

## Terms and Conditions - Samsung E-Store Complimentary Installation Campaign

1. These Terms and Conditions (“**Terms**”) govern the promotional campaign (“**Offer**”) entitling a limited number of eligible customers (“**Customers**”) who have purchased Digital Televisions (DTVs), Room Air Conditioners (RACs) and Washing Machines (WMs) of the Samsung brand (“**Eligible Products**”) to avail complimentary installation services (“**Installation Services**”) of the Eligible Products in accordance with these Terms.
2. The Installation Services will be provided to the Customers, subject to availability, from the period starting from 01 April 2026 to 30 June 2026 (“**Offer Period**”).
3. The Installation Services will be available for the Eligible Products, in accordance with these Terms.
4. This Offer is applicable to Eligible Products that are purchased from the Samsung Gulf FZE (“**Samsung**”) e-Store in Pakistan (“**E-Store**”) during the Offer Period. As the Offer is gratuitous and does not involve any consideration, the inability of a Customer to avail the Offer shall not give rise to any claims, vested rights, or expectations against Samsung or its authorized distributors.
5. During the Offer Period, the Customer may request the Installation Services through the Samsung Customer Care Helpline at **0800-726786**, or via other Call Center channels, including WhatsApp, or the official website. The Installation Services are not provided on an automatic basis but must be requested by the Customer as per these Terms.
6. The Call Center team shall request details of the Eligible Product from the Customer in order to verify its authenticity, including Model No., Purchase Invoice, Purchase Date, Customer Name and Phone Number. Upon successful validation, the Call Center team shall schedule an appointment with the Customer and forward the request to the relevant distributor of Samsung.
7. The Installation Services will be carried out by qualified technicians (“**Installers**”), engaged by the relevant independent authorized service providers of Samsung in Pakistan (“**Service Providers**”). Samsung’s role is limited to facilitating the advertisement and placement of the Offer, and it assumes no responsibility for the actual provision, quality, or availability of the services being provided under this Offer.
8. The Installation Services will be available only in the metropolitan areas of cities listed in Table 1 below:

**Table 1 – Offer Coverage:**

Coverage of Complimentary Installation Services		
South Region	Central Region	North Region
1. Karachi 2. Hyderabad	1. Lahore 2. Sialkot 3. Sahiwal 4. Vehari 5. Okara 6. Gujrat 7. Kharian 8. Multan 9. Faisalabad 10. Gujranwala 11. Sargodha 12. Bahawalpur	1. Rawalpindi 2. Islamabad 3. Peshawar

9. The Installation Services under this Offer shall be provided on a first-come, first-served basis and shall remain subject to the availability of Installers. Samsung reserves the right, at its sole and absolute discretion, to amend these Terms and/or decline to provide Installation Services in any particular case, without incurring any liability whatsoever.

**Scope of Installation Services**

10. The Installation Services shall be limited to basic installation work, including mounting of the Eligible Product (where applicable), a subsequent performance test, and providing basic operational guidance to the Customer regarding the Eligible Product.
11. Wall mounting of the DTV is not included in this Offer. If the Customer wishes to have the DTV mounted, the same shall be charged separately. The Customer will also have to pay for all relevant materials, including wall mount brackets.
12. Additional services, electrical work, civil and plumbing works, arranging outdoor unit bracket/stands, additional wiring, additional refrigerant gas is not included in this Offer. If the Customer wishes to have any extra services, the same shall be charged separately. The Customer will also have to pay for all relevant materials and any additional services, to be separately agreed between the Customer and the Service Provider, at the Customer’s own risk and cost.
13. Installation Services have to be requested within thirty (30) days from the date of purchase. The Customer must retain proof of purchase.

14. The Customer must identify the location of concealed water pipes, gas pipes, or electrical wiring before installation. Neither Samsung, the Service Provider nor the Installer will be responsible for damage caused to such concealed infrastructure in the event of failure by the Customer to inform the Installer about any infrastructure.
15. The Customer must remove all furniture and valuables from the installation area before installation begins. Samsung, the Service Provider and the Installer shall not be responsible for damage to any items left in the work area.
16. The Customer must ensure that the purchased Eligible Product can pass through doors, corridors and access points to reach the location of the Eligible Product. Any structural modifications required for access shall be at the Customer's expense.
17. If the Installer determines that installation may pose a risk of damage to the Eligible Product or surrounding property, the Customer will be informed. Installation Services will only proceed after written approval from the Customer, and Samsung, the Service Provider and the Installer will not be liable for any resulting damage.
18. Any damage to the Eligible Product caused after installation or due to improper handling by the Customer or any third-party installers or technicians may void the applicable product warranty.
19. The Installation Services do not include the following:
  - (a) Removal or relocation of existing devices or appliances;
  - (b) Installation involving unsafe, non-compliant, or illegal electrical or structural connections; and
  - (c) Cable wiring;

### **General Terms and Conditions**

20. Samsung shall not be liable for any direct, indirect, incidental, or consequential loss or damage arising from participation in this Offer, including but not limited to system failures, network issues, or unauthorized access.
21. For the purpose of this Offer, Customers' personal information may be processed and shared in accordance with Samsung's privacy policy and terms of use, which governs the collection,

use, and disclosure of personal data. By availing the Offer, Customers are deemed to accept such terms and conditions.

22. To the fullest extent permitted under applicable laws, Samsung shall not be liable to the Customer for any loss and/or damages of any kind suffered in connection with the purchase and/or use of any of this Offer or the inability to use such Offer.
23. By participating in the Offer, the Customer accepts that any dispute of whatever nature, which is directly or indirectly related to these Terms and Conditions or to the Customer, shall be governed by the laws of the Islamic Republic of Pakistan, and shall be resolved by the competent courts at Lahore and the Customer's remedy shall only be against the relevant authorised distributor of Samsung products in Pakistan and not against Samsung or any of its affiliated entities, as the import/assembly and sale of Samsung Products in Pakistan is exclusively carried out by such authorised distributors and not by Samsung itself.
24. By participating in this Offer, Customers acknowledge and agree to abide by these Terms & Conditions. Samsung shall not be held liable for any claims or disputes arising out of the misuse of this Offer.