

**To activate your promotional 5 Year warranty:**

**Online:** visit <https://www.samsung.com/uk/offer/5-year-samsung-tv-warranty> to register your product's 5 year warranty.

**Telephone:** UK: **0330 726 7864**

**Statement of Limited Warranty: 5 Year Warranty**

**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 12 months later.** By registering the product(s) within 90 days after the invoice date, you will receive an additional 4 years' extended limited warranty service (callout charges, parts and labour only, unless product is in Samsung's opinion beyond economic repair), 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 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.

**5 YEAR WARRANTY: REDEMPTION PROCESS & DETAILS**

1. To redeem and claim the 5 year warranty, all details and submissions must be registered using the website address or telephone number shown at the top of the page.

If you have any problems using the online registration site please contact our Customer Support team on 0330 726 7864.

To maintain and improve the quality of our service, we will record and/or monitor telephone calls. Calls to 0330 numbers cost no more than 5 pence per minute + set-up fee for BT residential customers. Mobiles and other providers' costs may vary and charges are subject to change without notice and are provided as reference only.

2. **The 5 Year Warranty must be registered no later than 90 days from the invoice date to validate any claim(s).**

3. Upon registration the claimant will be sent an email confirmation with notification of registration and a related reference number.

4. A copy of your receipt, invoice or lease agreement **MUST** be retained by you as proof of purchase.

5. The 5 Year Warranty is not transferable to a third party and no alternative will be offered.

**REQUIREMENTS FOR SAMSUNG 5 YEAR DIGITAL APPLIANCES WARRANTY**

1. This offer only applies to the purchases complying with these terms and conditions and purchased between 1 April 2022 and 31 March 2023 of a new (which excludes unused display and clearance products) Samsung TV product which is listed in the table below:

Neo QLED	QE85QN900BTXXU
----------	----------------

Neo QLED	QE75QN900BTXXU
Neo QLED	QE65QN900BTXXU
Neo QLED	QE85QN800BTXXU
Neo QLED	QE75QN800BTXXU
Neo QLED	QE65QN800BTXXU
Neo QLED	QE75QN700BTXXU
Neo QLED	QE65QN700BTXXU
Neo QLED	QE55QN700BTXXU
Neo QLED	QE85QN95BATXXU
Neo QLED	QE75QN95BATXXU
Neo QLED	QE65QN95BATXXU
Neo QLED	QE55QN95BATXXU
Neo QLED	QE98QN90AATXXU
Neo QLED	QE85QN90BATXXU
Neo QLED	QE75QN90BATXXU
Neo QLED	QE65QN90BATXXU
Neo QLED	QE55QN90BATXXU
Neo QLED	QE50QN90BATXXU
Neo QLED	QE43QN90BATXXU
Neo QLED	QE85QN85BATXXU
Neo QLED	QE75QN85BATXXU
Neo QLED	QE65QN85BATXXU
Neo QLED	QE55QN85BATXXU
QLED	QE75Q95TDTXXU
QLED	QE65Q95TDTXXU
QLED	QE55Q95TDTXXU
QLED	QE85Q80BATXXU
QLED	QE75Q80BATXXU
QLED	QE65Q80BATXXU
QLED	QE55Q80BATXXU
QLED	QE50Q80BATXXU
QLED	QE75Q75BATXXU
QLED	QE65Q75BATXXU
QLED	QE55Q75BATXXU
QLED	QE85Q70BATXXU
QLED	QE75Q70BATXXU
QLED	QE65Q70BATXXU
QLED	QE55Q70BATXXU
QLED	QE75Q65BAUXXU
QLED	QE65Q65BAUXXU
QLED	QE55Q65BAUXXU
QLED	QE50Q65BAUXXU

QLED	QE43Q65BAUXXU
QLED	QE85Q60BAUXXU
QLED	QE75Q60BAUXXU
QLED	QE65Q60BAUXXU
QLED	QE55Q60BAUXXU
QLED	QE50Q60BAUXXU
QLED	QE43Q60BAUXXU
OLED	QE65S95BATXXU
OLED	QE55S95BATXXU
UHD	UE50BU8510KXXU
UHD	UE43BU8510KXXU
UHD	UE75BU8500KXXU
UHD	UE65BU8500KXXU
UHD	UE55BU8500KXXU
UHD	UE50BU8500KXXU
UHD	UE43BU8500KXXU
UHD	UE85BU8000KXXU
UHD	UE75BU8000KXXU
UHD	UE70BU8000KXXU
UHD	UE65BU8000KXXU
UHD	UE60BU8000KXXU
UHD	UE55BU8000KXXU
UHD	UE50BU8000KXXU
UHD	UE43BU8000KXXU
UHD	UE65TU8300KXXU
UHD	UE55TU8300KXXU
UHD	UE85AU7110KXXU
UHD	UE75AU7110KXXU
UHD	UE65AU7110KXXU
UHD	UE58AU7110KXXU
UHD	UE55AU7110KXXU
UHD	UE50AU7110KXXU
UHD	UE43AU7110KXXU
UHD	UE85AU7100KXXU
UHD	UE75AU7100KXXU
UHD	UE70AU7100KXXU
UHD	UE65AU7100KXXU
UHD	UE58AU7100KXXU
UHD	UE55AU7100KXXU
UHD	UE50AU7100KXXU
UHD	UE43AU7100KXXU
UHD	UE75TU7020KXXU

UHD	UE65TU7020KXXU
UHD	UE55TU7020KXXU
UHD	UE50TU7020KXXU
UHD	UE43TU7020KXXU
Frame	QE85LS03BAUXXU
Frame	QE75LS03BAUXXU
Frame	QE65LS03BAUXXU
Frame	QE55LS03BAUXXU
Frame	QE50LS03BAUXXU
Frame	QE43LS03BAUXXU
Frame	QE32LS03BBUXXU
Serif	QE65LS01BAUXXU
Serif	QE55LS01BAUXXU
Serif	QE50LS01BAUXXU
Serif	QE43LS01BAUXXU
Serif	QE55LS01BBUXXU
Serif	QE50LS01BBUXXU
Serif	QE43LS01BBUXXU

- 2. Purchases must be made from a participating retailer in the UK listed in the table below.  
Purchases from eBay or Amazon marketplace are excluded.**

**Participating Retailers:**

Sevenoaks
R G B Hifi & Video Ltd
PRC HiFi & Video Ltd
Buy it Direct
SONIC MEGA STORE
HBH Woolacotts Ltd
TVD (NW) Ltd
Marks Electrical Ltd
Weybridge Audio Ltd
Booth Scotland Ltd
FE Electronics Ltd
Atlantic Electronics Ltd
Colourcare Home Technology Ltd
R C Snelling Ltd
Hills Radio Ltd
T H Colebourn Ltd
Dalzells of Markethill
CI Retailers (NI) Ltd
J Cryer (Rossendale) Ltd
Beacon South West Ltd

Kilworth Audio Visual Ltd
Appliance Electronics UK Ltd
Dacombes & Renaut Ltd
21st Century Service
McMichael Bros.
Geo Donald (Warehouse Man) Ltd
Colin M Smith
Guernsey Energy
Wellingtons (Erith) Ltd
Stellison Ltd
Kingsbury Electronics Ltd
CSD- New Milton Sound & Vision 0501
Noel Grimley Electrics Ltd
Newage Electrical Ltd
Moore Electrics
Hardy's of Kilkeel Ltd
Cleervu Aerial Specialists Ltd
Donaghy Brothers
Cyril Campbell (Electrics) Ltd
RL Brooks
Lutterworth Sound & Vision Ltd
Eddy's (Nottingham) Ltd
Aegir Consumer Electronics Ltd
TRANSAT
BG ROMERIL
Radio Music Store Ltd
Herbert Todd & Son
ESC (TV) Ltd
CIH CENTRAL

3. All 5 year warranty claim(s) must be registered online within 90 days of purchase.
4. This 5 year warranty 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.
5. By registering the 5 year warranty you agree to be bound by these terms and conditions.

#### **EXTENT OF 5 YEAR LIMITED WARRANTY**

1. 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.
2. 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.

3. 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.
4. Remote technical support may also be provided for the product(s).

#### **CLAIM(S) FOR WARRANTY SERVICE / TECHNICAL SUPPORT**

To obtain a warranty service:

- Contact the Samsung Support hotline on UK: **0330 726 7864 (SAMSUNG)**
- Provide the product code and serial number.
- Provide proof of activated extended warranty, as per the e-mail confirmation sent at the time of online warranty registration(s).
- Provide a clear fault description and carry out any diagnostics if advised.
- Comply with any reasonable instructions from Samsung or an Authorised Service Centre to allow you to receive the warranty service.
- Provide proof of purchase to an engineer to validate.

#### **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 12 month warranty period, but not during the Extended Warranty Period (i.e. the additional 4 years of the Extended Warranty Period is not transferable).

#### **EXCLUSIONS**

1. 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. Samsung is not responsible for paying any travel or delivery costs where the product is located outside the UK.
2. 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:
  - Defaced;
  - Altered;
  - Damaged beyond repair;
  - 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.); or
  - Does not match the product model and serial number details as registered for warranty service.

To the maximum extent permitted by law, warranty service does not include repair of failures caused by:

- Modification or attachments;
- Accidents or misuse (to include without limitation failure to following instructions in the user manual);
- Unsuitable physical or operating environment;
- Third party products e.g. consumables;
- Maintenance by anyone other than Samsung or a Samsung Authorised Service provider;
- Operation of a product beyond the limit of its duty cycle; or
- Products, components, parts, material, software, or interfaces not furnished by Samsung.

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.

#### **GENERAL TERMS**

1. These terms and conditions are governed by English law and come under the exclusive jurisdiction of the English courts.
2. By registering your extended warranty you agree to be bound by these terms and conditions.
3. 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.
4. 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.
5. 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.
6. This promotional offer cannot be used in conjunction with any other similar Samsung promotion(s).
7. Promoter: Samsung Electronics (UK) Ltd, Samsung House, 2000 Hillwood Drive, Chertsey, Surrey, KT16 0RS.