

**TERMS AND CONDITIONS**  
**SAMSUNG GALAXY BUDS4 AND BUDS4 PRO “BUY AND TRY” PROMOTION**  
**SAMSUNG ELECTRONICS**

Participants agree to be bound by these terms and conditions (the “**Terms and Conditions**”). Any information or instructions published by the Promoter about the Promotion at <https://samsungoffers.claims/budsbuyandtry> form part of the Terms and Conditions.

**The Promoter**

1. The Promoter is Samsung Electronics (UK) Limited, Samsung House, 2000 Hillswood Drive, Chertsey, Surrey, KT16 0RS (the “**Promoter**”).

**Purchase Period**

2. The Promotion will run between 18:01 (GMT) on 25<sup>th</sup> February 2026 and 23:59 (BST) on 30<sup>th</sup> April 2026 (“**Purchase Period**”) for pre-orders and purchases.

**Eligibility**

3. To be eligible to participate in the Promotion you must be an individual and lawful resident (aged 18+) (“**Individual Participant**”) of the United Kingdom (including Isle of Man and Channel Islands) or Republic of Ireland (“**Territories**”) or a business with an address in the Territories (“**Company Participant**”). For the avoidance of doubt, within these Terms and Conditions the term ‘Participant’ shall be taken to refer to both Individual Participants and Company Participants (and the applicable plural) unless stated otherwise.
4. Employees or agents of the Promoter that are involved in the operation of this Promotion or anyone professionally connected to this Promotion are not eligible to enter.
5. Network providers, retailers, distributors, resellers and any person who purchases a Promotion Product (defined below) for resale or otherwise not as the end user of the Promotion Product, may not participate in this Promotion.
6. Claims may only be submitted directly by the end user Participant (or in the case of a Company Participant its authorised representative). Claims made on behalf of an Individual Participant by any third party are specifically excluded.

**Offer**

7. A Participant who purchases a selected new (i.e. not refurbished, ex-display or second hand) Samsung Galaxy Buds4 or Buds4 Pro, as detailed in Table 1 below (“**Promotion Product**”) from any of the retailers listed [HERE] (“**Participating Retailers**”) during the Purchase Period may, provided they have completed a valid registration within 30 days of purchase or (in the case of pre-orders) delivery, submit a Claim (as defined below) between 45 and 100 days after purchase (or delivery for pre-orders) (“**Return Period**”) to send in their Promotion Product in exchange for a cashback payment (“**Cashback**”) equal to the price paid for the Promotion Product (less any discounts, published enhanced trade in values, or the value of any free gifts) capped at the maximum value (RRP) shown in Table 1, provided the returned Promotion Product meets the Acceptance Criteria (see condition 13 below) and subject to full compliance with these Promotion Terms and Conditions. The Cashback will be paid in GBP or EUR (depending in Territory) to the bank account nominated on the Participant’s Claim form which must match the details in the Claim exactly. The Return Period begins on Day 45 after purchase or delivery (as applicable) and Promotion Products may not be returned through this Promotion before this period commences.

8. Participants who submit a valid Registration will receive an email with provisional approval of their Claim and instructions directing them to return the Promotion Product within 30 days. The email will also include a unique barcode to affix to the package and either a Royal Mail prepaid label for shipment from the United Kingdom or a link to arrange the shipment with DHL from the Republic of Ireland.

**Table 1 – Promotion Products and RRP (Maximum Cashback Amounts)**

**Table 1 – Promotion Products**

Promotion Product Name	SKU / Model No.	RRP (GBP)	RRP (EUR)
Galaxy Buds4	SM-R540	£159.00	€189.00
Galaxy Buds4 Pro	SM-R640	£219.00	€259.00

9. Each Company Participant may submit a maximum of two (2) Claims, and up to two (2) Claims are permitted per household of Individual Participants. In all instances, only one Cashback may be paid per Claim and returned corresponding Promotional Product meeting the Acceptance Criteria. Each Participant will be required to submit a unique Claim for each Promotion Product purchased, up to the maximum allowed number of Claims.
10. This Promotion does not replace or affect any statutory or other warranties or return rights that Participants may have. Participants should contact the Participating Retailer from whom it purchased the Promotion Product if it is defective.
11. The Participant’s receipt or proof of purchase must clearly show the Participating Retailer’s name, the name of Promotion Product purchased, the price paid and the date of purchase. By making a Claim for Cashback, the Participant provides authorisation for the Promoter or its service providers to contact the relevant Participating Retailer to check details shown on a receipt or proof of purchase.
12. In order for the Participant to receive the full Cashback of price paid (up to the RRP in Table 1), the Promotion Product must be received in the following minimum condition (“**Acceptance Criteria**”):
  - i. Complete with both Buds in their original case, and with all accessories including the charger and cable and (where applicable) eartips;
  - ii. Undamaged (with the exception of fair wear and tear, such as minor scratches or other signs of light use);
  - iii. Not permanently marked or dented
  - iv. Not recorded as stolen or the subject of any insurance claim.
13. By participating in this Promotion, the Participant agrees to transfer ownership in the Promotion Product to the Promoter. Ownership shall transfer when the Promoter receives the Promotion Product.

### **Claims**

14. To take part in the Promotion and make a claim for Cashback in respect of the purchased Promotion Product (“**Claim**”), Participants must first register (“**Registration**”) on the website <https://samsungoffers.claims/budsbuyandtry> within thirty (30) days of the purchase date (or delivery date in the case of pre-orders) and follow the onscreen instructions providing the required information including proof of purchase receipt showing the price paid, and photographic evidence of the Promotion Product serial number.
15. Participants who wish to trade in their purchased Promotion Product for a Cashback payment must have completed a valid Registration and then may revisit the Website and click on the “Return” button

to complete the request process during the Return Period (including by inputting their GBP/EUR bank account details matching the name on the Registration and Claim form).

16. Claims must be submitted within the Return Period. For the avoidance of doubt the Return Period shall close for purchases made on 30<sup>th</sup> April 2026 as the last day of the Purchase Period, on 8<sup>th</sup> August 2026.
17. Participants who submit a valid Registration will receive an email and SMS from the Promoter confirming receipt. Once a Claim is submitted with all required and correct information, and if it meets all eligibility requirements, the Participant will be notified by the Promoter via email and SMS that their Claim has been provisionally validated, pending receipt and inspection of the Promotion Product to ensure it meets the Acceptance Criteria. Participants whose Claims have been provisionally validated will also receive instructions for packing and shipping the Promotion Product to the Promoter's agent. UK Participants will be provided with a prepaid Royal Mail shipping label, while ROI Participants will receive a link or QR code to arrange return shipping through DHL. The Promotion Product must be securely packaged in its original box, including all foam inserts or protective materials, and properly sealed before return shipping. The returned Promotion Product must be shipped within thirty (30) days of the provisional validation email.
18. If the Participant has not received the email or SMS acknowledgement mentioned in Condition 17 above, it is their own responsibility to contact the Promoter's customer service team at +44 [ ](UK), +[ ] (ROI), or [by emailing budsbuyandtry@samsungoffers.claims](mailto:budsbuyandtry@samsungoffers.claims).
19. If any of the information provided by the Participant is not submitted correctly or details such as the relevant serial number cannot be verified, the Participant will be notified via email and SMS and offered the opportunity to provide the required information for validation (which may include a photograph of the Promotion Product serial number) within seven (7) days. If no response is received within that time frame, the Claim will be rejected and the Participant will no longer be eligible to receive the Cashback.
20. Participants must dispatch their Promotion Product within thirty (30) days of the Claim being provisionally approved. Promotion Products shipped outside of this date will not be eligible for a Cashback payment.
21. Registrations or Claims that are incomplete or damaged will be rejected. No responsibility is accepted by the Promoter for lost, delayed or damaged data which occurs during any communication or transmission of Registrations or Claims.
22. Please note returned Promotion Products sent via means other than as instructed or delivered by hand will not be accepted.
23. If the Promotion Product is received in a condition that meets the Acceptance Criteria in full, the Participant's Claim will be validated and the Cashback amount paid as equal to *the lower of* the value shown on the purchase receipt or the cap in Table 1 above. If the Promotion Product is not received within the required time frame, the Claim will be rejected and no Cashback paid. The Cashback amount is also subject to revaluation as determined by the condition of the Promotion Product received and where it does not meet the Acceptance Criteria, the Promoter may offer a lower amount or reject the Claim and return the Promotion Product at no cost to the Participant. Offers reduced below 95% of the expected full Cashback amount will be notified to the Participant and where the Participant rejects or fails to respond, the Promotion Product will be returned to them free of charge and no Cashback paid.
24. Providing that the Participant has complied fully with the Promotion Terms and the returned Product meets the Acceptance Criteria, the Promoter shall pay the Participant the Cashback amount via bank

transfer to their bank account as nominated during the Claim process within forty-five (45) days of receipt of the Promotion Product.

25. Cashback amounts once accepted may not be modified nor can they be exchanged or substituted for alternatives, nor can the payment be assigned to another person. Only the purchaser and legal owner of a Promotion Product is eligible to take part in the Promotion.
26. This Promotion cannot be used in conjunction with any other Samsung promotion offering cashback or any other reward based on the purchase of the same Promotion Product.
27. The Promoter shall have the right, where necessary, to undertake all such action as is reasonable to protect itself against fraudulent or invalid Claims including, without limitation, to generate or require further verification as to proof of purchase, as well as the identity, age, and other relevant details of a Participant. This process may involve the Promoter sharing information with third parties. Any claims that are illegible, fraudulent or are not in accordance with these Terms and Conditions will be considered invalid and will be definitely rejected. In the event of a fraud or confirmed fraud, the Participant will not be able to benefit from further Samsung promotional offers.

#### **Privacy and Data Protection**

28. Other than as set out in these Terms and Conditions or for the purposes of operating the Promotion, the details and information provided by the Participant when entering the Promotion or claiming the Cashback will not be used for any promotional purpose, nor shall they be passed to any third party.
29. 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, available at [www.samsung.com/uk/info/privacy.html](http://www.samsung.com/uk/info/privacy.html).

#### **General**

30. The Promoter shall not be liable for any interruption to the Promotion whether due to *force majeure* or other factors beyond the Promoter's control.
31. 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 Promotion.
32. The Promoter will not be responsible or liable for: (a) any failure to receive submissions due to transmission failures and other conditions beyond its reasonable control; (b) any late, lost, misrouted, or damaged transmissions 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 Promotion.
33. The Promoter's maximum liability to any Participant in connection with this Promotion is limited to the value of the Cashback and the Reward that would be due to the Participant if these terms were complied with.
34. Participants will be solely responsible for any and all applicable taxes and any other relevant costs or expenses which are not stated in these Promotion Terms and Conditions as included in the Cashback payment.
35. This Promotion is governed by English law.