dispute if any with respect of the same should be sent in writing to Samsung India Electronics Private Limited, 6th Floor, DLF Centre, Sansad Marg, New Delhi - 110001. All disputes shall be subject to the jurisdiction of courts located in New Delhi. For any queries/issues related to Samsung's products the Purchaser can call on Samsung's helpline on Toll Free: 1800407267864.

ZEE5 Subscriptions

Steps to Avail the Offer: (*Complimentary trial offer for 30 days of ZEE5 Premium pack*)

- User launches the ZEE5 app first time on Samsung TV
- User will then login into ZEE5 App
- User will be able to see a message "Your free trial has been activated" on the home screen if free trial Offer is applicable to user

Note:

3. Free Trial is applicable to users who don't have any subscriptions in the past. (including free trials) on their Samsung TV
4. Free Trial is applicable as a one -time Offer

Special Condition:

During the free trial month, if the customer unsubscribes, the membership will end after one month and in this case customer will not be charged anything. If customer wishes to continue and does not unsubscribe, customer will be notified via SMS and/or Email for renewal of ZEE5 Premium subscription at the end of the 30 days term.

Legal Disclaimer

- This Offer is governed by the laws of India and any disputes arising out of or in connection with this Offer will be subject to the exclusive jurisdiction of the courts at Mumbai.
- All terms and conditions related to ZEE5 service shall be as per the Terms of Use available on ZEE5 platform.
- For any assistance or queries related to ZEE5 service please email us at support.in@zee5.com

Airtel subscription

- Customers will get 3 months subscription of Dabang Sports SD + Kids HD + Sports HD pack with purchase of Airtel HD Media Player Box DTH connection at Rs 1499.
- For detailed terms and conditions, visit <https://www.airtel.in/samsungtv-offer>.

B) REFRIGERATOR:

10 Years Compressor Warranty

Only Part warranty applicable from customer date of purchase.

C) MICROWAVE OVEN:

10 years Ceramic Enamel Warranty:

10 years Ceramic Enamel warranty is applicable on all Microwave Ovens having Ceramic Enamel Cavity.

Free Borosil Kit

Free Borosil Kit is provided on purchase of 28L & above Convection Microwave Ovens. The Borosil kit shall be on As Is basis and Samsung disclaims any/all claims/liabilities associated with the Offer.

5 years Magnetron Warranty (1+4)

The extended warranty (1+4) will be valid on all Convection models purchased during the Offer Period. 1st Year of warranty is the standard warranty which is applicable from date of invoice. The additional 4 years warranty will be applicable from the date of expiry of the standard warranty and is applicable only on Magnetron. All other standard terms and conditions of Extended Warranty as provided hereinabove shall be applicable to this offer.

D) WASHING MACHINE

10 Years Motor Warranty

10 years motor warranty is available only on Front Load Washing Machines and on select Non-Inverter Activwash Top Load Washing Machines models.

12 Years Motor Warranty

12 years motor warranty is available only on Inverter range of ActivWash Top Load Washing Machine models in 6.5kg, 7.0kg, 7.5kg, 11.0kg and 16.0kg capacity.

E) AIR CONDITIONER:

Installation offer

- Free Standard Installation offer is applicable on all Digital Inverter models except AR12TY5QAWK, AR18TY5QAWK, AR12TY3QCBR, AR18TY3QCBR, AR18TY3QCBU, AR18TY3QCPU, AR12TY3QBBU, AR18TY3QBBU, AR18TY3QBBER, AR18TY3QBPU & AR24TY3QCPU.
- The customer shall be eligible for Standard AC Installation @ Rs. 499.00 on AR12TY5QAWK, AR18TY5QAWK, AR12TY3QCBR, AR18TY3QCBR, AR18TY3QCBU, AR18TY3QCPU, AR12TY3QBBU, AR18TY3QBBU, AR18TY3QBBER, AR18TY3QBPU, AR24TY3QCPU, AR12TG3BBWK, AR18TG3BBWK, AR12RG3BAWK & AR18RG3BAWK
- The installation offer can be availed within 30 days from the date of invoice.

1. Chat with us: <https://bit.ly/2wPfyRL>.
2. Your Service: <https://www.samsung.com/in/support/your-service/main/>
3. Samsung members App
4. Email: support.india@samsung.com
5. Web Email: <https://www.samsung.com/in/support/email/>

5 Years Condenser Warranty-

- The 5 years Copper/Durafin Condenser warranty is available only on AR12TY5AAWK, AR18TV3CAWK, AR18TY5AAWK, AR12TV5PAWK, AR18TV3PFWK, AR18TV5PAWK, AR12TV3HFTZ, AR18TV3HFTZ, AR24TV3HFTZ, AR12TV3HFWK, AR12TV5HEWK, AR18TV3HFWK, AR18TV5HEWK, AR24TV3HFWK, AR12TV3HFTY, AR18TV3HFTY, AR18TV5HETY, AR12TV3HFTV, AR18TV3HFTV, AR12TV3HFTU, AR18TV3HFTU, AR18TV5HLTU, AR12TV3HMWK, AR18TV3HMWK, AR12TV3JFMC & AR18TV3JFMC models.
- Offer is valid when above models have been installed by Samsung Authorised Service Centre.

5 years PCB Controller Warranty

- 5 year warranty on PCB Controller is applicable on AR12TY5AAWK, AR18TY3CAWK, AR18TY5AAWK, AR12TV5PAWK, AR18TV3PFWK, AR18TV5PAWK, AR12TV3HFTZ, AR18TV3HFTZ, AR24TV3HFTZ, AR12TV3HFWK, AR12TV5HEWK, AR18TV3HFWK, AR18TV5HEWK, AR24TV3HFWK, AR12TV3HFTY, AR18TV3HFTY, AR18TV5HETY, AR12TV3HFTV, AR18TV3HFTV, AR12TV3HFTU, AR18TV3HFTU, AR18TV5HLTU, AR12TV3HMTWK, AR18TV3HMTWK, AR12TV3JFMC & AR18TV3JFMC.
- Offer is valid when above models have been installed by Samsung Authorised Service Centre.

Free AC Gas Recharge

- Free AC Gas Recharge applicable on AR12TY5AAWK, AR18TY3CAWK, AR18TY5AAWK, AR12TV5PAWK, AR18TV3PFWK, AR18TV5PAWK, AR12TV3HFTZ, AR18TV3HFTZ, AR24TV3HFTZ, AR12TV3HFWK, AR12TV5HEWK, AR18TV3HFWK, AR18TV5HEWK, AR24TV3HFWK, AR12TV3HFTY, AR18TV3HFTY, AR18TV5HETY, AR12TV3HFTV, AR18TV3HFTV, AR12TV3HFTU, AR18TV3HFTU, AR18TV5HFTU, AR12TV3HMTU, AR18TV3HMTU, AR12TV3HMTU, AR18TV3HMTU, AR12TV3JFMC & AR18TV3JFMC models.
- Offer is valid only when the Condenser is being replaced under the 5-year Condenser warranty period, and is being replaced by ONLY Samsung Authorised Service Center.

5. Third party partner offers - Additional Cashback by HDFC Bank; and EMI Offers by Participating Banks are as under -

Products Covered:

Additional Cashback by HDFC: Select Samsung Consumer Electronics Products with MRP 20000.00 (Twenty Thousand) & above, MRP Rs. 10000.00 (Ten Thousand) & above in case of Microwave Oven

EMIs by Participating Banks: Select Samsung Consumer Electronics Products with MRP 15000.00 (Fifteen Thousand) & above, MRP Rs. 10000.00 (Ten Thousand) & above in case of Microwave Oven

Customer Benefit:

- Customer can choose EMI tenure of 03/06/09/12 months
- For the Offer Period till May 17, 2020 Customer can also choose additional Tenure of 18 months on Select product(s)
- Up to 15% Additional Cashback on select product SKU's, subject to maximum cashback value as per below table:

Category	Maximum Additional Cashback in INR (Rs)		
	5%	10%	15%
Panel TV	3000.00	6000.00	15000.00
Refrigerator	NA	6000.00	9000.00
Washing Machine	NA	NA	9000.00
Microwave Oven	NA	6000.00	9000.00
Air conditioner	3000.00	NA	NA

Other Terms & Conditions:

- Applicable on EMI & Non EMI transactions
- 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.
- Cash back is to offset the interest charged by bank and should not be treated as ZERO interest EMI
- Customer can avail EMI on maximum one (01) 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 retail cards only
- In case of any order cancellation, EMI to be reversed and no cashback will be processed.
- The aforesaid Offers shall be extended to the Customer only upon order fulfilment and delivery of purchased Product(s) to the Customer premises.
- 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.
- EMI offer will be applicable only if the card is used on the Samsung Estore
- The offer is not available wherever prohibited and products/ services for which such programs cannot be offered for any reason whatsoever.
- HDFC Bank/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 offer(s) 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).