

TERMS, CONDITIONS & DISCLAIMER FOR SAMSUNG DELIVERY AND INSTALLATION SERVICE

(South Africa only)

These terms and conditions apply to the Samsung Delivery and Installation Service (“Signature Service”), which Signature Service only applies to the products as listed under the section “QUALIFYING PRODUCTS AND SIGNATURE SERVICE TO BE PROVIDED”.

1. Please note that the extended warranty on selected products is subject to delivery and installation by independent service providers as appointed by (1) our Authorised Retail Partners and (2) Samsung authorized installers (“**Authorised Installers**”)

AUTHORISED INSTALLERS

2. In order determine who qualifies as an Authorised Installer, you will need to contact the ZA Signature Desk at the following contact details:

08607267864 or zsignature@samsung.com

In the event that you contact the ZA Signature Desk a consultant will, based on the information you have provided:

- a) Advise you whether you would fall within the 50km radius and qualify for free installation; and
- b) Provide you with email / written confirmation as to whether you would qualify for free installation (as part of the Signature Service) or not.

AUTHORISED RETAIL PARTNERS

3. The Signature Service is applicable to specific products (namely the products listed under the section “**Qualifying Products**”) purchased from any one of our authorized retail partners found at the following link

<https://www.samsung.com/za/support/signature-service/>

QUALIFYING PRODUCTS AND SIGNATURE SERVICE TO BE PROVIDED

4. The table below sets out (1) each Samsung product that qualifies for the Signature Service (“**Qualifying Product**”) and (2) what is included in the Signature Service for each Qualifying Product. For the purpose of the table below, the following installation services as provided for under Signatures Services will comprise of the following:

4.1 “Basic installation” shall mean the unboxing, discard packaging and placing the Qualifying Product in the desired place, and to show you the customer the basic operation of Qualifying Product;

4.2 “Desktop installation” shall mean the unboxing, discard packaging and connecting of the Qualifying Product. It will also include the integration with DSTV, Wifi and/or sound bar (as applicable);

4.3 “Signature installation” shall mean the unboxing, discard packaging and connection of the Qualifying Product. It will also include integration with DSTV/Wifi/sound bar, Set up of Samsung account, updating apps on the Qualifying Product or downloading of apps on the Qualifying Product and trunking.

4.4 Should you require additional services over and above the Signature Services set out below, you may negotiate same directly with the Authorised Installer.

5. Should you elect to negotiate such additional services with the Authorised Installer, Samsung Electronics South Africa (Pty) Ltd (“**Samsung**”) will not be involved in that transaction in any way and shall be

held harmless from any liability whatsoever and howsoever caused from such transaction.

TV MODELS

TV Model	Series	Offering	Warranty period
QA65LS03AAKXXA	LTV Frame	Gold Offering : Free delivery and Basic installation	2 years
QA65LS03BAKXXA	LTV Frame	Gold Offering : Free delivery and Basic installation	2 years
QA75Q60AAKXXA	QLED 6 Series	Gold Offering : Free delivery and Basic installation	2 years
QA75Q60BAKXXA	QLED 6 Series	Gold Offering : Free delivery and Basic installation	2 years
QA75Q60CAKXXA	QLED 6 Series	Gold Offering : Free delivery and Basic installation	2 years
QA85Q60AAKXXA	QLED 6 Series	Gold Offering : Free delivery and Basic installation	2 years
QA85Q60BAKXXA	QLED 6 Series	Gold Offering : Free delivery and Basic installation	2 years
QA85Q60CAKXXA	QLED 6 Series	Gold Offering : Free delivery and Basic installation	2 years
QA65Q70AAKXXA	QLED 7 Series	Gold Offering : Free delivery and Basic installation	2 years
QA75Q70AAKXXA	QLED 7 Series	Gold Offering : Free delivery and Basic installation	2 years
QA75Q70BAKXXA	QLED 7 Series	Gold Offering : Free delivery and Basic installation	2 years
QA75Q70CAKXXA	QLED 7 Series	Gold Offering : Free delivery and Basic installation	2 years
QA85Q70BAKXXA	QLED 7 Series	Gold Offering : Free delivery and Basic installation	2 years
QA85Q70CAKXXA	QLED 7 Series	Gold Offering : Free delivery and Basic installation	2 years
QA65QN85AAKXXA	QLED 8 Series	Gold Offering : Free delivery and Basic installation	2 years
UA85AU8000KXXA	UHD - 2021	Gold Offering : Free delivery and Basic installation	2 years
UA85BU8000KXXA	UHD - 2022	Gold Offering : Free delivery and Basic installation	2 years
UA85CU7000KXXA	UHD - 2023	Gold Offering : Free delivery and Basic installation	2 years
QA75LS03AAKXXA	LTV Frame	Gold Offering : Free delivery and Basic installation	2 years
QA75LS03BAKXXA	LTV Frame	Gold Offering : Free delivery and Basic installation	2 years
QA65S90CAKXXA	QLED 90 Series	Gold Offering : Free delivery and Basic installation	2 years
QA55QN90AAKXXA	QLED 9 Series	Gold Offering : Free delivery and Basic installation	2 years
QA65QN90AAKXXA	QLED 9 Series	Gold Offering : Free delivery and Basic installation	2 years
QA65QN90BAKXXA	QLED 9 Series	Gold Offering : Free delivery and Basic installation	2 years
QA65QN90CAKXXA	QLED 9 Series	Gold Offering : Free delivery and Basic installation	2 years
UA85CU8000KXXA	UHD - 2023	Gold Offering : Free delivery and Basic installation	2 years
QA75QN85AAKXXA	QLED 8 Series	Gold Offering : Free delivery and Basic installation	2 years
QA85QN85AAKXXA	QLED 8 Series	Gold Offering : Free delivery and Basic installation	2 years
QA55QN700BKXXA	QLED 8K- 2022	Gold Offering : Free delivery and Basic installation	2 years
QA65QN700BKXXA	QLED 8K- 2022	Gold Offering : Free delivery and Basic installation	2 years
QA75QN700BKXXA	QLED 8K- 2022	Gold Offering : Free delivery and Basic installation	2 years
QA65QN700CKXXA	QLED 8K- 2023	Gold Offering : Free delivery and Basic installation	2 years
QA75QN700CKXXA	QLED 8K- 2023	Gold Offering : Free delivery and Basic installation	2 years
QA75QN90BAKXXA	QLED 9 Series	Gold Offering : Free delivery and Basic installation	2 years
QA85QN90BAKXXA	QLED 9 Series	Gold Offering : Free delivery and Basic installation	2 years
QA85QN90CAKXXA	QLED 9 Series	Gold Offering : Free delivery and Basic installation	2 years
QA75QN90CAKXXA	QLED 9 Series	Platinum offering : Free delivery and Signature installation	2 years
QA65S95CAKXXA	QLED 95 Series	Platinum offering : Free delivery and Signature installation	2 years
QA77S95CAKXXA	QLED 95 Series	Platinum offering : Free delivery and Signature installation	2 years
QA98Q80CAKXXA	QLED 8 Series	Platinum offering : Free delivery and Signature installation	2 years
QA98QN90AAKXXA	QLED 9 Series	Platinum offering : Free delivery and Signature installation	2 years
SP-LSP7TKAXXA	Premier	Platinum offering : Free delivery and Signature installation	2 years
SP-LSP9TKAXXA	Premier	Platinum offering : Free delivery and Signature installation	2 years
QA65QN800AKXXA	QLED 8K- 2021	Platinum offering : Free delivery and Signature installation	2 years
QA75QN900AKXXA	QLED 8K- 2021	Platinum offering : Free delivery and Signature installation	2 years
QA85QN800AKXXA	QLED 8K- 2021	Platinum offering : Free delivery and Signature installation	2 years
QA85QN900AKXXA	QLED 8K- 2021	Platinum offering : Free delivery and Signature installation	2 years

QA65QN800BKXXA	QLED 8K- 2022	Platinum offering : Free delivery and Signature installation	2 years
QA75QN900BKXXA	QLED 8K- 2022	Platinum offering : Free delivery and Signature installation	2 years
QA85QN900BKXXA	QLED 8K- 2022	Platinum offering : Free delivery and Signature installation	2 years
QA65QN800CKXXA	QLED 8K- 2023	Platinum offering : Free delivery and Signature installation	2 years
QA75QN800CKXXA	QLED 8K- 2023	Platinum offering : Free delivery and Signature installation	2 years
QA75QN900CKXXA	QLED 8K- 2023	Platinum offering : Free delivery and Signature installation	2 years
QA85QN900CKXXA	QLED 8K- 2023	Platinum offering : Free delivery and Signature installation	2 years

REFRIGERATION AND BESPOKE MODELS

Refrigeration and Bespoke Models	Description	Offering	Warranty period
RF24FSEDBSL/FA	French Door Refrigerator	+ 3 years warranty, free delivery and Signature installation	5 years
RF28K9360SG/FA	French Door Refrigerator	+ 3 years warranty, free delivery and Signature installation	5 years
RF28R7351SR/FA	French Door Refrigerator	+ 3 years warranty, free delivery and Signature installation	5 years
RF24R7201SG/FA	French Door Refrigerator	+ 3 years warranty, free delivery and Signature installation	5 years
RB33T307329/FA	Glam White Navy Blue - BMF	+ 3 years warranty, free delivery and Signature installation	5 years
RB33T307358/FA	Glam Pink Glam White- BMF	+ 3 years warranty, free delivery and Signature installation	5 years
RR39T746338/FA	Glam Lavender – 1 Door	+ 3 years warranty, free delivery and Signature installation	5 years
RZ32R744535/FA	Glam White - 1 Door	+ 3 years warranty, free delivery and Signature installation	5 years
RZ32T743548/FA	Satin Skyblue – 1 Door	+ 3 years warranty, free delivery and Signature installation	5 years
RZ32T7435AP/FA	Panel Ready – 1 Door	+ 3 years warranty, free delivery and Signature installation	5 years
RB33T3073AP/FA	Panel Ready – BMF	+ 3 years warranty, free delivery and Signature installation	5 years
RR39T7463AP/FA	Panel Ready – 1 Door	+ 3 years warranty, free delivery and Signature installation	5 years
RZ32R7445AP/FA	Panel Ready – 1 Door	+ 3 years warranty, free delivery and Signature installation	5 years
RB33T3073AP/FA	Panel Ready – 1 Door	+ 3 years warranty, free delivery and Signature installation	5 years
RF71A967535/FA	White – 1 FDR	+ 3 years warranty, free delivery and Signature installation	5 years
RF29BB8600MTFA	Black – 1 FDR	+ 3 years warranty, free delivery and Signature installation	5 years

WASHER DRYER

Washer Dryer	Description	Offering	Warranty period
WF16T6500GV/FA	Front Load Washing Machine	+ 3 years warranty, free delivery and Signature installation	5 years
DV16T8740BV/FA	Dryer	+ 3 years warranty, free delivery and Signature installation	5 years

GAS COOKER

Gas Cooker Model	Description	Offering	Warranty period
NY90T5010SSFA	36inch Dual Fuel model Gas Hob	Free delivery and Signature installation (Indoor installation)	2 years

AC MODEL

AC Model	Description	Offering	Warranty period
AR12NSPXAWKNFA	Wind Free Aircon	+ 3 years warranty, free delivery and Signature installation	5 years
AR18NSPXAWKNFA	Wind Free Aircon	+ 3 years warranty, free delivery and Signature installation	5 years
AR24NSPXAWKNFA	Wind Free Aircon	+ 3 years warranty, free delivery and Signature installation	5 years

*** FREE DELIVERY EXCLUDED FROM THE SERVICE WHEN YOU PURCHASE YOUR QUALIFYING PRODUCT FROM AN AUTHORISED ONLINE RETAIL PARTNER**

6. Please be advised that in the event that You purchase a Qualifying Product from any one of our authorised online retail partners the Signature Service does not include free delivery and You may be liable to pay delivery costs, as the delivery costs will be subject to each of our authorised online retail partner's online terms and conditions of sale.

WHAT IS EXCLUDED FROM THE SERVICE OFFERING

- 7. You as the customer are to supply all electrical, water and waste outlets
- 8. Wall brackets are not included in the Signature Service, and are to be purchased separately by you or from the Authorised Installer / service provider
- 9. You as the customer must have an existing network and active connectivity (where applicable)
- 10. All electrical work including electrical isolators are not included in the Signature Service. There will be no trunking offered for the pipe work. Those would be additional and for your account.

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- 11. Samsung shall only cover the basic labour as set out in the table above. Any additional labour required to perform work outside of the Signature Service described above for the Qualifying Product purchased, shall be for your expense.
- 12. **The Signature Service is only available for 30 (thirty) days from date of purchase, you will no longer be able to claim the Signature Service after the 30(thirty) day period.** Please retain proof of purchase for the Qualifying Product you purchased, which included this Signature Service.
- 13. We will do all that we reasonably can to meet the date agreed for the installation, however in the unforeseen circumstances beyond our reasonable control we may not be able to do so. In such circumstances, we will contact you to agree on an alternative date.
- 14. You will also do all that you reasonably can to enable the installation to take place on the given date. In the case of unforeseen circumstances beyond your reasonable control, you must contact us as soon as reasonably possible to agree on an alternative date.
- 15. In the event that You purchase a Qualifying Product from one of our authorised retail partners stores, an Authorised Installer will carry out any

installation work for which this Signature Service was advertised for and or sold to You, within 50km from the authorised retail partner store,
16. In the event that you purchase a Qualifying Product from one of our authorised online retail partners, we will carry out any installation work for which this Signature Service was advertised for and or sold to you, within 50km from a Samsung Authorised Installer's address in a qualifying Metropolitan Area.

Please contact the ZA Signature Desk (contact details set out in clause 2 above) to determine whether you would fall within the 50km radius and qualify for free installation

17. In the event that your delivery address is greater than:

(a) 50km from an authorised retail partner store from whom you purchased the Qualifying Product and/ or

(b) 50km from the Samsung Authorised Installer's address where you purchased the Qualifying Product from an authorised online retail partner

You will be charged an additional cost of R7.00 per km, from the authorised retail partner's store or the Samsung Authorised Installer's address, to the delivery address.

18. The Signature Service will only apply in the event that the authorised retail partner store and/or the Authorised Installer's address falls within the following metropolitan municipalities ("**Metropolitan Areas**"):

Johannesburg,
Cape Town,
Ethekwini,
Ekurhuleni,
Tshwane,
Nelson Mandela Bay,
Buffalo City,
Manguang and
Polokwane.

19. For regions that fall outside of the Metropolitan Areas the Signature Service will not be available and both installation and delivery will need to be arranged separately at a cost to you. The cost for delivery and installation is to be settled by you directly with the Authorised Installer.

Rates are subject to change and you must confirm the costing for delivery and installation prior to your booking.

20. The Signature Service is not transferable. No substitution, cash redemption, or assignment of the Signature Service is permitted.

21. If additional work is found to be necessary during the course of the installation, such work will be quoted for separately by the Authorised Installer and only carried out with your written consent.

22. It is your responsibility to ensure that concealed water pipes and electricity wires are identified to the Authorised Installer before installation commences. In the event of any concealed water pipes or electricity wires being damaged during the installation process; if the Authorised Installer was notified of the concealed water pipes or electricity wires then the Authorised Installer will be responsible for the repair of the damage thereof however if the Authorised Installer was not notified of the concealed water pipes or electricity wire then the Authorised Installer cannot be held responsible for the repair of the damages thereof.

23. It is your responsibility to ensure that, prior to the installation work starting, all furniture is removed from the area of the installation and any carpet in the installation area is rolled back. Neither Samsung nor the Authorised Installer will be held liable for any damage to furniture that is not removed from the installation area.

24. It is your responsibility to ensure that the qualifying product purchased is able to fit through doors, passages stairways etc. to allow the qualifying product to be installed. Sizes of the qualifying product can be found on the Samsung's web site. Additional costs for the removing of building doors, door frames, windows, cranes, or the like, will be for your cost.

25. In the event that the Qualifying Product cannot be installed without potential damage to the Qualifying Product, the Authorised Installer shall bring this to your attention. Should you request the installation to be completed, approval by you must be given in writing and neither the Authorised Installer nor Samsung shall bear any liability for damages to the Qualifying Product or property. In addition, damage to the Qualifying Product could cause the warranty to be voided.

26. All installation work and material supplied by the Authorised Installer has a 1 Year Limited Warranty from date of installation provided that the installation has not been tampered with during the period of the warranty other than by the Samsung Authorised Installer.

27. The standard Samsung Electronics product terms and conditions apply on all Samsung products.

28. With regards to Samsung Air Conditioning Qualifying Products, the Signature Service is only applicable to back-to-back installation with a 3-meter pipe length, any pipe longer than 3 meters will be for your account as quoted by the Authorised Installer.

29. Samsung's may in their sole discretion amend these terms and conditions at any time, without notice, and such amendments shall be deemed to have taken effect from the date of publication of the revised terms and conditions on the Samsung's website

<http://www.samsung.com/za/support/warranty/> . The onus rests on you to constantly check the website for updates to the terms and conditions

30. Samsung reserves the right to cancel, suspend or terminate this Signature Service, without notice at any time, and such cancellation, termination or termination shall be deemed to have taken effect from the date of publication on the Samsung's website

<https://www.samsung.com/za/support/signature-service/>

No liability shall lie against Samsung in favour of You, any customer/s and/ or a third party arising from such cancellation, suspension or termination.

You therefore waive your right which you may have against Samsung and hereby acknowledge that you will have no right of recourse or claim of any nature whatsoever against Samsung.

GAS COOKER INSTALLATION REQUIREMENTS:

31. You as the customer are to supply a 9kg gas bottle for both indoor and outdoor installation

32. Isolator switch needs to be a minimum of 200mm away from the stove. (The Authorised Installer can blank off the switch for You at an additional cost to You.)

33. You are to provide a suitable cupboard for the 9kg bottle to be placed in.

34. If the gas bottle is to be installed outdoors, you are required to supply a certified Gas bottle cage at an additional cost

35. The Authorised Installer will supply all material required for the installation as well as the Certificate of Compliance ("COC").

YOU MUST CHECK THE FOLLOWING BEFORE THE AUTHORISED INSTALLER WILL PROCEED WITH THE INSTALLATION AND ATTEND THE DELIVERY ADDRESS:

36. The Qualifying Product purchased is able to be installed in its desired location. (e.g. sufficient space on a wall or in a cabinet or built in cupboards for the TV or Fridge to fit into);

37. Ensure that the Qualifying Product purchased is able to fit through doors, passages or stairways without requiring structural alterations or specialized installation equipment;

38. You are (or another adult over 18) is at the delivery address at the time You and the Authorised Installer have agreed upon for the Signature Service to be provided;

- 39. You must have all the necessary accessories and cables for the Qualifying Product;
- 40. You must have a working power (electricity) outlet, working water source and waste outlet next to the area you requires the installation of your new Qualifying Product;
- 41. You must have a working internet connection (for services requiring internet connection) and the applicable login name and password available; and
- 42. You must have a network point or wireless network available for the Qualifying Product that you require the Authorised Installer to connect to the internet (applicable for services requiring internet connection).

If You do not check or ensure the aforementioned items before the pre-scheduled installation the Authorised Installer will not be able to proceed with the installation through no fault on the part of the Authorised Installer

ON THE DAY WE ATTEND THE DELIVERY ADDRESS TO PROVIDE THE SIGNATURE SERVICE, WE WILL:

- 43. Have a discussion with you about how you would like your new Qualifying Product to be installed and or setup.
- 44. Unpack your Qualifying Product, remove and dispose of the packaging (if so requested).
- 45. Connect the Qualifying Product, and where applicable run the cables in conduit if you have requested this when booking your installation.
- 46. Demonstrate the main features of your new Qualifying Product we have installed and or setup for you.

WHAT ISN'T COVERED & WHY WE CANNOT START THE INSTALLATION

- 47. We want to make sure you know what isn't covered by our installation service so there are no surprises when we visit you at home:
- 48. We won't personalize or optimize picture quality on your TV.
- 49. We will not start an installation unless you sign and agree prior to the installation, which any extra cost for additional work (that you have requested), outside of the installation scope will be for your own costs.
- 50. We will not remove your existing devices and dispose of them.
- 51. We cannot connect any devices if such connection would constitute an unsafe or illegal installation for whatever reason. The Technician will advise you on reasons why the installation is unsafe or considered illegal.
- 52. We are not responsible to unpack/clear the existing fridge or freezer and repack the new one.

53. We cannot complete the installation if you have not completed the necessary pre-visit preparations above.