

## 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 Period"). 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. 5 YEAR WARRANTY: REDEMPTION PROCESS & DETAILS

- a. To redeem and claim the 5 Year 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 0330 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 5 Year Warranty is not transferable to a third party and no alternative will be offered.

### 3. STATEMENT FOR SAMSUNG 5 YEAR DIGITAL APPLIANCES WARRANTY

- a. This offer only applies to the purchase between 1 November 2023 and 31 August 2024 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 5 YEAR LIMITED 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 online warranty 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 following 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. Promoter: Samsung Electronics (UK) Ltd, Samsung House, 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

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

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

Buy it Direct (Appliances Direct)	Jeans Electrical	S & D Ireland Ltd
C F Hall & Co Ltd	Jec Ltd	Samsung IE
C J Hampshire Ltd	Jerry's Electrical Ltd	Samsung UK
C S Suppliers Ltd	John Calvert (Elec) Ltd	Selfridges
C T Bell (Crowthorne) Ltd	John Gillman & Sons (Elec.) Ltd	Seventy-One Group Ltd
C W Strickland	John Kerry & Sons Ltd	Shop Direct
Capital Appliance Centre Ltd	John Lewis	Sidney Bakewell
Capital Repairs	Johns Electrical Ltd	Smyth Patterson Ltd
Castleford Domestic Appliances Ltd	Johnstons Domestic Appliances	Sonic
CD Electrics & Home Furnishings	Josling TV & Electrical	Sonic Megastore Ltd
Cee-Jay Electronics	Jyotsna Electrical Ltd	Soundstore
Chapman & Son	KDS Appliances Ltd	South Coast Industrices Portland (Combens)
CIH	Kearneys	Southpoint Electrical Ltd
CK Home Appliances Ltd	Keith Smith (Anstey) Ltd	Sparkworld Ltd
Colin M Smith	Kenberne Holdings Ltd	Sperrin Electronics
Colourcare Home Technology Ltd	Kensington Domestic Apps Ltd	Square Deal TV Rentals
Commercial Wholesale Trading Ltd	Kevin Farish Ltd	Staines & Brights Ltd
Connect	Keymex Ltd	Stearn
Consumer Buyers Ltd	Kingsbury Electronics Ltd	Stellison Ltd
Coopers Stores	Kitchen Economy Ltd	Stewart & Young Ltd
Cornwall Appl Services Ltd	Kitchen Specialists (all UK independent Kitchen retail stores)	Stuart TV
Costco	Kitchener & Thomas Ltd	Stuart Westmoreland (Holdings) Ltd
Crampsie Electrical Ltd	Knights Of Oakham Ltd	Superdeal
Crampton and Moore	L W Foxall	T H Colebourn Ltd
Currys	Leekes (Llantrisant)	T N McKay
Cyril Campbell (Electrics) Ltd	Lewis's	Taylor's of Giffnock LTD
D B Domestic Appliances Ltd	Lighting Electrical Ltd	Thanetwide Domestic (Kent) Ltd
D J P Domestic Appliances Ltd	Lindsey Relay Co Ltd	The Appliance Store
D&C Electrics t/a Hadwins	Littlewoods	The Wash House Ltd -Admin Only
DAC Appliances Ltd	London Domestic App	Tisdalls Electrical Ltd
Dacombe & Renault Ltd	Long Eaton Appliance Co. Ltd	Toplex Ltd

Dalzells	Lunney's Elec Discount Store	Trade Forward
Dalzells of Markethill	Lunts Domestic Appliances	Transat Home Technologies Ltd
David Wood	Lutterworth Sound & Vision Ltd	TV World
Delta House & Home	Lynne Radio Ltd	Tylers Of Bilston Ltd
Delta Ireland Ltd	M J Pipe Ltd	Van Haaren Appliance World Ltd
Discount Appliance Centre Ltd	Magnet Limited	Varker Appliance Services
Domestic App Maint (D'Set) Ltd	Makadams (Baughurst) Ltd	Vaughans
Domestic Apps (Sudbury) Ltd	MAP Electrical Ltd	Vaughans Radio Ltd
Donaghy Bros Limavady	Marks Electrical Ltd	Very
Donaghy Brothers	Marown TV Ltd	Vision Sales Direct
E B Marsh & Son Ltd	Martin Dawes	W M Budd & Sons Group Ltd
E&H Services	Martins of Hawkhurst	Wades
Electrical Sales Ltd	McCoubreys Elec Superstore	Waltons Direct
ESC (TV) Ltd	McMichael Bros.	Watters Electrical
Euronics	MG Domestic	Webbs of Cannock Ltd
Expert	Michael R Peters	Wellingtons (Erith) Ltd
F C Bailey (UK) Ltd	Microwave Service Centre	Whitakers of Shipley
F J Fullick Ltd	Minhas Trading Company Ltd	Wickes Building Supplies Limited
F W & D Wain	ML Lake (Electrical Servs) Ltd	Wilmslow Electrical Ltd
Faulkners Louth Ltd	Mobile TV Serv	Wood Bros. Heanor Ltd
FE Electronics Ltd;	Molesey Refrigeration	Wren Kitchens Ltd
<b>Euronics</b>		
ACE Domestic Appliances Ltd.	GUS BYRNE ELECTRICAL	PHIL O'SULLIVAN ELECTRICAL LTD
Bandon Co-op	Harringtons Hardware	Providers
Beattys Loughrea	Harrys Electrical (Cavan)	Redmond Electrical
Ben Sweeney Gas and Electrical	Heavins Euroncis (Athlone)	RONAYNES
Brodericks Electrical	Hubert Dolan Euroncis(Ballinasloe)	Rooneys Homevalue
Burtons	Jack Fitzgerald Electrical	Shaws
Callaghans Electrical	JOYCE & SONS (HEADFORD) LTD	Tadhg O'Connor (Rathkeale)
Cassidy Electrical	Joyces Home Centre	Taheny Electrical (Sligo)
Clearys Electrical	Keans of Claremorris	TELFORDS
Domestic appliance and Plumbing Cahirciveen	KING & MOFFATT ELECTRICAL LIMITED	TJ O'Mahony

Drinagh Co-Op	Lallys Electrical	Tommie Kelly Electrical
Electro City	M.D.O SHEA & SONS	Tomo Burke Electrical
Euronics Ireland	Mastercare Dublin	WOODS ELECTRICAL
Fitzgerald Electrical	Michael Gunning Electrical	TOMMY KELLY ELECTRICAL
Fitzgeralds Dingle	Mullallys Electrical	Tomo Burke Electrical
Foy's Cootehill	N17 Electrical	WOODS ELECTRICAL
Grahams of Monaghan	Nioclas O Conchubair Teo	
Grange Builders Providers	O'Flaherty Electric	
<b>Expert</b>		
Archers Expert	Expert Mullingar	Marron Electrical Limited - Expert
Briscoes	Expert Naas	Martin Dolan Expert Electrical
B. McSwiney & Sons - Expert	Expert Sligo	McGroartys TV Centre Limited - Expert
Brennans Electrical Expert	Expert Tullamore	Morris' DIY Expert
Brogan's Expert	Finucanes Electrical Expert	O'Leary's Expert
Cal Flavin Expert	Flemings Expert	Peter Murphy Lighting & Electrical Expert
Cummins Expert	Fletchers of Ballinasloe	Scahills Electrical Expert
Cunniffe Electric Expert	Ganly's Expert	Sean Hackett Limited - Expert
Declan Curran Expert	Ganly's Expert	Sean Hennessy Electrical Superstores
Dominic Smith Electrical Expert	Hugh Culloty Expert	Sheridan Electrics Limited - Expert
Dwyers Electrical Expert	Irwin Bros Retail .Ltd	Spencer / Spillane Expert
Eddie Maguire - Expert	Irwin Megavision Expert	Stakelums Expert
Ennis Electrical Expert	J. McKennas Expert	Stapletons Expert Electrical
Expert Nenagh	JJ Appliances Expert	Swans Electrical - Expert
Expert at Arnotts	Joe Simon Builders Supplies	Thornhill Bros. Electrical Limited - Expert
Expert at Brown Thomas	John Finn Electrical Expert	Toss Bryan Expert
Expert Ireland	Joyces Wexford Limited - Expert	Walsh Bros. Electrical Expert
Expert Laois	Mannions Expert Birr	