

SAMSUNG ELECTRONICS (UK) LIMITED
100-DAY PROMISE (“Offer”)
TERMS AND CONDITIONS

Participants agree to be bound by these terms and conditions (“**Terms and Conditions**”). Any information or instructions published by the Promoter about the Promotion at www.samsung.com/uk/100daypromise form part of the Terms and Conditions.

The Promoter

1. The Promoter is Samsung Electronics (UK) Limited, Samsung House, 1000 Hillswood Drive, Chertsey, Surrey, KT16 0PS (“**Promoter**”).

Purchase Period

2. The Offer only applies to purchases made between 30 October 2017 and 31 January 2018 (the “**Purchase Period**”).

Eligibility

3. To be eligible to participate in the Offer you must be a UK or ROI resident aged 18+ (“**Participant**”).
4. The Offer is only available to consumers (e.g. not to any business or reseller purchasing for commercial use or resale).

Offer

5. Participants who purchase a new (including unused display and clearance) Samsung QuickDrive™ washing machine (model numbers WW10M86DQQA/EU, WW10M86DQOO/EU, WW10M864QQA/EU, WW90M645OPW/EU, WW90M645OPO/EU, WW90M645OPM/EU, WW90M645OPX/EU, WW80M645OPW/EU, WW80M645OPX/EU or WW80M645OPM/EU only) or Family Hub™ fridge (model numbers RF56K9540SR/EU, RF56M9540SR/EU, RB38K7998S4/EU or RB38M7998S4/EU only) (each a “**Promotion Product**”) from a participating retailer in the UK or ROI listed in the table below (each a “**Participating Retailer**”) within the Purchase Period will be eligible to register the Promotion Product to take advantage of the Samsung 100-Day Promise (“**Offer**”).

Participating Retailers		
AO.com	Expert	Martin Dawes
Appliances Delivered	Future Appliances	Molesey Refrigeration Centre
Atlantic Electronics	Hardys of Kilkeel	Peter Tyson
Avensys	Harvey Norman	PowerCity
Basil Knipe Electrics	Hills Sound & Vision	PRC HiFi and Video
Bunny Appliances	Home Appliances (DID Electrical)	Sonic Megastore
Currys PC World	JEC Ltd	Stellison
DAC Appliances	Jersey Electricity - The Powerhouse	Very.co.uk
Dalzells	John Lewis	www.samsung.com/uk/
EH Services	Littlewoods.com	

6. The Offer allows Participants to use a Promotion Product in their own home for 100 days to determine if they would like to keep it. Participants have the right to return the Promotion Product to the Participating Retailer from whom the purchase was made within 100 days of purchase for any reason.

Redemption Process

7. To claim under the Offer, Participants must visit www.samsung.com/uk/100daypromise, create or login to an existing MySamsung account and complete the Returns Form by uploading proof of purchase and providing the Promotion Product’s serial number, model code, purchase and delivery dates within 100 days of purchase (“**Redemption**”), meaning the final date to redeem (for a Promotion Product purchased on 31 January 2018) is 11 May 2018.

8. Participants will then receive a call from the Promoter's customer service team who will attempt to resolve any issues the Participant has. Should the Participant still wish to return the Promotion Product they will be provided with a unique reference number ("**NQ Code**") by email. If an email confirmation has not been received, the Participant must contact the Promoter's customer service team at UK: **0330 726 7864** or ROI: **0818 717 100** within seven (7) days of Redemption.
9. To claim under the offer, Participants must then contact the Participating Retailer from whom the Promotion Product was purchased and provide the NQ Code within fourteen (14) days of the end of the 100 day period (which, for a Promotion Product purchased on 31 January 2018, is 24 May 2018).
10. The Participating Retailer will then arrange for the collection of the Promotion Product and issue a full refund to the bank account from which the Promotion Product was purchased.
11. Maximum one (1) Redemption per Participant and per Promotion Product purchased.
12. Redemptions that are incomplete or damaged will be deemed invalid.
13. The Promoter shall have the right, where necessary, to undertake all such action as is reasonable to protect itself against fraudulent or invalid Redemptions including, without limitation, to require further verification as to proof of purchase, as well as the identity, age, and other relevant details of a Participant.
14. The Promoter reserves the right at its absolute discretion to disqualify Redemptions which it considers do not comply with these Terms and Conditions.
15. Redeeming the Offer does not affect the standard warranty period or any other statutory rights.
16. The Offer cannot be transferred to another user.

Privacy and Data Protection

17. The Promoter's use of any personal information submitted by the Participant shall be limited to communications about the Offer and for managing Redemptions. The Participant hereby consents to its personal information being used for this purpose and confirms that it agrees with the Promoter's privacy policy available at: www.samsung.com/uk/info/privacy.html. The Participant may withdraw consent to such use of personal information by writing to the Promoter or by using the opt-out process outlined in the Promoter's privacy policy.
18. Other than as set out in these Terms and Conditions or for the purposes of operating the Offer, the details and information provided by the Participant when making a Redemption will not be used for any other purpose, nor shall they be passed to any third party.

General

19. The Promoter shall not be liable for any interruption to the Offer whether due to force majeure or other factors beyond the Promoter's control.
20. The Promoter reserves the right, acting reasonably and in accordance with all relevant legislation and codes of practice, to vary the Terms and Conditions of the Offer.
21. The Promoter will not be responsible or liable for: (a) any failure to receive Redemptions or Claims due to transmission failures or other conditions beyond its reasonable control; (b) any late, lost, misrouted, or damaged Redemptions or Claims; (c) any computer or communications related malfunctions or failures; (d) any disruptions, losses or damages caused by events beyond the control of the Promoter; or (e) any printing or typographical errors in any materials associated with the Offer.
22. By participating in this Offer, Participants agree, to the maximum extent permitted by applicable laws, to release and hold the Promoter harmless from any and all liability whatsoever for any injuries, losses or damages of any kind arising from participation in or in connection with the Offer. This limitation of liability shall not apply to liability arising from fraud (including fraudulent misrepresentation), death or personal injury caused as a result of Promoter's negligence.
23. The Promotion is governed by English law.