



## 1. What is ADH Premium?

ADH Premium is a premium service that is Galaxy device specific, it includes:

ADH + Smart Swap + Smart Pick Up

## 2. What is ADH?

ADH stands for Accidental Damage from Handling and covers your Samsung Galaxy device from Accidental Damage during normal use.

## 3. What does ADH cover?

ADH Premium for Galaxy Note 3 and Galaxy S5 covers screen and/or liquid damage repairs ONLY.

## 4. What does screen damage mean?

Screen damage is defined as damage to the LCD and/or the Touch Panel of your Samsung Galaxy device.

## 5. What does liquid damage mean?

Liquid damage is defined as damage to your PBA/Motherboard and selected internal components that are liquid damaged in the same incident.

## 6. What doesn't ADH cover on a screen damage incident?

ADH does not cover any additional components of your Samsung Galaxy device on a screen damage incident, should any additional components be damaged during the screen damage incident, the customer will be responsible for the repair or the replacement charge.

## 7. Extent of the customer's responsibility

When a screen damage incident occurs, it is the customer's responsibility to instruct the Samsung Authorised Service Centre (ASC) to repair/replace the external components at the customer's expense.

No additional component repair/replacement will be paid for by ADH.

ONLY the screen damage repair/replacement will be at no charge to the customer.

## 8. How many ADH incidents does a customer have?

The customer has cover for 2 (two) incidents comprising of:

- 2 (two) incidents of screen damage OR
- 2 (two) incidents of liquid damage OR
- 1 (one) incident of liquid damage and 1 (one) incident of screen damage

**IMPORTANT NOTE:**

Should both a liquid damage and screen damage incident occur as your first incident and at the same time, this will constitute both the first and second incident within the 24 month warranty period and your ADH cover will then cease after repairs.

If the second incident is BOTH a screen and a liquid damage at the same time, then the ADH repair will be provided to the 'greater of' damages, be it liquid damage or screen damage and the 'lessor of' damage will be charged to the Customer.

**9. Can a customer make use of the 2nd ADH incident to cover any additional components on a screen damage incident?**

Yes, it is the Customers choice whether to they want to pay for the additional components on a screen damage incident or whether to make use of the 2nd ADH incident to facilitate this repair/replacement should the 2nd ADH incident be available for use.

**10. What is Smart Swap?**

Smart Swap is an ADH Premium offering that provides a loan device to the device owner, when an ADH incident occurs.

**11. What is Smart Pick Up?**

Smart Pick Up is an ADH Premium offering that affords the customer the opportunity to have their device collected in the event of an ADH incident. In conjunction with Smart Swap, the loan device will be delivered to the customer to utilise whilst their device is being repaired. The repaired device will then be delivered to the device owner after the ADH repair has been successfully completed.

**12. Who pays for ADH Premium?**

The benefit is included at no charge to the owner.

**13. How do I register for ADH premium?**

To register for ADH Premium, customers must download the ADH Premium app from the Google Play store.

**14. Will the app confirm my registration for ADH Premium?**

Yes, a confirmation email will be sent to the device owner with the ADH Premium contact information for future use.

**15. Will the ADH Premium app provide me with a detailed explanation of my benefit?**

Yes, the app is a comprehensive guide of your benefits. You will also receive an email after you have registered which will detail the benefit comprehensively.

**16. How do I report an incident?**

You must contact the ADH Premium contact centre and an agent will take your details and immediately facilitate a loan device via the Smart Swap and Smart Pick Up benefit

**17. Does the ADH Premium product offering apply to warranty incidents?**

No, it only to Accidental Damage from Handling (ADH) Incidents.

**18. Will the loan device be exactly the same model as my current device?**

No, however you will receive a Samsung Galaxy device. The type of Galaxy device will vary based on stock availability.

**19. If I have an ADH incident, is there an incident fee that I have to pay?**

No incident fee applies.

**20. Am I required to provide the device proof of purchase for an incident to be valid?**

Yes, proof of purchase is required.

**21. Is ADH Premium transferable?**

No, ADH Premium is customer specific. If the original device no longer belongs to the original owner then the ADH Premium benefit is no longer valid.

**22. ADH Premium Contact Details**

Contact Centre: [0861 666 646](tel:0861666646)

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