

## To activate your promotional 5 Year Warranty:

Visit our online registration site at [www.samsung.com/uk/fiveyearwarranty](http://www.samsung.com/uk/fiveyearwarranty) to register your product's 5 Year Warranty within 90 days of purchase.

### Terms and Conditions:

#### 1. STANDARD WARRANTY PERIOD AND EXTENDED WARRANTY PERIOD

The warranty period starts on the date of invoice as shown on the purchase receipt. **The standard warranty period ends 24 months later.** By purchasing your product from a participating retailer and registering the product(s) within 90 days of your purchase (as determined by the invoice date), you will receive an additional 3 years' extended limited warranty service (callout charges, parts and labour only), which will bring the total period of coverage to 5 years from the date of invoice (the "**Extended Warranty**"). All of the terms set out in this Statement of Limited Warranty shall apply to any extended warranty. The method of service and operating conditions will be as described in the original warranty statement provided with the Samsung product.

#### 2. EXTENDED WARRANTY: REDEMPTION PROCESS & DETAILS

- a. To redeem and claim the Extended Warranty, all details and submissions must be registered online using [www.samsung.com/uk/fiveyearwarranty](http://www.samsung.com/uk/fiveyearwarranty).
- b. If you have any problems using the online registration site please contact our Customer Support team. For support in the UK please call 0333 000 0333 and for Republic of Ireland support please call 0818 717 100.
- c. To maintain and improve the quality of our service, we may record and/or monitor telephone calls. Calls to 0333 numbers should be the same as a local call from a landline. Mobiles and other providers' costs may vary.
- d. **The 5 Year Warranty must be registered no later than 90 days from the invoice date or it shall not be valid.**
- e. Upon registration you will be sent an email confirmation with notification of registration and a related registration code.
- f. **A copy of your receipt, invoice or lease agreement must be retained by you as proof of purchase.**
- g. The Extended Warranty is not transferable to a third party and no alternative will be offered.

#### 3. STATEMENT FOR SAMSUNG DIGITAL APPLIANCES EXTENDED WARRANTY

- a. This offer only applies to the purchase between 1 September 2024 and 28 February 2025 of a new (which may include unused display and clearance products) Samsung laundry, dishwasher, refrigeration, floorcare or built-in appliance product which is listed on the following website: <http://www.samsung.com/uk/fiveyearwarranty>
- b. Purchases must be made from a participating retailer in the UK or Republic of Ireland. Participating retailers can be seen on the registration form or in Appendix A.

- c. For the avoidance of doubt, the following retailers are not participating retailers: Electronic Empire, Ebay, Amazon marketplace, Premier AV Centre, Total Digital, Brighthouse, BC Services, Perfect Homes, RLR Distribution, Deals4U, All Your Appliance, In Stock Appliance or Kasastore.
- d. This Promotion is only available to End User consumers and not, for the avoidance of doubt, to any company or organisation who has purchased for the purpose of resale or for commercial use.

#### **4. EXTENT OF EXTENDED WARRANTY**

- a. During the Extended Warranty period Samsung continues to warrant that the Samsung product shall be free from defects in materials and workmanship in accordance with the original warranty statement provided with the product.
- b. In the event that Samsung is unable to repair your product, Samsung may, at its discretion, either exchange your existing product with a replacement product or provide you with a refund.
- c. When warranty service involves the exchange of a product or part, subject to applicable law, the item replaced becomes the property of Samsung. The replacement may be a new or repaired item. The replacement item assumes the remaining warranty period of the original product.
- d. Remote technical support may also be provided for the product(s).

#### **5. CLAIM(S) FOR WARRANTY SERVICE / TECHNICAL SUPPORT**

To obtain a warranty service:

- a. Contact the Samsung Customer Support Team via telephone or online:

<http://www.samsung.com/uk/info/contactus/>  
UK: 0333 000 0333 (SAMSUNG) /EIRE: 0818 717 100

- b. Provide the product code and serial number.
- c. Provide proof of activated Extended Warranty, as per the e-mail confirmation sent at the time of Extended Warranty online registration(s).
- d. Provide a clear fault description and carry out any diagnostics if advised.
- e. Comply with any reasonable instructions from Samsung or an Authorised Service Centre to allow you to receive the warranty service.
- f. Provide proof of purchase to an engineer to validate.

## 6. TRANSFER OF PRODUCT

If you transfer this product to another user, warranty service may be available to that user during the remainder of the standard 24 month warranty period, but not during the Extended Warranty period (i.e. the extended warranty is not transferable).

## 7. EXCLUSIONS

- a. Samsung makes no representation or guarantee that the Samsung product(s) will operate uninterrupted or error free. During the Extended Warranty period, Samsung will only provide the warranty in the UK and Ireland. Samsung is not responsible for paying any travel or delivery costs where the product is located outside the UK or Ireland.
- b. Services performed by Samsung in rectifying damage or defect caused as a result of any excluded conditions shall be subject to additional charges for labour, transportation and parts. Warranty Service or Replacement is not available to you if the product you present is:
  - i. Defaced,
  - ii. Altered,
  - iii. Damaged beyond repair,
  - iv. In need of a repair not included in warranty service. (Periodic Maintenance and the repair or replacement of parts due to normal wear and tear);
  - v. Does not match the product model and serial number details as registered for warranty service.
- c. To the maximum extent permitted by law, warranty service does not include repair of failures caused by:
  - i. Modification or attachments
  - ii. Accidents or misuse (to include without limitation failure to follow instructions in the user manual)
  - iii. Unsuitable physical or operating environment
  - iv. Third party products – e.g. consumables
  - v. Maintenance by anyone other than Samsung or a Samsung Authorised Service provider
  - vi. Operation of a product beyond the limit of its duty cycle
  - vii. Products, components, parts, material, software, or interfaces not furnished by Samsung
- d. NEITHER SAMSUNG NOR ITS THIRD PARTY SUPPLIERS OR RESELLERS MAKES ANY OTHER WARRANTY, GUARANTEE, OR CONDITION OF ANY KIND, WHETHER EXPRESS, IMPLIED, LEGAL OR STATUTORY, WITH RESPECT TO THE PRODUCT(S), AND TO THE EXTENT PERMITTED BY APPLICABLE LAW, SAMSUNG SPECIFICALLY DISCLAIMS ANY IMPLIED, LEGAL OR STATUTORY WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR, GENERAL OR NORMAL PURPOSE, SATISFACTORY QUALITY, DURABILITY AND WARRANTIES AGAINST LATENT DEFECTS.

## 8. GENERAL TERMS

- a. These terms and conditions are governed by English law and come under the exclusive jurisdiction of the English courts.
- b. By registering your extended warranty, you agree to be bound by these terms and conditions.

- c. The Promoter shall have the right, where necessary, to undertake all such action as is reasonable to protect itself against fraudulent or invalid claim(s) including, without limitation, to require further verification as to the identity, and other relevant details of an entrant or claimant and/or the verification as to their qualifying purchase.
- d. The Promoter shall not be liable for any interruption to this promotion whether due to force majeure or other factors beyond the Promoter's control.
- e. 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 this Promotion.
- f. The Promoter reserves the right to amend the promotion in whole or part without prior notice or compensation.
- g. This promotion cannot be used in conjunction with any other similar promotions offered by the Promoter.
- h. Promoter: Samsung Electronics (UK) Ltd, Samsung House, 2000 Hillswood Drive, Chertsey, Surrey, KT16 0RS (Warranty applications must not be sent to this address; they will not be registered for the warranty promotion)

#### APPENDIX A – PARTICIPATING RETAILERS

<b>Participating Retailers - UK</b>		
A & W Pounds Ltd	First Choice Domestic Appliances Lt	Montrose Home Appliance Company Ltd
A McKenzie & Sons	Fivestar Services (Fylde)	Moore Electrics
A N Dodds Electrical	FMC Finbar Michael Cochrane	Moore's Appliances Ltd
A W Myhill & Son Ltd	Foulkes Electrical	Moston Lane Appliances
A1 Spares	Frank Craig Limited	Mullen Domestic
Aber Gas Ltd	FT Refrigeration	Nailsea Electrical (NE Appliances)
Aclands Radio & TV Ltd	G Craggs Ltd	New Milton Electrical Centre Ltd
Adams & Jarrett (Retail) Ltd	G J & B B Bennett	Newage Electrical Ltd
Adams Cook & Pearce Ltd	Garland Electrical	Newbury Radio Co Ltd
Adcock & Sons Ltd	Garrett Appliances Ltd	Nisbets PLC
Affordable & Stylish Ltd	Gary Etheridge Domestic Apps Ltd	Noel Grimley Electrics Ltd
AGC Retail Ltd	Geo Donald (Warehouse Man) Ltd	North Wales Dom App Centre
AJC Group	Geoff Hill Ltd	Northern Domestic Ltd
Albany Radio (Enfield) Ltd	George Robertson LTD	Northxsouth Ltd
Allspares (Wigan) Ltd	Gilbert And Vanstone	Odell Electrics
Amazon EU S.a.r.L.	Glens	Oldrid And Co Ltd
Andrew Thomson	Gotch Of Selby Ltd	Orkney Television Enterprise
Andrews Home Appliances Ltd	Gregor Watson	Owen's TV & Domestic Appliances
Anglian Electrics	Grey's Electrical Ltd	P&S Domestic Ltd
Anthony L Young Ltd	Guernsey Electricity	Paul Golf Audio Visual

AO	Guernsey Gas Ltd	Pennywise Appliances Ltd
Apollo Appliances	H B H Woolacotts Ltd	Percy Lord & Son Ltd
Appliance City	H F Sheffield Ltd	Peter Pennington (Worksop) Ltd
Appliance Direct (Morecambe) Ltd	H J Knee Ltd	Peter Rhodes
Appliance Electronics UK Ltd	H Robertshaw And Sons Ltd	Peter Tyson
Appliance Express Ltd	H Telecentre & Co	Pickups Of Stafford Ltd
Appliance World	Halls of Ibstock Ltd	PJW Electrics Ltd
Appliances Direct	Hanson Electrical Ltd	Pooles Domestic
Archers Television Service Ltd	Hardys	Power City
Argos	Hardy's of Kilkeel Ltd	Power EC (PowerDirect)
Arran Domestic Service Centre	Harris Electrical Ltd	Powerhouse
Ashton Domestic Appliances Ltd	Harrods	PRC
Atkinson Group Ltd	Harry Garlick	PRC HiFi & Video Ltd
Atlantic Electronics Ltd	Harry Parry Ltd	Premier Appliances
Avensys Ltd	Harvey Norman	Purewell
B A Yeomans & Son Ltd	HBH Woolacotts Ltd	Q.D.A.
Basil Knipe Electrics	Hearnebay Domestic	Quinns Group
Beacon South West Ltd	Herbert Todd & Son	R C Snelling Ltd
Bells Domestic	HJ & D Webb & Sons Ltd	R G B Hifi & Video Ltd
Beric Appliances	Hockridge & Stacey Ltd	R L Brooks Ltd
Beyond Television	Home Appliances Ltd T/A DID Electrical	Radio Music Store LTD
Birkbecks Electrical Ltd	Homebase	Raff Electrical
BJ'S (Mid Wales) Ltd	Homemaker (South) Ltd	RDO Reigate
Blue Badger Wholesale Ltd	Howards Electricals	Redbridge Domestic App
Booth Scotland Ltd	Howden Joinery Limited	Refrigeration North West
Borsch Ltd	Hughes TV And Audio Ltd	Reilly's of Enniskillen Ltd
Box Ltd	Hurrells Electrical Ltd	Reliant TV
Boylans TV Ltd	Hylands Ltd	RGB Ilford
Brightmore & Sons (Burbage) Ltd	J & P Electric	RGB Loughton
Broadway Music & Vision	J B Postle & Son Ltd	Rileys TV Services Ltd
Built in Kitchen Appliances	J D R Thomas	RL Brooks
Built-In Appliances Ltd	J Jenkins Electrical Ltd	Roberts Radio
Bunny Appliance Warehouse	J. Arthur Electrical LTD	Robson and Cowan
Burton & Sherwood Ltd	J.J.Quinn Electrical	Rodgers Fraserburgh Ltd
Burwoods Domestic Appl. Ltd	James Stewart & Son Ltd	Romerils
Buy it Direct (Appliances Direct)	JC Campbell Electrics	RSM Domestic Appliances Ltd
C F Hall & Co Ltd	Jeans Electrical	S & B Trade Services Ltd
C J Hampshire Ltd	Jersey Electrical PLC	S & D Ireland Ltd
C S Suppliers Ltd	Jerry's Electrical Ltd	Samsung IE
C T Bell (Crowthorne) Ltd	John Calvert (Elec) Ltd	Samsung UK

C W Strickland	John Gillman & Sons (Elec.) Ltd	Selfridges
Capital Appliance Centre Ltd	John Kerry & Sons Ltd	Seventy-One Group Ltd
Capital Repairs	John Lewis	Shop Direct
Castleford Domestic Appliances Ltd	Johns Electrical Ltd	Sidney Bakewell
CD Electrics & Home Furnishings	Johnstons Domestic Appliances	Smyth Patterson Ltd
Cee-Jay Electronics	Josling TV & Electrical	Sonic
Chapman & Son	Jyotsna Electrical Ltd	Sonic Megastore Ltd
CIH	KDS Appliances Ltd	Soundstore
CK Home Appliances Ltd	Kearneys	South Coast Industrices Portland (Combens)
Colin M Smith	Keith Smith (Anstey) Ltd	Southpoint Electrical Ltd
Colourcare Home Technology Ltd	Kenberne Holdings Ltd	Sparkworld Ltd
Commercial Wholesale Trading Ltd	Kensington Domestic Apps Ltd	Sperrin Electronics
Connect	Kevin Farish Ltd	Square Deal TV Rentals
Consumer Buyers Ltd	Keymex Ltd	Staines & Brights Ltd
Coopers Stores	Kingsbury Electronics Ltd	Stearn
Cornwall Appl Services Ltd	Kitchen Economy Ltd	Stellison Ltd
Costco	Kitchen Specialists (all UK independent Kitchen retail stores)	Stewart & Young Ltd
Crampsie Electrical Ltd	Kitchener & Thomas Ltd	Stuart TV
Crampton and Moore	Knights Of Oakham Ltd	Stuart Westmoreland (Holdings) Ltd
Currys	L W Foxall	Superdeal
Cyril Campbell (Electrics) Ltd	Leekes (Llantrisant)	T H Colebourn Ltd
D B Domestic Appliances Ltd	Lewis's	T N McKay
D J P Domestic Appliances Ltd	Lighting Electrical Ltd	Taylor's of Giffnock LTD
D&C Electrics t/a Hadwins	Lindsey Relay Co Ltd	Thanetwide Domestic (Kent) Ltd
DAC Appliances Ltd	Littlewoods	The Appliance Store
Dacombes & Renaut Ltd	London Domestic App	The Wash House Ltd -Admin Only
Dalzells	Long Eaton Appliance Co. Ltd	Tisdalls Electrical Ltd
Dalzells of Markethill	Lunney's Elec Discount Store	Toplex Ltd
David Wood	Lunts Domestic Appliances	Trade Forward
Delta House & Home	Lutterworth Sound & Vision Ltd	Transat Home Technologies Ltd
Delta Ireland Ltd	Lynne Radio Ltd	TV World
Discount Appliance Centre Ltd	M J Pipe Ltd	Tylers Of Bilston Ltd
Domestic App Maint (D'Set) Ltd	Magnet Limited	Van Haaren Appliance World Ltd
Domestic Apps (Sudbury) Ltd	Makadams (Baughurst) Ltd	Varker Appliance Services
Donaghy Bros Limavady	MAP Electrical Ltd	Vaughans

Donaghy Brothers	Marks Electrical Ltd	Vaughans Radio Ltd
E B Marsh & Son Ltd	Marown TV Ltd	Very
E&H Services	Martin Dawes	Vision Sales Direct
Electrical Sales Ltd	Martins of Hawkhurst	W M Budd & Sons Group Ltd
ESC (TV) Ltd	McCoubreys Elec Superstore	Wades
Euronics	McMichael Bros.	Waltons Direct
Expert	MG Domestic	Watters Electrical
F C Bailey (UK) Ltd	Michael R Peters	Webbs of Cannock Ltd
F J Fullick Ltd	Microwave Service Centre	Wellingtons (Erith) Ltd
F W & D Wain	Minhas Trading Company Ltd	Whitakers of Shipley
Faulkners Louth Ltd	ML Lake (Electrical Servs) Ltd	Wilmslow Electrical Ltd
FE Electronics Ltd;	Mobile TV Serv	Wood Bros. Heanor Ltd
Fenwicks	Molesey Refrigeration	

<b>Participating Retailers - IE</b>		
Samsung Ireland	O'Flaherty Electric	Expert Sligo
ACE Domestic Appliances Ltd.	PHIL O'SULLIVAN ELECTRICAL LTD	Expert Tullamore
Bandon Co-op	Providers	Finucanes Electrical Expert
Beattys Loughrea	Redmond Electrical	Flemings Expert
Ben Sweeney Gas and Electrical	RONAYNES	Fletchers of Ballinasloe
Brodericks Electrical	Rooneys Homevalue	Ganly's Expert
Burtens	Shaws	Ganly's Expert
Callaghans Electrical	Tadhg O'Connor (Rathkeale)	Hugh Culloty Expert
Cassidy Electrical	Taheny Electrical (Sligo)	Irwin Bros Retail .Ltd
Clearys Electrical	TELFORDS	Irwin Megavision Expert
Domestic appliance and Plumbing Cahirciveen	TJ O'Mahony	J. McKennas Expert
Donaghy Brothers	Tommie Kelly Electrical	JJ Appliances Expert
Drinagh Co-Op	Tomo Burke Electrical	Joe Simon Builders Supplies
Electro City	WOODS ELECTRICAL	John Finn Electrical Expert
Euronics Ireland	TOMMY KELLY ELECTRICAL	Joyces Wexford Limited - Expert
Fitzgerald Electrical	Tomo Burke Electrical	Mannions Expert Birr
Fitzgeralds Dingle	WOODS ELECTRICAL	Marron Electrical Limited - Expert
Foy's Cootehill	Archers Expert	Martin Dolan Expert Electrical
Grahams of Monaghan	Briscoes	McGroartys TV Centre Limited - Expert
Grange Builders Providers	B. McSwiney & Sons - Expert	Morris' DIY Expert
GUS BYRNE ELECTRICAL	Brennans Electrical Expert	O'Leary's Expert
Harringtons Hardware	Brogan's Expert	Peter Murphy Lighting & Electrical Expert
Harrys Electrical (Cavan)	Cal Flavin Expert	Scahills Electrical Expert
Heavins Euroncis (Athlone)	Cummins Expert	Sean Hackett Limited - Expert

Hubert Dolan Euroncis(Ballinasloe)	Cunniffe Electric Expert	Sean Hennessy Electrical Superstores
Jack Fitzgerald Electrical	Declan Curran Expert	Sheridan Electrics Limited - Expert
JOYCE & SONS (HEADFORD) LTD	Dominic Smith Electrical Expert	Spencer / Spillane Expert
Joyces Home Centre	Dwyers Electrical Expert	Stakelums Expert
Keans of Claremorris	Eddie Maguire - Expert	Stapletons Expert Electrical
KING & MOFFATT ELECTRICAL LIMITED	Ennis Electrical Expert	Swans Electrical - Expert
Lallys Electrical	Expert Nenagh	Thornhill Bros. Electrical Limited - Expert
M.D.O SHEA & SONS	Expert at Arnotts	Toss Bryan Expert
Mastercare Dublin	Expert at Brown Thomas	Walsh Bros. Electrical Expert
Michael Gunning Electrical	Expert Ireland	Soundstore
Mullallys Electrical	Expert Laois	Harvey Norman Ireland
N17 Electrical	Expert Mullingar	DID Electrical
Nioclas O Conchubair Teo	Expert Naas	Currys Ireland
		Power City