

## SAMSUNG SHOP ONLINE TRADE-IN

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## **SAMSUNG HANDSET TRADE IN PROGRAMME TERMS AND CONDITIONS**

### **1. THESE TERMS**

1.1 What these terms cover. These are the terms and conditions on which you may take part in our Handset Trade In Programme ("Trade In Programme"), which provides you with the option to get a reduction in price for selected new Samsung Galaxy handsets ("New Handset") purchased through the Samsung Shop Online ([shop.samsung.com/uk/](http://shop.samsung.com/uk/)), either purchased outright or through a credit facility, or through the Samsung Upgrade Programme, in exchange for trading in your existing device (the "Existing Device"). For a complete list of acceptable Existing Devices to trade, please see Appendix 1 to these Terms and Conditions. The list of acceptable Existing Devices will vary, depending on which new handset you wish to purchase. The Trade In Programme is only available between 1<sup>st</sup> and 30<sup>th</sup> April 2021. The level of discount which you may receive will vary, dependent on the model of Existing Device you trade in and the condition of your Existing Device. Please see Appendix 2 to these Terms and Conditions for full details of the discounts available. The offer is limited to two purchases of New Handsets per customer. Any further orders of New Handsets under the trade in programme may be rejected at our sole discretion. We may also refuse to accept any orders placed for New Handsets (or cancel any such orders prior to dispatch) using this Trade In Programme where we have reasonable grounds to suspect fraud.

1.2 Why you should read them. Please read these terms carefully if you would like to take part in the Trade In Programme. These terms tell you who we are, the conditions of the Trade In Programme and other important information.

### **2. INFORMATION ABOUT US AND HOW TO CONTACT US**

2.1 Who we are. We are Samsung Electronics (UK) Limited, a company registered in England and Wales. Our company registration number is 3086621 and our registered office is at 1000 Hillswood Drive, Chertsey, Surrey KT160PS.

2.2 How to contact us. You can contact us by telephoning our customer service team at 0330 SAMSHOP (726 7467) or by writing to us at [support@samsunguk.zendesk.com](mailto:support@samsunguk.zendesk.com)

2.3 How we may contact you. If we have to contact you, we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order.

2.4 "Writing" includes emails. When we use the words "writing" or "written" in these terms, this includes emails.

### **3. THE TRADE IN PROGRAMME - OVERVIEW**

3.1 How to take part in the Trade In Programme. On placing your order for a new handset, you may, if you choose to do so by clicking the relevant Trade In option on the website and, if you are successful in passing any relevant credit checks by our chosen credit provider (if you have opted to purchase your handset through a credit facility or through the Samsung Upgrade Programme), be able to take part in the Trade In Programme.

3.3 The offer to take part in the Trade In Programme is available to consumers only; it is not available to business customers.

3.4 Your participation in the Trade In Programme is subject to you providing the Existing Device to us within 7 days of receiving your New Handset. Unless you are trading in an Existing Device which you have declared to be broken (where you must follow the requirements set out in clause 5.4), the Existing Device must meet the minimum requirements set out in clause 5.2. Should you fail to provide the Existing Device to us within 7 days of receipt of your New Handset you will be required to return your New Handset to us, or you will be asked to pay back the upfront discount you received. Failure to provide your New Handset or payment, to Samsung will result in legal proceedings being taken against you to recover the device.

3.5 Please note that existing Upgrade Programme members who are part way through the term of their Upgrade Programme membership may not trade an Existing Device which was purchased through the Upgrade Programme to take part in the Trade In Programme. It is a requirement of the Upgrade Programme membership that you return your original Existing Device at the point when you upgrade.

3.6 Other than as specified in these terms and conditions, our standard Terms and Conditions of Sale (which can be found [here](#)) will govern your purchase of the handset and any other products purchased from our website.

#### **4. PROVISION OF FINANCE**

4.1 If you opt to pay for your new handset either through finance, we act as a credit broker and not a lender and will introduce you to your chosen credit provider.

4.2 If you are taking part in the Trade In Programme then you cannot also join the Samsung Upgrade Programme. The Terms and Conditions for the Samsung Upgrade Programme can be found [here](#).

4.3 Where you decide to enter into a credit facility in order to purchase your handset, our chosen credit providers are Klarna Bank AB and PayPal Credit. The terms set out at clauses 4.4, 4.5, and 4.6 or 4.7 below will apply to you.

4.4 You will need to enter your details via Klarna or PayPal's website so that your chosen credit provider can carry out any relevant credit checks.

4.5 If your application is successful, you will be able to enter into a credit facility on terms to be provided by your chosen credit provider. Please ensure that you read the terms of the credit facility carefully before signing. Failure to make repayments under this credit facility may have a negative impact on your credit rating and you may incur interest and charges.

4.6 The following additional terms apply in relation to the credit facility offered by PayPal: Terms and conditions apply. Finance subject to status. Applicants must be 18 to 75 and resident in the UK. Finance provided by PayPal. Registered office: 22-24 Boulevard Royal L-2449

Luxembourg. PayPal is supervised by the Commission de Surveillance du Secteur Financier (CSSF) in Luxembourg with authorisation number 23/07 and provides services in the UK on a cross-border services basis. The CSSF is the authority responsible for the supervision of companies in the financial sector in Luxembourg.

4.7 The following additional terms apply in relation to the credit facility offered by Klarna: Subject to financial circumstances. You must be at least 18. Credit is provided by Klarna Bank AB, which is authorised and regulated by the Swedish Financial Services Authority, with limited supervision by

the Financial Conduct Authority and Prudential Regulation Authority in the UK. Registered office: Sveavägen 46, 111 34 Stockholm, Sweden. Corporation ID number: 556737-0431. If you already have a Klarna Credit account, this purchase will be added to your balance.

Pay in 30 days: The payment period is 30 days from shipment of goods. [Full terms and conditions](#)

3 Easy Payments: A third is payable on the day of purchase. The balance is paid in two equal monthly instalments over the following two months. Open to anyone with a UK registered debit or credit card.

Spread the Cost: With the financing service from Klarna you can pay your purchase in flexible or fixed monthly instalments according to the conditions stated in the checkout. The instalment payment is due at the end of each month after submission of a separate monthly invoice by Klarna. Further information regarding spreading the cost including terms and conditions and Standard European Consumer Credit Information you can find [here](#).

The payment methods Pay in 30 days, 3 Easy Payments and Spread the Cost are only available in case of a positive credit assessment. For this purpose, during the order process and handling of your purchase, we forward your data for an address and credit check to Klarna. We can only offer you the payment methods available based on the result of the credit check. General information about Klarna and the user terms per country can be found on [klarna.com](#). Your personal data is handled in accordance with applicable data protection law and in accordance with the information in Klarna's privacy statement.

## 5. TRADING IN YOUR EXISTING HANDSET

5.1 If you decide to take part in the Trade In Programme, you must provide your Existing Device to us. The Existing Devices set out in Appendix 1 to these Terms and Conditions are acceptable for the purposes of the Trade In Programme. We can also only accept a broken Existing Device (please see clause 5.4 below) if it is one of the handsets listed in Appendix 1.

5.2 Please note that the option to receive the full value of discount for your Existing Device is only available if your Existing Device meets the requirements set out below ("Minimum Requirements"). Please note that if you are trading in a broken or faulty Existing Device the terms of clause 5.4 apply instead of these Minimum Requirements.

### Minimum Requirements

Functionality: The Existing Device must be owned by you, it must match the make and model from your order form and it must also meet the following functionality criteria.

- It must power on/up and hold charge
- It must be fully functional and must have no software or hardware faults
- It must only have normal wear and tear - there must be no damage or blemishes to screen/LCD and the casing around the device including the camera lens must not be cracked. No level of liquid damage is acceptable.
- It must have a fully functioning display and have no cracked screen
- It must have no signs of screen burn, ghost imaging, discolouration, coloured hues or image retention
- It must not be blacklisted - each device must be eligible to pass all lost/stolen registers

- It must be factory reset and have no software locks - the device must have any personal account locks removed and the device must be reset to remove personal data, all devices must have their iCloud or Google accounts removed or custom MDM accounts removed.
- It must not be PIN locked and must not have an 'Activation Lock' or 'iCloud Lock' activated
- It must include its battery within the casing and must not have any missing parts
- It must not be crushed, bent in half or liquid-damaged
- It must not be "jail-broken" or "Knox warranty void" and the firmware must not have been altered
- It must be original and meet the manufacturer's original EU specifications (and is not personalised with any custom engraving). For example, the entire colour of the device must match the original manufacturer's specification.

5.3 Please note that we inspect all Existing Devices which are provided as part of the Trade In Programme. If the Existing Device which you are proposing to provide to us does not meet the Minimum Requirements (and you have not declared it to be a broken Existing Device as set out in clause 5.4), then we, or the third party company we use to inspect the Existing Devices (MTR Group Limited) will contact you and notify you of this within 10 days. If your Existing Device does not meet the Minimum Requirements, a surcharge of up to £100 will be payable to MTR Group Limited. MTR will contact you advising how much surcharge is due (depending on the extent your Existing Device does not meet the minimum requirements) and how to make payment in these circumstances. If you have any concerns about the inspection of your Existing Device, or wish to discuss the result of this inspection, please contact MTR on 0333 207 9676 or [helpdesk@samsungrecycle.co.uk](mailto:helpdesk@samsungrecycle.co.uk).

5.4 Should your Existing Device not meet the requirements detailed above, you may still trade in your Existing Device by declaring it to be broken (by ticking the box stating that your device is a "Broken Phone" or has a "Cracked Screen") during the trade-in process on our website. Where you are trading in a broken Existing Device, a lower fee shall be payable for the Existing Device, rather than the usual price payable for the Existing Device. The price payable for both an Existing Device which meets the minimum requirements, as well as for a broken Existing Device as set out in Appendix 2. Please note that we cannot accept broken Existing Devices where the Existing Device has an outstanding credit or finance balance associated with it, or where the Existing Device has been blacklisted as lost or stolen.

5.5 You will be provided with prepaid return packaging materials to allow for the safe provision of your Existing Device to us. You should ensure that the handset is provided to us within 7 days of receiving your New Handset. If you do not send your trade-in device within the specified timeframe, then unless you return your new device, Samsung will deduct a sum equal to the discount you receive for trading in your existing device from your payment card. In the event we are required to take this action, please note that we reserve the right to refuse to take any further orders from you; we will also review any activity in relation to existing orders under your name. Please ensure that you back up any photos, files and other data which you have stored on the Existing Device, and remove the sim card and memory cards before providing the Existing Device to us. On receipt of the Existing Device, all data stored on it will be securely wiped. We are not able to recover any data stored on an Existing Device which has been provided to us.

5.6 At the point at which you have provided your Existing Device to us, and we have carried out a successful inspection of the Existing Device (ensuring that it meets the Minimum Requirements, unless it has been declared to be broken Existing Device) ownership in the handset will pass from you to us (or a third party nominated by us).

## **6. YOUR RIGHTS**

6.1 Entering into the Trade In Programme does not prevent you from exercising your rights to cancel your order during the 28 day cooling off-period provided for in our standard Terms and Conditions of Sale.

6.2 Full information about your rights to return a defective product in line with our Returns

Policy can be found in our standard Terms and Conditions of Sale

[http://www.samsung.com/uk/estore/static/link\\_terms\\_and\\_conditions\\_of\\_sale.html](http://www.samsung.com/uk/estore/static/link_terms_and_conditions_of_sale.html).

6.3 If you exercise your right to cancel and return your product during the 28 day cooling off period, or if we have agreed to pay you a refund because the product we have provided you with is defective, we will endeavour to return your Existing Device to you, but we cannot guarantee its return. In the event that we are unable to recover your Existing Device, we will provide you with a cash equivalent price for the Existing Device, based on the price currently payable for your Existing Device on the Samsung Recycle website ([www.samsungrecycle.co.uk](http://www.samsungrecycle.co.uk)). Any such cash payment will be made by MTR, on behalf of Samsung.

6.5 Taking part in the Trade In Programme does not affect any statutory rights you may have, including your rights under the Consumer Rights Act 2015 and Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

## **7. HOW WE MAY USE YOUR PERSONAL INFORMATION**

7.1 How we will use your personal information. We will use the personal information you provide to us in accordance with the terms of our privacy policy, which can be found here:

<http://www.samsung.com/uk/info/privacy>

If you wish to withdraw your consent to us processing your personal data, please contact us here: [support@samsunguk.zendesk.com](mailto:support@samsunguk.zendesk.com).

7.2 Please note that in order to take part in the Trade In Programme, you must have a Samsung account. If you do not have a Samsung account, we will use the information which you provide us in the course of applying for the Trade In Programme to set one up for you.

7.3 If, in the course of taking part in the Trade In Programme, you elect to take out a finance product, you will be redirected to the website of the finance provider. The privacy policy and terms and conditions relevant to that finance provider can be found on its website.

7.4 We will only give your personal information to other third parties where the law either requires or allows us to do so.

## **8. OTHER IMPORTANT TERMS**

8.1 Other than MTR Group Limited, in relation to clause 5.3 above, nobody else has any rights under this contract. This contract is between you and us. No other person shall have any rights to enforce any of its terms.

8.2 If a court finds part of this contract illegal, the rest will continue in force. Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

8.3 Even if we delay in enforcing this contract, we can still enforce it later. If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date.

8.4 Which laws apply to this contract and where you may bring legal proceedings. These terms are governed by English law and you can bring legal proceedings in respect of the products in the English courts. If you live in Scotland, you can bring legal proceedings in respect of the products in either the Scottish or the English courts. If you live in Northern Ireland, you can bring legal proceedings in respect of the products in either the Northern Irish or the English courts.

## Appendix 1 - List of applicable Existing Devices - Working

### Smartphones

Make	Model	Storage
Apple	iPhone 11 Pro Max  1764	512GB  1391
Apple	iPhone 11 Pro Max  1764	256GB  973
Samsung	Galaxy Note 20 Ultra 5G - N986B  2488	512GB  1391
Samsung	Galaxy Note 20 Ultra 5G - N986B  2488	256GB  973
Apple	iPhone 11 Pro  1763	512GB  1391
Apple	iPhone 11 Pro Max  1764	64GB  13
Samsung	Galaxy Fold 5G - F907B  1766	512GB  1391
Samsung	Galaxy Note 20 Ultra  2502	512GB  1391
Apple	iPhone 11 Pro  1763	256GB  973
Samsung	Galaxy Note 20 Ultra  2502	256GB  973
Apple	iPhone 11 Pro  1763	64GB  13
Samsung	Galaxy Z Flip 5G - F707B  2472	256GB  973
Samsung	Galaxy Note 20 5G - N981B  2487	256GB  973
Samsung	Galaxy S10 - G973F  1604	512GB  1391
Samsung	Galaxy S10 - G973F  1604	128GB  14
Samsung	Galaxy Note 20 5G - N981B  2487	128GB  14
Samsung	Galaxy S10 5G - G977B  1671	256GB  973
Samsung	Galaxy Z Flip - F700F  1817	256GB  973
Samsung	Galaxy S10 Lite  2100	128GB  14
Samsung	Galaxy S10 Lite  2100	512GB  1391
Samsung	Galaxy S10 Plus - G975F  1606	1TB  1492
Samsung	Galaxy Note 20  2486	256GB  973
Apple	iPhone 11  1762	256GB  973
Apple	iPhone 11  1762	128GB  14
OnePlus	8 Pro  1954	128GB  14
OnePlus	8 Pro  1954	256GB  973
Apple	iPhone 11  1762	64GB  13
Apple	iPhone XS Max  1483	512GB  1391
Samsung	Galaxy S10 Plus - G975F  1606	512GB  1391
Samsung	Galaxy Note 10 Plus 5G - N976B  1753	512GB  1391
Apple	iPhone XS  1482	512GB  1391
Samsung	Galaxy Note 10 Plus 5G - N976B  1753	256GB  973
Apple	iPhone XS Max  1483	256GB  973
Samsung	Galaxy S10 Plus - G975F  1606	128GB  14
Samsung	Galaxy Note 10 Plus - N975F  1752	256GB  973
Apple	iPhone XS Max  1483	64GB  13
Apple	iPhone XS  1482	256GB  973
Samsung	Galaxy Note 10 - N970F  1751	256GB  973
OnePlus	8  1953	128GB  14
OnePlus	8  1953	256GB  973
Apple	iPhone XS  1482	64GB  13
Apple	iPhone XR  1489	256GB  973
Samsung	Galaxy S10E - G970F  1605	128GB  14
Samsung	Galaxy S20 - G980F  1812	128GB  14
Samsung	Galaxy S20 (Fan Edition) - G780F  2482	128GB  14
Apple	iPhone X  1352	256GB  973
OnePlus	7 Pro - GM1910  1652	256GB  973
Samsung	Galaxy S20 5G - G981B  1813	128GB  14
Apple	iPhone XR  1489	128GB  14
Samsung	Galaxy S20 5G (Fan Edition) - G781B  2482	128GB  14
Samsung	Galaxy S20 Plus - G985FDS  1977	128GB  14
Apple	iPhone X  1352	64GB  13
Google	Pixel 4 XL  1773	128GB  14
OnePlus	7 Pro - GM1910  1652	128GB  14
Samsung	Galaxy S20 Plus 5G - G986B  1815	128GB  14
Apple	iPhone XR  1489	64GB  13
Google	Pixel 4 XL  1773	64GB  13
Samsung	Galaxy S20 Plus BTS Edition  2492	128GB  14
Samsung	Galaxy S20 Ultra - G988  2513	512GB  1391
OnePlus	Nord 5G  2099	256GB  973
Samsung	Galaxy S20 Ultra 5G - G988B  1816	128GB  14
Apple	iPhone 8 Plus  1351	256GB  973
OnePlus	Nord 5G  2099	128GB  14
Samsung	Galaxy Note 10 Lite  2494	128GB  14
Apple	iPhone 8 Plus  1351	64GB  13
OnePlus	7 - GM1900  1670	256GB  973
OnePlus	7T  1768	128GB  14
Samsung	Galaxy S20 Ultra 5G - G988B  1816	512GB  1391

Make	Model	Storage
Google	Pixel 4  1772	128GB  14
OnePlus	7 - GM1900  1670	128GB  14
Apple	iPhone SE 2020  1952	256GB  973
Samsung	Galaxy Note 9 - N960F  1423	128GB  14
Samsung	Galaxy Note 9 - N960F  1423	512GB  1391
Samsung	Galaxy Note 9 - N960FD (Dual Sim)  165	128GB  14
Samsung	Galaxy Note 9 - N960FD (Dual Sim)  165	512GB  1391
Google	Pixel 4  1772	64GB  13
OnePlus	7T Pro  1769	256GB  973
Apple	iPhone SE 2020  1952	128GB  14
Huawei	P30 Pro  1641	128GB  14
Huawei	P30 Pro  1641	256GB  973
Huawei	P30 Pro  1641	512GB  1391
Apple	iPhone SE 2020  1952	64GB  13
OnePlus	6T - A6010  1680	128GB  14
OnePlus	6T - A6010  1680	256GB  973
Sony	Xperia 1  1610	64GB  13
Apple	iPhone 8  1350	256GB  973
OnePlus	6 - A6000  1412	128GB  14
Apple	iPhone 7 Plus  977	256GB  973
Samsung	Galaxy A80 (2019)  1795	128GB  14
Apple	iPhone 7 Plus  977	128GB  14
Samsung	Galaxy Note 8 - N950FD (Dual SIM)  133	64GB  13
Samsung	Galaxy Note 8 - SM-N950F  1332	64GB  13
Apple	iPhone 8  1350	64GB  13
Samsung	Galaxy A71 5G  2055	128GB  14
Apple	iPhone 7 Plus  977	32GB  12
Huawei	P30  1733	128GB  14
Google	Pixel 3 XL  1499	64GB  13
Google	Pixel 3 XL  1499	128GB  14
Samsung	Galaxy A70 - A705F (2019)  1794	128GB  14
Samsung	Galaxy A71 - A715F  2054	128GB  14
Samsung	Galaxy A90 5G (2019)  1796	128GB  14
Sony	Xperia 5 Plus  1870	256GB  973
Samsung	Galaxy A80 - A805F (2019)  1737	128GB  14
Huawei	Mate 20 Pro  1487	128GB  14
Huawei	Mate 20 Pro  1487	256GB  973
Google	Pixel 3  1485	64GB  13
Google	Pixel 3  1485	128GB  14
Sony	Xperia 5  1869	128GB  14
Samsung	Galaxy A9 (2018) - A920F  1504	128GB  14
Apple	iPhone 7  976	256GB  973
Apple	iPhone 7  976	128GB  14
Apple	iPhone 6s Plus  126	64GB  13
Apple	iPhone 6s Plus  126	128GB  14
Apple	iPhone 6s Plus  126	32GB  12
Apple	iPhone 7  976	32GB  12
Samsung	Galaxy S7 - G930F  606	32GB  12
Samsung	Galaxy S7 - G930F  606	64GB  13
Samsung	Galaxy S7 Dual Sim - G930FD  1612	32GB  12
Samsung	Galaxy S7 Dual Sim - G930FD  1612	64GB  13
Samsung	Galaxy S7 Edge - G935F  607	32GB  12
Samsung	Galaxy S7 Edge - G935F  607	64GB  13
Samsung	Galaxy S7 Edge - G935FD (Dual Sim)  16	32GB  12
Samsung	Galaxy S7 Edge - G935FD (Dual Sim)  16	64GB  13
Samsung	Galaxy S8 - G950F  1260	64GB  13
Samsung	Galaxy S8 - G950FD (Dual Sim)  1611	64GB  13
Samsung	Galaxy S8 Plus - G955F  1262	64GB  13
Samsung	Galaxy S8 Plus Dual SIM - G955FD  1333	64GB  13
Samsung	Galaxy S9 - G960F  1361	64GB  13
Samsung	Galaxy S9 Hybrid SIM - G960FD  1363	64GB  13
Samsung	Galaxy S9 Plus - G965F  1362	256GB  973
Samsung	Galaxy S9 Plus - G965F  1362	64GB  13
Samsung	Galaxy S9 Plus - G965F  1362	128GB  14
Samsung	Galaxy S9 Plus Hybrid SIM - G965FD  1363	64GB  13
Samsung	Galaxy S9 Plus Hybrid SIM - G965FD  1363	128GB  14
Samsung	Galaxy S9 Plus Hybrid SIM - G965FD  1363	256GB  973
Any samsun	Any other Samsung	0GB  9
Any Android	Any other Android	0GB  9
Apple	Any other Apple  1646	0GB  9
Cracked Scree	Cracked Screen Phone  1976	0GB  9
Any Broken	Any Broken	0GB  9





## Watches

Make	Model	Storage
Garmin	Approach S60   1471	1GB   1051
Garmin	Forerunner 645   1467	0GB   9
Garmin	Forerunner 735   1469	0GB   9
Garmin	Forerunner 935   1468	0GB   9
Samsung	Galaxy Watch 42mm - R810   1678	4GB   980
Samsung	Galaxy Watch 42mm 4G - R815F   1679	4GB   980
Samsung	Galaxy Watch 46mm - R800F   1677	4GB   980
Samsung	Galaxy Watch 46mm 4G - R805F   1430	4GB   980
Samsung	Galaxy Watch Active - SM-R500   1754	4GB   980
Samsung	Gear S3 Frontier Wi-Fi - SM-R760   1006	4GB   980
Garmin	Quatix5   1474	0GB   9
Apple	Watch Series 2 38mm   1195	0GB   9
Apple	Watch Series 2 42mm   1196	0GB   9
Apple	Watch Series 3 38mm GPS   1476	0GB   9
Apple	Watch Series 3 38mm LTE   1410	0GB   9
Apple	Watch Series 3 42mm Cell-GPS   1411	0GB   9
Apple	Watch Series 3 42mm GPS   1477	0GB   9
Apple	Watch Series 4 40mm Cell-GPS   1596	0GB   9
Apple	Watch Series 4 40mm GPS   1597	0GB   9
Apple	Watch Series 4 44mm Cell-GPS   1598	0GB   9
Apple	Watch Series 4 44mm GPS   1599	0GB   9

## Appendix 2

List of Discounts available through the Trade In Programme (provided the Existing Device meets the Minimum Requirements)

### Smartphones

Make	Model	Storage	S21 128GB	S21 256GB	S21+ 128GB	S21+ 256GB	S21 Ultra 128GB	S21 Ultra 256GB	Z Fold 2	S20 FE 4G	S20 FE 5G	Z Flip	A41	A51	A51 5G	A71	A52 5G	A72
Apple	iPhone 11 Pro Max   1764	512GB   1391	650	650	650	650	650	650	450			450						
Apple	iPhone 11 Pro Max   1764	256GB   973	600	600	600	600	600	600	450			450						
Samsung	Galaxy Note 20 Ultra 5G - N986B   2488	512GB   1391	600	600	600	600	600	600	450									
Samsung	Galaxy Note 20 Ultra 5G - N986B   2488	256GB   973	600	600	600	600	600	600	450									
Apple	iPhone 11 Pro   1763	512GB   1391	600	600	600	600	600	600	400			400						
Apple	iPhone 11 Pro Max   1764	64GB   13	600	600	600	600	600	600	400			400						
Samsung	Galaxy Fold 5G - F907B   1766	512GB   1391	600	600	600	600	600	600	450									
Samsung	Galaxy Note 20 Ultra   2502	512GB   1391	600	600	600	600	600	600	450									
Apple	iPhone 11 Pro   1763	256GB   973	600	600	600	600	600	600	400			400						
Samsung	Galaxy Note 20 Ultra   2502	256GB   973	550	550	550	550	550	550	450									
Apple	iPhone 11 Pro   1763	64GB   13	550	550	550	550	550	550	400			400						
Samsung	Galaxy Z Flip 5G - F707B   2472	256GB   973	550	550	550	550	550	550	400									
Samsung	Galaxy Note 20 5G - N981B   2487	256GB   973	550	550	550	550	550	550	400									
Samsung	Galaxy S10 - G973F   1604	512GB   1391	350	350	350	350	350	350	200	200	200	200	200	200	200	200	200	200
Samsung	Galaxy S10 - G973F   1604	128GB   14	350	350	350	350	350	350	200	200	200	200	200	200	200	200	200	200
Samsung	Galaxy Note 20 5G - N981B   2487	128GB   14	550	550	550	550	550	550	400									
Samsung	Galaxy S10 5G - G977B   1671	256GB   973	400	400	400	400	400	400	200	200	200	200	200	200	200	200	200	200
Samsung	Galaxy Z Flip - F700F   1817	256GB   973	500	500	500	500	500	500	400									
Samsung	Galaxy S10 Lite   2100	128GB   14	350	350	350	350	350	350	200	200	200	200	200	200	200	200	200	200
Samsung	Galaxy S10 Lite   2100	512GB   1391	350	350	350	350	350	350	200	200	200	200	200	200	200	200	200	200
Samsung	Galaxy S10 Plus - G975F   1606	1TB   1492	400	400	400	400	400	400	200	200	200	200	200	200	200	200	200	200
Samsung	Galaxy Note 20   2486	256GB   973	500	500	500	500	500	500	400									
Apple	iPhone 11   1762	256GB   973	500	500	500	500	500	500	300	300	300	300						
Apple	iPhone 11   1762	128GB   14	450	450	450	450	450	450	300	300	300	300						
OnePlus	8 Pro   1954	128GB   14	450	450	450	450	450	450	300	300	300	300						
OnePlus	8 Pro   1954	256GB   973	450	450	450	450	450	450	300	300	300	300						
Apple	iPhone 11   1762	64GB   13	450	450	450	450	450	450	300	300	300	300						
Apple	iPhone XS Max   1483	512GB   1391	450	450	450	450	450	450	300	300	300	300						
Samsung	Galaxy S10 Plus - G975F   1606	512GB   1391	400	400	400	400	400	400	200	200	200	200	200	200	200	200	200	200
Samsung	Galaxy Note 10 Plus 5G - N976B   1753	512GB   1391	450	450	450	450	450	450	350	350	350	350						
Apple	iPhone XS   1482	512GB   1391	450	450	450	450	450	450	250	250	250	250	250	250	250	250	250	250
Samsung	Galaxy Note 10 Plus 5G - N976B   1753	256GB   973	450	450	450	450	450	450	300	300	300	300						
Apple	iPhone XS Max   1483	256GB   973	450	450	450	450	450	450	250	250	250	250	250	250	250	250	250	250
Samsung	Galaxy S10 Plus - G975F   1606	128GB   14	400	400	400	400	400	400	200	200	200	200	200	200	200	200	200	200
Samsung	Galaxy Note 10 Plus - N975F   1752	256GB   973	450	450	450	450	450	450	300	300	300	300						
Apple	iPhone XS Max   1483	64GB   13	450	450	450	450	450	450	250	250	250	250	250	250	250	250	250	250
Apple	iPhone XS   1482	256GB   973	450	450	450	450	450	450	250	250	250	250	250	250	250	250	250	250
Samsung	Galaxy Note 10 - N970F   1751	256GB   973	400	400	400	400	400	400	300	300	300	300						
OnePlus	8   1953	128GB   14	400	400	400	400	400	400	250	250	250	250	250	250	250	250	250	250
OnePlus	8   1953	256GB   973	400	400	400	400	400	400	250	250	250	250	250	250	250	250	250	250
Apple	iPhone XS   1482	64GB   13	400	400	400	400	400	400	250	250	250	250	250	250	250	250	250	250
Apple	iPhone XR   1489	256GB   973	400	400	400	400	400	400	250	250	250	250	250	250	250	250	250	250
Samsung	Galaxy S10E - G970F   1605	128GB   14	350	350	350	350	350	350	150	150	150	150	150	150	150	150	150	150
Samsung	Galaxy S20 - G980F   1812	128GB   14	450	450	450	450	450	450	250			250	250	250	250	250	250	250
Samsung	Galaxy S20 (Fan Edition) - G780F   2482	128GB   14	400	400	400	400	400	400	200			200	200	200	200	200	200	200
Apple	iPhone X   1352	256GB   973	400	400	400	400	400	400	200	200	200	200	200	200	200	200	200	200
OnePlus	7 Pro - GM1910   1652	256GB   973	400	400	400	400	400	400	200	200	200	200	200	200	200	200	200	200
Samsung	Galaxy S20 5G - G981B   1813	128GB   14	450	450	450	450	450	450	300			300						
Apple	iPhone XR   1489	128GB   14	400	400	400	400	400	400	200	200	200	200	200	200	200	200	200	200
Samsung	Galaxy S20 5G (Fan Edition) - G781B   2484	128GB   14	400	400	400	400	400	400	200			200	200	200	200	200	200	200
Samsung	Galaxy S20 Plus - G985FDS   1977	128GB   14	500	500	500	500	500	500	350			350						
Apple	iPhone X   1352	64GB   13	400	400	400	400	400	400	200	200	200	200	200	200	200	200	200	200
Google	Pixel 4 XL   1773	128GB   14	400	400	400	400	400	400	200	200	200	200	200	200	200	200	200	200
OnePlus	7 Pro - GM1910   1652	128GB   14	400	400	400	400	400	400	200	200	200	200	200	200	200	200	200	200
Samsung	Galaxy S20 Plus 5G - G986B   1815	128GB   14	500	500	500	500	500	500	350			350						
Apple	iPhone XR   1489	64GB   13	350	350	350	350	350	350	200	200	200	200	200	200	200	200	200	200
Google	Pixel 4 XL   1773	64GB   13	350	350	350	350	350	350	200	200	200	200	200	200	200	200	200	200
Samsung	Galaxy S20 Plus BTS Edition   2492	128GB   14	500	500	500	500	500	500	350			350						
Samsung	Galaxy S20 Ultra - G988   2513	512GB   1391	550	550	550	550	550	550	350			350						
OnePlus	Nord 5G   2099	256GB   973	350	350	350	350	350	350	200	200	200	200	200	200	200	200	200	200
Samsung	Galaxy S20 Ultra 5G - G988B   1816	128GB   14	550	550	550	550	550	550	350			350						
Apple	iPhone 8 Plus   1351	256GB   973	350	350	350	350	350	350	200	200	200	200	200	200	200	200	200	200
OnePlus	Nord 5G   2099	128GB   14	350	350	350	350	350	350	200	200	200	200	200	200	200	200	200	200
Samsung	Galaxy Note 10 Lite   2494	128GB   14	350	350	350	350	350	350	250	250	250	250	250	250	250	250	250	250
Apple	iPhone 8 Plus   1351	64GB   13	350	350	350	350	350	350	150	150	150	150	150	150	150	150	150	150
OnePlus	7 - GM1900   1670	256GB   973	350	350	350	350	350	350	150	150	150	150	150	150	150	150	150	150
OnePlus	7T   1768	128GB   14	350	350	350	350	350	350	150	150	150	150	150	150	150	150	150	150
Samsung	Galaxy S20 Ultra 5G - G988B   1816	512GB   1391	550	550	550	550	550	550	350			350						

Make	Model	Storage	S21 128GB	S21 256GB	S21+ 128GB	S21+ 256GB	S21 Ultra 128GB	S21 Ultra 256GB	Z Fold 2	S20 FE 4G	S20 FE 5G	Z Flip	A41	A51	A51 5G	A71	AS2 5G	A72
Google	Pixel 4   1772	128GB   14	350	350	350	350	350	350	150	150	150	150	150	150	150	150	150	150
OnePlus	7 - GM1900   1670	128GB   14	350	350	350	350	350	350	150	150	150	150	150	150	150	150	150	150
Apple	iPhone SE 2020   1952	256GB   973	350	350	350	350	350	350	150	150	150	150	150	150	150	150	150	150
Samsung	Galaxy Note 9 - N960F   1423	128GB   14	350	350	350	350	350	350	150	150	150	150	150	150	150	150	150	150
Samsung	Galaxy Note 9 - N960FD (Dual Sim)   165	512GB   1391	350	350	350	350	350	350	150	150	150	150	150	150	150	150	150	150
Samsung	Galaxy Note 9 - N960FD (Dual Sim)   165	128GB   14	350	350	350	350	350	350	150	150	150	150	150	150	150	150	150	150
Samsung	Galaxy Note 9 - N960FD (Dual Sim)   165	512GB   1391	350	350	350	350	350	350	150	150	150	150	150	150	150	150	150	150
Google	Pixel 4   1772	64GB   13	350	350	350	350	350	350	150	150	150	150	150	150	150	150	150	150
OnePlus	7T Pro   1769	256GB   973	350	350	350	350	350	350	150	150	150	150	150	150	150	150	150	150
Apple	iPhone SE 2020   1952	128GB   14	350	350	350	350	350	350	150	150	150	150	150	150	150	150	150	150
Huawei	P30 Pro   1641	128GB   14	350	350	350	350	350	350	150	150	150	150	150	150	150	150	150	150
Huawei	P30 Pro   1641	256GB   973	350	350	350	350	350	350	150	150	150	150	150	150	150	150	150	150
Huawei	P30 Pro   1641	512GB   1391	350	350	350	350	350	350	150	150	150	150	150	150	150	150	150	150
Apple	iPhone SE 2020   1952	64GB   13	300	300	300	300	300	300	150	150	150	150	150	150	150	150	150	150
OnePlus	6T - A6010   1680	128GB   14	300	300	300	300	300	300	150	150	150	150	150	150	150	150	150	150
OnePlus	6T - A6010   1680	256GB   973	300	300	300	300	300	300	150	150	150	150	150	150	150	150	150	150
Sony	Xperia 1   1610	64GB   13	300	300	300	300	300	300	150	150	150	150	150	150	150	150	150	150
Apple	iPhone 8   1350	256GB   973	300	300	300	300	300	300	100	100	100	100	100	100	100	100	100	100
OnePlus	6 - A6000   1412	128GB   14	300	300	300	300	300	300	100	100	100	100	100	100	100	100	100	100
Apple	iPhone 7 Plus   977	256GB   973	300	300	300	300	300	300	100	100	100	100	100	100	100	100	100	100
Samsung	Galaxy A80 (2019)   1795	128GB   14	300	300	300	300	300	300	100	100	100	100	100	100	100	100	100	100
Apple	iPhone 7 Plus   977	128GB   14	300	300	300	300	300	300	100	100	100	100	100	100	100	100	100	100
Samsung	Galaxy Note 8 - N950FD (Dual SIM)   133	64GB   13	300	300	300	300	300	300	100	100	100	100	100	100	100	100	100	100
Samsung	Galaxy Note 8 - SM-N950F   1332	64GB   13	300	300	300	300	300	300	100	100	100	100	100	100	100	100	100	100
Apple	iPhone 8   1350	64GB   13	300	300	300	300	300	300	100	100	100	100	100	100	100	100	100	100
Samsung	Galaxy A71 5G   2055	128GB   14	300	300	300	300	300	300	100	100	100	100	100	100	100	100	100	100
Apple	iPhone 7 Plus   977	32GB   12	300	300	300	300	300	300	100	100	100	100	100	100	100	100	100	100
Huawei	P30   1733	128GB   14	300	300	300	300	300	300	100	100	100	100	100	100	100	100	100	100
Google	Pixel 3 XL   1499	64GB   13	300	300	300	300	300	300	100	100	100	100	100	100	100	100	100	100
Google	Pixel 3 XL   1499	128GB   14	300	300	300	300	300	300	100	100	100	100	100	100	100	100	100	100
Samsung	Galaxy A70 - A705F (2019)   1794	128GB   14	300	300	300	300	300	300	100	100	100	100	100	100	100	100	100	100
Samsung	Galaxy A71 - A715F   2054	128GB   14	300	300	300	300	300	300	100	100	100	100	100	100	100	100	100	100
Samsung	Galaxy A90 5G (2019)   1796	128GB   14	300	300	300	300	300	300	100	100	100	100	100	100	100	100	100	100
Sony	Xperia 5 Plus   1870	256GB   973	300	300	300	300	300	300	100	100	100	100	100	100	100	100	100	100
Samsung	Galaxy A80 - A805F (2019)   1737	128GB   14	250	250	250	250	250	250	100	100	100	100	100	100	100	100	100	100
Huawei	Mate 20 Pro   1487	128GB   14	250	250	250	250	250	250	100	100	100	100	100	100	100	100	100	100
Huawei	Mate 20 Pro   1487	256GB   973	250	250	250	250	250	250	100	100	100	100	100	100	100	100	100	100
Google	Pixel 3   1485	64GB   13	250	250	250	250	250	250	100	100	100	100	100	100	100	100	100	100
Google	Pixel 3   1485	128GB   14	250	250	250	250	250	250	100	100	100	100	100	100	100	100	100	100
Sony	Xperia 5   1869	128GB   14	250	250	250	250	250	250	100	100	100	100	100	100	100	100	100	100
Samsung	Galaxy A9 (2018) - A920F   1504	128GB   14	250	250	250	250	250	250	100	100	100	100	100	100	100	100	100	100
Apple	iPhone 7   976	256GB   973	250	250	250	250	250	250	100	100	100	100	100	100	100	100	100	100
Apple	iPhone 7   976	128GB   14	250	250	250	250	250	250	100	100	100	100	100	100	100	100	100	100
Apple	iPhone 6s Plus   126	64GB   13	250	250	250	250	250	250	100	100	100	100	100	100	100	100	100	100
Apple	iPhone 6s Plus   126	128GB   14	250	250	250	250	250	250	100	100	100	100	100	100	100	100	100	100
Apple	iPhone 6s Plus   126	32GB   12	250	250	250	250	250	250	100	100	100	100	100	100	100	100	100	100
Apple	iPhone 7   976	32GB   12	250	250	250	250	250	250	100	100	100	100	100	100	100	100	100	100
Samsung	Galaxy S7 - G930F   606	32GB   12	250	250	250	250	250	250	100	100	100	100	100	100	100	100	100	100
Samsung	Galaxy S7 - G930F   606	64GB   13	250	250	250	250	250	250	100	100	100	100	100	100	100	100	100	100
Samsung	Galaxy S7 Dual Sim - G930FD   1612	32GB   12	250	250	250	250	250	250	100	100	100	100	100	100	100	100	100	100
Samsung	Galaxy S7 Dual Sim - G930FD   1612	64GB   13	250	250	250	250	250	250	100	100	100	100	100	100	100	100	100	100
Samsung	Galaxy S7 Edge - G935F   607	32GB   12	250	250	250	250	250	250	100	100	100	100	100	100	100	100	100	100
Samsung	Galaxy S7 Edge - G935F   607	64GB   13	250	250	250	250	250	250	100	100	100	100	100	100	100	100	100	100
Samsung	Galaxy S7 Edge - G935FD (Dual Sim)   161	32GB   12	250	250	250	250	250	250	100	100	100	100	100	100	100	100	100	100
Samsung	Galaxy S7 Edge - G935FD (Dual Sim)   161	64GB   13	250	250	250	250	250	250	100	100	100	100	100	100	100	100	100	100
Samsung	Galaxy S8 - G950F   1260	64GB   13	250	250	250	250	250	250	150	150	150	150	150	150	150	150	150	150
Samsung	Galaxy S8 - G950FD (Dual Sim)   1611	64GB   13	250	250	250	250	250	250	150	150	150	150	150	150	150	150	150	150
Samsung	Galaxy S8 Plus - G955F   1262	64GB   13	300	300	300	300	300	300	200	200	200	200	200	200	200	200	200	200
Samsung	Galaxy S8 Plus Dual SIM - G955FD   1333	64GB   13	300	300	300	300	300	300	200	200	200	200	200	200	200	200	200	200
Samsung	Galaxy S9 - G960F   1361	64GB   13	300	300	300	300	300	300	250	250	250	250	250	250	250	250	250	250
Samsung	Galaxy S9 Hybrid SIM - G960FD   1363	64GB   13	300	300	300	300	300	300	250	250	250	250	250	250	250	250	250	250
Samsung	Galaxy S9 Plus - G965F   1362	256GB   973	300	300	300	300	300	300	250	250	250	250	250	250	250	250	250	250
Samsung	Galaxy S9 Plus - G965F   1362	64GB   13	300	300	300	300	300	300	250	250	250	250	250	250	250	250	250	250
Samsung	Galaxy S9 Plus - G965F   1362	128GB   14	300	300	300	300	300	300	250	250	250	250	250	250	250	250	250	250
Samsung	Galaxy S9 Plus Hybrid SIM - G965FD   136	64GB   13	300	300	300	300	300	300	250	250	250	250	250	250	250	250	250	250
Samsung	Galaxy S9 Plus Hybrid SIM - G965FD   136	128GB   14	300	300	300	300	300	300	250	250	250	250	250	250	250	250	250	250
Samsung	Galaxy S9 Plus Hybrid SIM - G965FD   136	256GB   973	300	300	300	300	300	300	250	250	250	250	250	250	250	250	250	250
Any samsun	Any other Samsung	0GB   9	200	200	200	200	200	200	50	50	50	50	50	50	50	50	50	50
Any Android	Any other Android	0GB   9	200	200	200	200	200	200	50	50	50	50	50	50	50	50	50	50
Apple	Any other Apple   1646	0GB   9	200	200	200	200	200	200	50	50	50	50	50	50	50	50	50	50
Cracked Scr	Cracked Screen Phone   1976	0GB   9	200	200	200	200	200	200	50	50	50	50	50	50	50	50	50	50
Any Broken	Any Broken	0GB   9	200	200	200	200	200											







## **SAMSUNG TABLET TRADE IN PROGRAMME TERMS AND CONDITIONS**

### **1 THESE TERMS**

1.1 What these terms cover. These are the terms and conditions on which you may take part in our Tablet Trade In Programme (“Trade In Programme”), which provides you with the option to get a reduction in price for selected Samsung Galaxy tablets (“New Tablet”) purchased through the Samsung Shop Online ([shop.samsung.com/uk/](http://shop.samsung.com/uk/)), either purchased outright or through a credit facility, in exchange for trading in your existing device (the “Existing Tablet”). For a complete list of acceptable Existing Tablets please see Appendix 1 to these Terms and Conditions. The list of acceptable Existing Tablets will vary, depending on which New Tablet you wish to purchase. The Trade In Programme is only available between 1<sup>st</sup> and 30<sup>th</sup> April 2021. The level of discount which you may receive will vary, dependent on the model of Existing Tablet you trade in and the condition of your Existing Tablet. Please see Appendix 2 to these Terms and Conditions for full details of the discounts available. The offer is limited to two purchases of New Tablets per customer. Any further orders of New Tablets under the trade in programme may be rejected at our sole discretion. We may also refuse to accept any orders placed for New Tablets (or cancel any such orders prior to dispatch) using this Trade In Programme where we have reasonable grounds to suspect fraud.

1.2 Why you should read them. Please read these terms carefully if you would like to take part in the Trade In Programme. These terms tell you who we are, the conditions of the Trade In Programme and other important information.

### **2 INFORMATION ABOUT US AND HOW TO CONTACT US**

2.1 Who we are. We are Samsung Electronics (UK) Limited, a company registered in England and Wales. Our company registration number is 3086621 and our registered office is at 1000 Hillswood Drive, Chertsey, Surrey KT160PS.

2.2 How to contact us. You can contact us by telephoning our customer service team at 0330 SAMSHOP (726 7467) or by writing to us at [support@samsunguk.zendesk.com](mailto:support@samsunguk.zendesk.com)

2.3 How we may contact you. If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order.

2.4 "Writing" includes emails. When we use the words "writing" or "written" in these terms, this includes emails.

### **3 THE TRADE IN PROGRAMME - OVERVIEW**

3.1 How to take part in the Trade In Programme. On placing your order for a New Tablet, you may, if you choose to do so by clicking the relevant Trade In option on the website and, if you are successful in passing any relevant credit checks by our chosen credit provider (if you have

opted to purchase your New Tablet through a credit facility), be able to take part in the Trade In Programme.

3.2 The offer to take part in the Trade In Programme is available to consumers only; it is not available to business customers.

3.3 Your participation in the Trade In Programme is subject to you providing the Existing Tablet to us within 7 days of receiving your New Tablet. The Existing Tablet must meet the minimum requirements set out in clause 5.2. Should you fail to provide the Existing Tablet to us within 7 days of receipt of your New Tablet you will be required to return your New Tablet to us. Failure to return



your New Tablet to Samsung will result in legal proceedings being taken against you to recover the device.

3.4 Other than as specified in these terms and conditions, our standard Terms and Conditions of Sale (which can be found here) will govern your purchase of the tablet and any other products purchased from our website.

#### **4 PROVISION OF FINANCE**

4.1 If you opt to pay for your New Tablet through finance, we act as a credit broker and not a lender and will introduce you to your chosen credit provider.

4.2 Where you decide to enter into a credit facility in order to purchase your New Tablet, our chosen credit provider is PayPal. The terms set out at clauses 4.4, 4.5 and 4.6 below will apply to you.

4.3 You will need to enter your details via PayPal's website so that PayPal can carry out any relevant credit checks.

4.4 If your application is successful, you will be able to enter into a credit facility on terms to be provided by your chosen credit provider. Please ensure that you read the terms of the credit facility carefully before signing. Failure to make repayments under this credit facility may have a negative impact on your credit rating and you may incur interest and charges.

4.5 The following additional terms apply in relation to the credit facility offered by PayPal: Terms and conditions apply. Finance subject to status. Applicants must be 18 to 75 and resident in the UK. Finance provided by PayPal. Registered office: 22-24 Boulevard Royal L-2449 Luxembourg. PayPal is supervised by the Commission de Surveillance du Secteur Financier (CSSF) in Luxembourg with authorisation number 23/07 and provides services in the UK on a cross-border services basis. The CSSF is the authority responsible for the supervision of companies in the financial sector in Luxembourg.

#### **5 TRADING IN YOUR EXISTING TABLET**

5.1 If you decide to take part in the Trade In Programme, you must provide your Existing Tablet to us. The Existing Tablets set out in Appendix 1 to these Terms and Conditions are acceptable for the purposes of the Trade In Programme.

5.2 Please note that the option to receive the full value of discount for your Existing Tablet is only available if your Existing Tablet meets the requirements set out below ("Minimum Requirements"):

##### **Minimum Requirements**

The Existing Tablet must be owned by you, it must match the make and model from your order form and it must also meet the following functionality criteria.

- It must power on/up and hold charge
- It must be fully functional and must have no software or hardware faults
- It must only have normal wear and tear - there must be no damage or blemishes to screen/LCD and the casing around the device including the camera lens must not be cracked. No level of liquid damage is acceptable.
- It must have a fully functioning display and have no cracked screen

- It must not be blacklisted - each device must be eligible to pass all lost/stolen registers
- It must be factory reset and have no software locks - the device must have any personal account locks removed and the device must be reset to remove personal data, all devices must have their iCloud or Google accounts removed or custom MDM accounts removed.
- It must not be PIN locked and must not have an 'Activation Lock' or 'iCloud Lock' activated
- It must include its battery within the casing and must not have any missing parts
- It must not be crushed, bent in half or liquid-damaged
- It must not be "jail-broken" or "Knox warranty void" and the firmware must not have been altered
- It must be original and meet the manufacturer's original EU specifications (and is not personalised with any custom engraving). For example, the entire colour of the device must match the original manufacturer's specification.

5.3 Please note that we inspect all Existing Tablets which are provided as part of the Trade In Programme. If the Existing Tablet which you are proposing to provide to us does not meet the Minimum Requirements, then we, or the third party company we use to inspect the Existing Tablet (MTR Group Limited) will contact you and notify you of this within 10 days. If your Existing Tablet does not meet the Minimum Requirements, a surcharge of up to £50 will be payable to MTR Group Limited. MTR will contact you advising how much surcharge is due (depending on the extent your Existing Device does not meet the minimum requirements) and how to make payment in these circumstances. If you have any concerns about the inspection of your Existing Tablet, or wish to discuss the result of this inspection, please contact MTR on 0333 207 9676 or [helpdesk@samsungrecycle.co.uk](mailto:helpdesk@samsungrecycle.co.uk).

5.4 You will be provided with prepaid return packaging materials to allow for the safe provision of your Existing Tablet to us. You should ensure that the handset is provided to us within 7 days of receiving your New Tablet. If you do not send your trade-in device within the specified timeframe, then unless you return your new device, Samsung will deduct a sum equal to the discount you receive for trading in your existing device from your payment card. In the event we are required to take this action, please note that we reserve the right to refuse to take any further orders from you; we will also review any activity in relation to existing orders under your name. Please ensure that you back up any photos, files and other data which you have stored on the Existing Tablet, and remove the sim card and memory cards before providing the Existing Device to us. On receipt of the Existing Tablet, all data stored on it will be securely wiped. We are not able to recover any data stored on an Existing Tablet which has been provided to us.

5.5 At the point at which you have provided your Existing Tablet to us, and we have carried out a successful inspection of the Existing Tablet (ensuring that it meets the Minimum Requirements) ownership in the tablet will pass from you to us (or a third party nominated by us).

## **6 YOUR RIGHTS**

6.1 Entering into the Trade In Programme does not prevent you from exercising your rights to cancel your order during the 28 day cooling off-period provided for in our standard Terms and Conditions of Sale.

6.2 Full information about your rights to return a defective product in line with our Returns

Policy can be found in our standard Terms and Conditions of Sale

[http://www.samsung.com/uk/estore/static/link\\_terms\\_and\\_conditions\\_of\\_sale.html](http://www.samsung.com/uk/estore/static/link_terms_and_conditions_of_sale.html)

6.3 If you exercise your right to cancel and return your product during the 28 day cooling off period, or if we have agreed to pay you a refund because the product we have provided you with is defective, we will endeavour to return your Existing Tablet to you, but we cannot guarantee its return. In the event that we are unable to recover your Existing Tablet, we will provide you with a cash equivalent price for the Existing Tablet, based on the price currently payable for your Existing Tablet on the Samsung Recycle website ([www.samsungrecycle.co.uk](http://www.samsungrecycle.co.uk)). Any such cash payment will be made by MTR, on behalf of Samsung.

6.5 Taking part in the Trade In Programme does not affect any statutory rights you may have, including your rights under the Consumer Rights Act 2015 and Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

## **7 HOW WE MAY USE YOUR PERSONAL INFORMATION**

7.1 How we will use your personal information. We will use the personal information you provide to us in accordance with the terms of our privacy policy, which can be found here:

<http://www.samsung.com/uk/info/privacy>

If you wish to withdraw your consent to us processing your personal data, please contact us here: [support@samsunguk.zendesk.com](mailto:support@samsunguk.zendesk.com)

7.2 Please note that in order to take part in the Trade In Programme, you must have a Samsung account. If you do not have a Samsung account, we will use the information which you provide us in the course of applying for the Trade In Programme to set one up for you.

7.3 If, in the course of taking part in the Trade In Programme, you elect to take out a finance product, you will be redirected to the website of the finance provider. The privacy policy and terms and conditions relevant to that finance provider can be found on its website.

7.4 We will only give your personal information to other third parties where the law either requires or allows us to do so.

## **8 OTHER IMPORTANT TERMS**

8.1 Other than MTR Group Limited, in relation to clause 5.3 above, nobody else has any rights under this contract. This contract is between you and us. No other person shall have any rights to enforce any of its terms.

8.2 If a court finds part of this contract illegal, the rest will continue in force. Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

8.3 Even if we delay in enforcing this contract, we can still enforce it later. If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date.

8.4 Which laws apply to this contract and where you may bring legal proceedings. These terms are governed by English law and you can bring legal proceedings in respect of the products in the English courts. If you live in Scotland, you can bring legal proceedings in respect of the products in either the

Scottish or the English courts. If you live in Northern Ireland, you can bring legal proceedings in respect of the products in either the Northern Irish or the English courts.

# Appendix 1

## List of applicable Existing Tablets – Working

Make	Model	Storage
Amazon	Fire 7 (2017) - SR043KL   1436	8GB   10
Amazon	Fire HD 10 (2017)   1439	32GB   12
Amazon	Fire HD 8 (2015)   1437	8GB   10
Amazon	Fire HD 8 (2015)   1437	16GB   11
Amazon	Fire HD 8 (2017) - SX034QT   1438	16GB   11
Samsung	Galaxy Note 10.1 WiFi - N8010   1008	16GB   11
Samsung	Galaxy Note 10.1 WiFi - N8010   1008	32GB   12
Samsung	Galaxy Note 10.1 WiFi - N8010   1008	64GB   13
Samsung	Galaxy Note 10.1 WiFi - P600   556	16GB   11
Samsung	Galaxy Note 10.1 WiFi - P600   556	32GB   12
Samsung	Galaxy Note 10.1 WiFi - P600   556	64GB   13
Samsung	Galaxy Note 10.1 WiFi 3G - N8000   555	16GB   11
Samsung	Galaxy Note 10.1 WiFi 3G - N8000   555	32GB   12
Samsung	Galaxy Note 10.1 WiFi 3G - N8000   555	64GB   13
Samsung	Galaxy Note 10.1 WiFi 3G - P601   1009	16GB   11
Samsung	Galaxy Note 10.1 WiFi 3G - P601   1009	32GB   12
Samsung	Galaxy Note 10.1 WiFi 3G - P601   1009	64GB   13
Samsung	Galaxy Note 10.1 WiFi LTE - P605   1010	16GB   11
Samsung	Galaxy Note 10.1 WiFi LTE - P605   1010	32GB   12
Samsung	Galaxy Note 10.1 WiFi LTE - P605   1010	64GB   13
Samsung	Galaxy Tab 2 10.1 - P5110   985	16GB   11
Samsung	Galaxy Tab 2 10.1 - P5110   985	32GB   12
Samsung	Galaxy Tab 2 10.1 - P5110   985	64GB   13
Samsung	Galaxy Tab 2 10.1 3G - P5100   984	16GB   11
Samsung	Galaxy Tab 2 10.1 3G - P5100   984	32GB   12
Samsung	Galaxy Tab 2 10.1 3G - P5100   984	64GB   13
Samsung	Galaxy Tab 2 7.0 - P3110   983	8GB   10
Samsung	Galaxy Tab 2 7.0 - P3110   983	16GB   11
Samsung	Galaxy Tab 2 7.0 - P3110   983	32GB   12
Samsung	Galaxy Tab 2 7.0 3G - P3100   512	8GB   10
Samsung	Galaxy Tab 2 7.0 3G - P3100   512	16GB   11
Samsung	Galaxy Tab 2 7.0 3G - P3100   512	32GB   12
Samsung	Galaxy Tab 3 10.1 WiFi - P5210   986	16GB   11
Samsung	Galaxy Tab 3 10.1 WiFi - P5210   986	32GB   12
Samsung	Galaxy Tab 3 10.1 WiFi - P5210   986	64GB   13
Samsung	Galaxy Tab 3 10.1 WiFi LTE - P5220   987	16GB   11
Samsung	Galaxy Tab 3 10.1 WiFi LTE - P5220   987	32GB   12
Samsung	Galaxy Tab 3 10.1 WiFi LTE - P5220   987	64GB   13
Samsung	Galaxy Tab 3 7.0 Kids   988	8GB   10
Samsung	Galaxy Tab 3 7.0 WiFi - T210   989	8GB   10
Samsung	Galaxy Tab 3 7.0 WiFi - T210   989	16GB   11
Samsung	Galaxy Tab 3 7.0 WiFi - T210   989	32GB   12
Samsung	Galaxy Tab 3 7.0 WiFi LTE - T110   513	8GB   10
Samsung	Galaxy Tab 3 7.0 WiFi LTE - T110   513	16GB   11
Samsung	Galaxy Tab 3 7.0 WiFi LTE - T110   513	32GB   12
Samsung	Galaxy Tab 3 8.0 WiFi - T310   990	16GB   11
Samsung	Galaxy Tab 3 8.0 WiFi - T310   990	32GB   12
Samsung	Galaxy Tab 3 8.0 WiFi - T310   990	64GB   13
Samsung	Galaxy Tab 3 8.0 WiFi LTE - T315   991	16GB   11
Samsung	Galaxy Tab 3 8.0 WiFi LTE - T315   991	32GB   12
Samsung	Galaxy Tab 3 8.0 WiFi LTE - T315   991	64GB   13
Samsung	Galaxy Tab 4 10.1 WiFi   993	16GB   11
Samsung	Galaxy Tab 4 10.1 WiFi   993	32GB   12
Samsung	Galaxy Tab 4 10.1 WiFi   993	64GB   13
Samsung	Galaxy Tab 4 10.1 WiFi LTE   995	16GB   11
Samsung	Galaxy Tab 4 10.1 WiFi LTE   995	32GB   12
Samsung	Galaxy Tab 4 10.1 WiFi LTE   995	64GB   13
Samsung	Galaxy Tab 4 7.0 WiFi - T230   514	8GB   10
Samsung	Galaxy Tab 4 7.0 WiFi - T230   514	16GB   11
Samsung	Galaxy Tab 4 7.0 WiFi - T230   514	32GB   12
Samsung	Galaxy Tab 4 7.0 WiFi 3G   992	8GB   10
Samsung	Galaxy Tab 4 7.0 WiFi 3G   992	16GB   11
Samsung	Galaxy Tab 4 7.0 WiFi 3G   992	32GB   12
Samsung	Galaxy Tab A 10.1 LTE   2016 - T585   1394	16GB   11
Samsung	Galaxy Tab A 10.1 LTE   2016 - T585   1394	32GB   12
Samsung	Galaxy Tab A 10.1 LTE   2016 - T585   1394	64GB   13
Samsung	Galaxy Tab A 7.0 WiFi - T280N   515	8GB   10
Samsung	Galaxy Tab A 7.0 WiFi - T280N   515	16GB   11
Samsung	Galaxy Tab A 7.0 WiFi - T280N   515	32GB   12
Samsung	Galaxy Tab A 7.0 WiFi LTE - T285   516	8GB   10
Samsung	Galaxy Tab A 7.0 WiFi LTE - T285   516	16GB   11
Samsung	Galaxy Tab A 7.0 WiFi LTE - T285   516	32GB   12
Samsung	Galaxy Tab A 9.7 WiFi - T550   517	16GB   11
Samsung	Galaxy Tab A 9.7 WiFi - T550   517	32GB   12
Samsung	Galaxy Tab A 9.7 WiFi - T550   517	64GB   13
Samsung	Galaxy Tab A 9.7 WiFi LTE - T555   996	32GB   12
Samsung	Galaxy Tab A 9.7 WiFi LTE - T555   996	64GB   13
Samsung	Galaxy Tab A 9.7 WiFi LTE - T555   996	128GB   14
Samsung	Galaxy Tab A 9.7 WiFi - T560   518	16GB   11
Samsung	Galaxy Tab A 9.7 WiFi - T560   518	32GB   12
Samsung	Galaxy Tab A 9.7 WiFi - T560   518	64GB   13
Samsung	Galaxy Tab A 9.7 WiFi 3G - T561   997	8GB   10
Samsung	Galaxy Tab A 9.7 WiFi 3G - T561   997	16GB   11
Samsung	Galaxy Tab A 9.7 WiFi 3G - T561   997	32GB   12
Samsung	Galaxy Tab Pro 12.2 - T900   1434	32GB   12
Samsung	Galaxy Tab Pro 12.2 - T900   1434	64GB   13
Samsung	Galaxy Tab Pro 8.4 WiFi - T320   635	16GB   11
Samsung	Galaxy Tab S 10.5 WiFi - T800   638	16GB   11
Samsung	Galaxy Tab S 10.5 WiFi - T800   638	32GB   12
Samsung	Galaxy Tab S 10.5 WiFi - T800   638	64GB   13
Samsung	Galaxy Tab S 8.4 WiFi - T700   637	16GB   11
Samsung	Galaxy Tab S 8.4 WiFi - T700   637	32GB   12
Samsung	Galaxy Tab S 8.4 WiFi - T700   637	64GB   13
Samsung	Galaxy Tab S2 8.0 WiFi - T710   521	32GB   12
Samsung	Galaxy Tab S2 8.0 WiFi - T713N   1433	32GB   12
Samsung	Galaxy Tab S2 8.0 WiFi - T713N   1433	64GB   13
Samsung	Galaxy Tab S2 8.0 WiFi - T715   519	32GB   12
Samsung	Galaxy Tab S2 8.0 WiFi - T719N   1000	32GB   12
Samsung	Galaxy Tab S2 9.7 - T810   522	32GB   12
Samsung	Galaxy Tab S2 9.7 WiFi - T813N   998	32GB   12
Samsung	Galaxy Tab S2 9.7 WiFi - T815   520	32GB   12
Samsung	Galaxy Tab S2 9.7 WiFi - T819N   999	32GB   12
Samsung	Galaxy Tab S2 9.7 - T820   1265	32GB   12
Samsung	Galaxy Tab S3 9.7 LTE - SM-T825N   1433	32GB   12
Samsung	Galaxy Tab S4 10.5 LTE - T835   1548	64GB   13
Samsung	Galaxy Tab S4 10.5 WiFi - T830   1547	64GB   13
Samsung	Galaxy Tab S5e 10.5 WiFi - T720   1749	64GB   13
Samsung	Galaxy Tab S5e 10.5 WiFi - T720   1749	128GB   14
Samsung	Galaxy Tab S5e WiFi - T725   1748	64GB   13
Samsung	Galaxy Tab S5e WiFi - T725   1748	128GB   14
Samsung	Galaxy Tab S6 Lite - T865   2474	64GB   13
Samsung	Galaxy Tab S6 Lite - T865   2474	128GB   14
Samsung	Galaxy Tab S6 Lite WiFi - SM-T860   2473	64GB   13
Samsung	Galaxy Tab S6 Lite - T865   1875	128GB   14
Samsung	Galaxy Tab S6 Lite - T865   1875	256GB   16
Samsung	Galaxy Tab S6 WiFi - T860   1874	128GB   14
Samsung	Galaxy Tab S6 WiFi - T860   1874	256GB   16
Samsung	Galaxy Tab Pro 10.1 WiFi - T520   636	16GB   11
Samsung	Galaxy Tab Pro 10.1 WiFi - T520   636	32GB   12
Samsung	Galaxy Tab Pro 10.1 WiFi - T520   636	64GB   13
Samsung	Galaxy Tab Pro 8.4 WiFi - T321   1013	16GB   11
Samsung	Galaxy Tab Pro 8.4 WiFi - T321   1013	32GB   12
Samsung	Galaxy Tab Pro 8.4 WiFi - T321   1013	64GB   13
Samsung	Galaxy Tab Pro S - W703N   523	128GB   14
Apple	iPad 2 WiFi   95	16GB   11
Apple	iPad 2 WiFi   95	32GB   12
Apple	iPad 2 WiFi   95	64GB   13
Apple	iPad 2 WiFi 3G   94	16GB   11
Apple	iPad 2 WiFi 3G   94	32GB   12
Apple	iPad 2 WiFi 3G   94	64GB   13
Apple	iPad 2017 WiFi   1394	32GB   12
Apple	iPad 2017 WiFi   1394	128GB   14
Apple	iPad 2017 WiFi 4G   1395	32GB   12
Apple	iPad 2017 WiFi 4G   1395	128GB   14
Apple	iPad 2018 WiFi   1525	32GB   12
Apple	iPad 2018 WiFi   1525	128GB   14
Apple	iPad 2018 WiFi 4G   1524	32GB   12
Apple	iPad 2018 WiFi 4G   1524	128GB   14
Apple	iPad 3 WiFi   97	16GB   11
Apple	iPad 3 WiFi   97	32GB   12
Apple	iPad 3 WiFi   97	64GB   13
Apple	iPad 3 WiFi 4G   96	16GB   11
Apple	iPad 3 WiFi 4G   96	32GB   12
Apple	iPad 3 WiFi 4G   96	64GB   13
Apple	iPad 4 WiFi   100	16GB   11
Apple	iPad 4 WiFi   100	32GB   12
Apple	iPad 4 WiFi   100	64GB   13
Apple	iPad 4 WiFi   100	128GB   14
Apple	iPad 4 WiFi 4G   99	16GB   11
Apple	iPad 4 WiFi 4G   99	32GB   12

Make	Model	Storage
Apple	iPad 4 WiFi 4G   99	64GB   13
Apple	iPad 4 WiFi 4G   99	128GB   14
Apple	iPad Air 2 WiFi   101	16GB   11
Apple	iPad Air 2 WiFi   101	32GB   12
Apple	iPad Air 2 WiFi   101	64GB   13
Apple	iPad Air 2 WiFi   101	128GB   14
Apple	iPad Air 2 WiFi 4G   102	16GB   11
Apple	iPad Air 2 WiFi 4G   102	32GB   12
Apple	iPad Air 2 WiFi 4G   102	64GB   13
Apple	iPad Air 2 WiFi 4G   102	128GB   14
Apple	iPad Air WiFi   103	16GB   11
Apple	iPad Air WiFi   103	32GB   12
Apple	iPad Air WiFi   103	64GB   13
Apple	iPad Air WiFi   103	128GB   14
Apple	iPad Air WiFi 4G   104	16GB   11
Apple	iPad Air WiFi 4G   104	32GB   12
Apple	iPad Air WiFi 4G   104	64GB   13
Apple	iPad Air WiFi 4G   104	128GB   14
Apple	iPad Mini (2019) WiFi   1285	64GB   13
Apple	iPad Mini (2019) WiFi   1285	256GB   16
Apple	iPad Mini (2019) WiFi 4G   1886	64GB   13
Apple	iPad Mini (2019) WiFi 4G   1886	256GB   16
Apple	iPad Mini 2 WiFi   108	16GB   11
Apple	iPad Mini 2 WiFi   108	32GB   12
Apple	iPad Mini 2 WiFi   108	64GB   13
Apple	iPad Mini 2 WiFi   108	128GB   14
Apple	iPad Mini 2 WiFi 4G   107	16GB   11
Apple	iPad Mini 2 WiFi 4G   107	32GB   12
Apple	iPad Mini 2 WiFi 4G   107	64GB   13
Apple	iPad Mini 2 WiFi 4G   107	128GB   14
Apple	iPad Mini 3 WiFi   109	16GB   11
Apple	iPad Mini 3 WiFi   109	32GB   12
Apple	iPad Mini 3 WiFi   109	64GB   13
Apple	iPad Mini 3 WiFi 4G   110	16GB   11
Apple	iPad Mini 3 WiFi 4G   110	32GB   12
Apple	iPad Mini 3 WiFi 4G   110	64GB   13
Apple	iPad Mini 4 WiFi   111	16GB   11
Apple	iPad Mini 4 WiFi   111	32GB   12
Apple	iPad Mini 4 WiFi   111	64GB   13
Apple	iPad Mini 4 WiFi   111	128GB   14
Apple	iPad Mini 4 WiFi 4G   112	16GB   11
Apple	iPad Mini 4 WiFi 4G   112	32GB   12
Apple	iPad Mini 4 WiFi 4G   112	64GB   13
Apple	iPad Mini WiFi   105	16GB   11
Apple	iPad Mini WiFi   105	32GB   12
Apple	iPad Mini WiFi   105	64GB   13
Apple	iPad Mini WiFi 4G   106	16GB   11
Apple	iPad Mini WiFi 4G   106	32GB   12
Apple	iPad Mini WiFi 4G   106	64GB   13
Apple	iPad Pro 10.5 WiFi   1392	64GB   13
Apple	iPad Pro 10.5 WiFi   1392	512GB   16
Apple	iPad Pro 10.5 WiFi 4G   1393	64GB   13
Apple	iPad Pro 10.5 WiFi 4G   1393	512GB   16
Apple	iPad Pro 10.5 WiFi 4G   1393	256GB   16
Apple	iPad Pro 11.0 WiFi   1520	64GB   13
Apple	iPad Pro 11.0 WiFi   1520	256GB   16
Apple	iPad Pro 11.0 WiFi   1520	512GB   16
Apple	iPad Pro 11.0 WiFi 4G   1521	64GB   13
Apple	iPad Pro 11.0 WiFi 4G   1521	256GB   16
Apple	iPad Pro 11.0 WiFi 4G   1521	512GB   16
Apple	iPad Pro 12.9 WiFi   114	32GB   12
Apple	iPad Pro 12.9 WiFi   114	128GB   14
Apple	iPad Pro 12.9 WiFi   114	256GB   16
Apple	iPad Pro 12.9 WiFi 4G   115	32GB   12
Apple	iPad Pro 12.9 WiFi 4G   115	128GB   14
Apple	iPad Pro 12.9 WiFi 4G   115	256GB   16
Apple	iPad Pro 12.9 WiFi   1516	64GB   13
Apple	iPad Pro 12.9 WiFi   1516	512GB   16
Apple	iPad Pro 12.9 WiFi   1516	256GB   16
Apple	iPad Pro 12.9 WiFi 4G   1518	64GB   13
Apple	iPad Pro 12.9 WiFi 4G   1518	512GB   16
Apple	iPad Pro 12.9 WiFi 4G   1518	256GB   16
Apple	iPad Pro 12.9 WiFi 4G   1518	64GB   13
Apple	iPad Pro 12.9 WiFi   1517	64GB   13
Apple	iPad Pro 12.9 WiFi   1517	512GB   16
Apple	iPad Pro 12.9 WiFi   1517	256GB   16
Apple	iPad Pro 12.9 WiFi 4G   1519	64GB   13
Apple	iPad Pro 12.9 WiFi 4G   1519	512GB   16
Apple	iPad Pro 12.9 WiFi 4G   1519	256GB   16
Apple	iPad Pro 9.7 WiFi   974	32GB   12
Apple	iPad Pro 9.7 WiFi   974	128GB   14
Apple	iPad Pro 9.7 WiFi   974	256GB   16
Apple	iPad Pro 9.7 WiFi 4G   975	32GB   12
Apple	iPad Pro 9.7 WiFi 4G   975	128GB   14
Apple	iPad Pro 9.7 WiFi 4G   975	256GB   16
Apple	iPad WiFi   93	16GB   11
Apple	iPad WiFi   93	32GB   12
Apple	iPad WiFi   93	64GB   13
Apple	iPad WiFi 3G   92	16GB   11
Apple	iPad WiFi 3G   92	32GB   12
Apple	iPad WiFi 3G   92	64GB   13
Huawei	MediaPad M3 8   1379	32GB   12
Huawei	MediaPad M3 8.4   1448	32GB   12
Huawei	MediaPad M3 Lite 10   1378	32GB   12
Huawei	MediaPad M3 Lite 10 WiFi   1478	16GB   11
Huawei	MediaPad M3 Lite 8   1446	16GB   11
Huawei	MediaPad M3 Lite 8   1446	32GB   12
Huawei	MediaPad M5 10   1376	32GB   12
Huawei	MediaPad M5 10   1459	32GB   12
Huawei	MediaPad M5 8   1377	32GB   12
Huawei	MediaPad T3 10   1444	32GB   12
Huawei	MediaPad T3 10 3G   1445	32GB   12
Huawei	MediaPad T3 7   1440	16GB   11
Huawei	MediaPad T3 7 3G   1441	16GB   11
Huawei	MediaPad T3 8   1442	32GB   12
Huawei	MediaPad T3 8 3G   1443	32GB   12
Lenovo	Tab 3 10   1455	16GB   11
Lenovo	Tab 3 10 Plus   1457	32GB   12
Lenovo	Tab 4 10   1452	16GB   11
Lenovo	Tab 4 10 Plus   1450	64GB   13
Lenovo	Tab 4 8   1453	16GB   11
Lenovo	Tab 4 8 Plus   1451	64GB   13
Sony	Xperia Tablet S WiFi   1070	16GB   11
Sony	Xperia Tablet S WiFi   1070	32GB   12
Sony	Xperia Tablet S WiFi   1070	64GB   13
Sony	Xperia Tablet S WiFi 3G   1071	16GB   11
Sony	Xperia Tablet S WiFi 3G   1071	32GB   12
Sony	Xperia Tablet S WiFi 3G   1071	64GB   13
Sony	Xperia Tablet Z WiFi   1072	16GB   11
Sony	Xperia Tablet Z WiFi   1072	32GB   12
Sony	Xperia Tablet Z WiFi   1072	64GB   13
Sony	Xperia Tablet Z2 WiFi   1073	16GB   11
Sony	Xperia Tablet Z2 WiFi   1073	32GB   12
Sony	Xperia Tablet Z2 WiFi   1073	64GB   13
Sony	Xperia Tablet Z2 WiFi   1073	128GB   14
Sony	Xperia Tablet Z2 WiFi	





## **SAMSUNG WEARABLES TRADE IN PROGRAMME TERMS AND CONDITIONS**

### **1. THESE TERMS**

1.1 What these terms cover. These are the terms and conditions on which you may take part in our Smartwatch Trade In Programme (“Trade In Programme”), which provides you with the option to get a reduction in price for the Samsung Galaxy Watch, Galaxy Watch Active, or Galaxy Watch Active2 (“New Smartwatch”) purchased through the Samsung Shop Online ([shop.samsung.com/uk/](http://shop.samsung.com/uk/)), either purchased outright or through a credit facility, in exchange for trading in your existing device (the “Existing Watch”). The Trade In Programme is only available between 1<sup>st</sup> and 30<sup>th</sup> April 2021. The level of discount which you may receive will vary, dependent on the model of Existing Watch you trade in and the condition of your Existing Watch. Please see Clause 5 and Appendix 2 to these Terms and Conditions for full details of the discounts available. The offer is limited to two purchases of New Smartwatch per customer. Any further orders of New Smartwatch under the trade in programme may be rejected at our sole discretion. We may also refuse to accept any orders placed for New Smartwatch (or cancel any such orders prior to dispatch) using this Trade In Programme where we have reasonable grounds to suspect fraud.

1.2 Why you should read them. Please read these terms carefully if you would like to take part in the Trade In Programme. These terms tell you who we are, the conditions of the Trade In Programme and other important information.

### **2 INFORMATION ABOUT US AND HOW TO CONTACT US**

2.1 Who we are. We are Samsung Electronics (UK) Limited, a company registered in England and Wales. Our company registration number is 3086621 and our registered office is at 1000 Hillswood Drive, Chertsey, Surrey KT160PS.

2.2 How to contact us. You can contact us by telephoning our customer service team at 0330 SAMSHOP (726 7467) or by writing to us at [support@samsunguk.zendesk.com](mailto:support@samsunguk.zendesk.com)

2.3 How we may contact you. If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order.

2.4 "Writing" includes emails. When we use the words "writing" or "written" in these terms, this includes emails.

### **3 THE TRADE IN PROGRAMME - OVERVIEW**

3.1 How to take part in the Trade In Programme. On placing your order for a New Smartwatch, you may, if you choose to do so by clicking the relevant Trade In option on the website and, if you are successful in passing any relevant credit checks by our chosen credit provider (if you have opted to purchase your smartwatch through a credit facility), be able to take part in the Trade In Programme.

3.2 The offer to take part in the Trade In Programme is available to consumers only; it is not available to business customers.

3.3 Your participation in the Trade In Programme is subject to you providing the Existing Watch to us within 7 days of receiving your New Smartwatch. We will accept any Existing Watch, outside of those listed in Appendix 1, in any condition for a flat rate discount of £25. However, to receive the higher discounts listed in Appendix 2, the Existing Watch must meet the minimum requirements set out in clause 5.2. Should you fail to provide the Existing Watch to us within 7 days of receipt of your New Smartwatch you will be required to return your New Smartwatch to us. Failure to return your New



Smartwatch to Samsung will result in legal proceedings being taken against you to recover the device.

3.4 Other than as specified in these terms and conditions, our standard Terms and Conditions of Sale (which can be found here) will govern your purchase of the New Smartwatch and any other products purchased from our website.

#### **4 PROVISION OF FINANCE**

4.1 If you opt to pay for your New Smartwatch through finance, we act as a credit broker and not a lender and will introduce you to your chosen credit provider.

4.2 Where you decide to enter into a credit facility in order to purchase your New Smartwatch, our chosen credit provider is PayPal. The terms set out at clauses 4.4, 4.5 and 4.6 below will apply to you.

4.3 You will need to enter your details via PayPal's website so that PayPal can carry out any relevant credit checks.

4.4 If your application is successful, you will be able to enter into a credit facility on terms to be provided by your chosen credit provider. Please ensure that you read the terms of the credit facility carefully before signing. Failure to make repayments under this credit facility may have a negative impact on your credit rating and you may incur interest and charges.

4.5 The following additional terms apply in relation to the credit facility offered by PayPal: Terms and conditions apply. Finance subject to status. Applicants must be 18 to 75 and resident in the UK. Finance provided by PayPal. Registered office: 22-24 Boulevard Royal L-2449 Luxembourg. PayPal is supervised by the Commission de Surveillance du Secteur Financier (CSSF) in Luxembourg with authorisation number 23/07 and provides services in the UK on a cross-border services basis. The CSSF is the authority responsible for the supervision of companies in the financial sector in Luxembourg.

#### **5 TRADING IN YOUR EXISTING WATCH**

5.1 If you decide to take part in the Trade In Programme, you must provide your Existing Watch to us. The Existing Watches for which a higher level of discount is available are set out in Appendix 1 to these Terms and Conditions. The level of discount applicable is specified within Appendix 2, and depends on the type of Existing Watch which you provide to us. For all other watches (regardless of type or condition), we are offering a flat rate discount of £25.

5.2 Please note if you are seeking to receive a discount higher than £25 (which is applicable if we receive any Existing Watch, regardless of type or condition), the option to receive the full value of discount for your Existing Watch is only available if your Existing Watch meets the requirements set out below ("Minimum Requirements"):

##### **Minimum Requirements**

The Existing Watch must be owned by you, it must match the make and model from your order form and it must also meet the following functionality criteria.

- It must power on/up and hold charge
- It must include the original strap and original charger

- It must be fully functional and must have no software or hardware faults
- It must only have normal wear and tear - there must be no damage or blemishes to screen/LCD and the casing around the device including the camera lens must not be cracked. No level of liquid damage is acceptable.
- It must have a fully functioning display and have no cracked screen
- It must not be blacklisted - each device must be eligible to pass all lost/stolen registers
- It must be factory reset and have no software locks - the device must have any personal account locks removed and the device must be reset to remove personal data, all devices must have their iCloud or Google accounts removed or custom MDM accounts removed.
- It must not be PIN locked and must not have an 'Activation Lock' or 'iCloud Lock' activated
- It must include its battery within the casing and must not have any missing parts
- It must not be crushed, bent in half or liquid-damaged
- It must not be "jail-broken" or "Knox warranty void" and the firmware must not have been altered
- It must be original and meet the manufacturer's original EU specifications (and is not personalised with any custom engraving). For example, the entire colour of the device must match the original manufacturer's specification.

In the event that your Existing Watch fails to meet the Minimum Requirements set out above, you must declare this at the time you purchase your New Smartwatch, by selecting the relevant Trade In option. In this case, we can still accept your Existing Watch for the purposes of the Trade In Programme, but a flat rate discount of £25 is payable.

5.3 If you are trading in an Existing Watch from the list of applicable Existing Watches in Appendix 1, then please note that we inspect all Existing Watches which are provided as part of the Trade In Programme. If the Existing Watch which you are proposing to provide to us does not meet the Minimum Requirements, then we, or the third party company we use to inspect the Existing Watches (MTR Group Limited) will contact you and notify you of this within 10 days. If your Existing Watch does not meet the Minimum Requirements, a surcharge of up to £50 will be payable to MTR Group Limited. MTR will contact you advising how much surcharge is due (depending on the extent your Existing Watch does not meet the minimum requirements) and how to make payment in these circumstances. If you have any concerns about the inspection of your Existing Watch, or wish to discuss the result of this inspection, please contact MTR on 0333 207 9676 or [helpdesk@samsungrecycle.co.uk](mailto:helpdesk@samsungrecycle.co.uk).

5.4 You will be provided with prepaid return packaging materials to allow for the safe provision of your Existing Watch to us. You should ensure that the handset is provided to us within 7 days of receiving your New Watch. If you do not send your trade-in device within the specified timeframe, then unless you return your new device, Samsung will deduct a sum equal to the discount you receive for trading in your existing device from your payment card. In the event we are required to take this action, please note that we reserve the right to refuse to take any further orders from you; we will also review any activity in relation to existing orders under your name. Please ensure that you back up any photos, files and other data which you have stored on the Existing Watch, and remove the sim card and memory cards before providing the Existing Watch to us. On receipt of the

Existing Watch, all data stored on it will be securely wiped. We are not able to recover any data stored on an Existing Watch which has been provided to us.

5.5 At the point at which you have provided your Existing Watch to us, and we have carried out a successful inspection of the Existing Watch (ensuring that it meets the Minimum Requirements, unless you have confirmed that your Existing Watch does not meet the Minimum Requirements and you are taking the lower discount) ownership in the Existing Watch will pass from you to us (or a third party nominated by us).

## **6 YOUR RIGHTS**

6.1 Entering into the Trade In Programme does not prevent you from exercising your rights to cancel your order during the 28 day cooling off-period provided for in our standard Terms and Conditions of Sale.

6.2 Full information about your rights to return a defective product in line with our Returns

Policy can be found in our standard Terms and Conditions of Sale

[http://www.samsung.com/uk/estore/static/link\\_terms\\_and\\_conditions\\_of\\_sale.html](http://www.samsung.com/uk/estore/static/link_terms_and_conditions_of_sale.html).

6.3 If you exercise your right to cancel and return your product during the 28 day cooling off period, or if we have agreed to pay you a refund because the product we have provided you with is defective, we will endeavour to return your Existing Watch to you, but we cannot guarantee its return. In the event that we are unable to recover your Existing Watch, we will provide you with a cash equivalent price for the Existing Watch, based on the price currently payable for your Existing Watch on the Samsung Recycle website ([www.samsungrecycle.co.uk](http://www.samsungrecycle.co.uk)). Any such cash payment will be made by MTR, on behalf of Samsung.

6.5 Taking part in the Trade In Programme does not affect any statutory rights you may have, including your rights under the Consumer Rights Act 2015 and Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

## **7 HOW WE MAY USE YOUR PERSONAL INFORMATION**

7.1 How we will use your personal information. We will use the personal information you provide to us in accordance with the terms of our privacy policy, which can be found here:

<http://www.samsung.com/uk/info/privacy>

If you wish to withdraw your consent to us processing your personal data, please contact us here: [support@samsunguk.zendesk.com](mailto:support@samsunguk.zendesk.com).

7.2 Please note that in order to take part in the Trade In Programme, you must have a Samsung account. If you do not have a Samsung account, we will use the information which you provide us in the course of applying for the Trade In Programme to set one up for you.

7.3 If, in the course of taking part in the Trade In Programme, you elect to take out a finance product, you will be redirected to the website of the finance provider. The privacy policy and terms and conditions relevant to that finance provider can be found on its website.

7.4 We will only give your personal information to other third parties where the law either requires or allows us to do so.

## **8 OTHER IMPORTANT TERMS**

8.1 Other than MTR Group Limited, in relation to clause 5.3 above, nobody else has any rights under this contract. This contract is between you and us. No other person shall have any rights to enforce any of its terms.

8.2 If a court finds part of this contract illegal, the rest will continue in force. Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

8.3 Even if we delay in enforcing this contract, we can still enforce it later. If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date.

8.4 Which laws apply to this contract and where you may bring legal proceedings. These terms are governed by English law and you can bring legal proceedings in respect of the products in the English courts. If you live in Scotland, you can bring legal proceedings in respect of the products in either the Scottish or the English courts. If you live in Northern Ireland, you can bring legal proceedings in respect of the products in either the Northern Irish or the English courts.

## Appendix 1

### List of applicable Existing Watches - Working

<b>Make</b>	<b>Model</b>	<b>Storage</b>
Garmin	Approach S60   1471	1GB   1051
Garmin	Forerunner 645   1467	0GB   9
Garmin	Forerunner 735   1469	0GB   9
Garmin	Forerunner 935   1468	0GB   9
Samsung	Galaxy Watch 42mm - R810   1678	4GB   980
Samsung	Galaxy Watch 42mm 4G - R815F   1679	4GB   980
Samsung	Galaxy Watch 46mm - R800F   1677	4GB   980
Samsung	Galaxy Watch 46mm 4G - R805F   1430	4GB   980
Samsung	Galaxy Watch Active - SM-R500   1754	4GB   980
Samsung	Gear S3 Frontier Wi-Fi - SM-R760   1006	4GB   980
Garmin	Quatix5   1474	0GB   9
Apple	Watch Series 2 38mm   1195	0GB   9
Apple	Watch Series 2 42mm   1196	0GB   9
Apple	Watch Series 3 38mm GPS   1476	0GB   9
Apple	Watch Series 3 38mm LTE   1410	0GB   9
Apple	Watch Series 3 42mm Cell-GPS   1411	0GB   9
Apple	Watch Series 3 42mm GPS   1477	0GB   9
Apple	Watch Series 4 40mm Cell-GPS   1596	0GB   9
Apple	Watch Series 4 40mm GPS   1597	0GB   9
Apple	Watch Series 4 44mm Cell-GPS   1598	0GB   9
Apple	Watch Series 4 44mm GPS   1599	0GB   9

