

## 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 (Workshop) 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                                 |

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|---|------------------------------------|----------------------------------|
| 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            |   |