

## 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 4 and Galaxy Note Edge covers screen damage repair only.

ADH Premium for Galaxy S6 and S6 Edge covers screen damage and/or rear glass repair only.

### 4. What is the period of the ADH Premium cover?

For a period of 12 months commencing from the date of the device purchase.

### 5. What does screen damage\_mean?

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

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

ADH does <u>not cover</u> 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.

On a screen damage incident, it is the customer<u>'</u>s<sup>L</sup> responsibility to instruct the Samsung Authorised Service Centre (ASC) to repair/replace the external components at the customer<u>'</u>s<sup>L</sup> 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 1 incident per 12 month benefit period comprising of the following;

Galaxy Note 4 and Galaxy Note Edge

• 1 (one) screen damage repair only

### Galaxy S6 and Galaxy S6 Edge

- 1 (one) screen damage OR
- 1 (one) rear glass damage OR
- 1 (one) screen damage and rear glass damage repair in the same incident only.

# 9. 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.

# 10. 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.

# 11. Who pays for ADH Premium?

The benefit is included at no charge to the device owner.

### 12. How do I register for ADH Premium?

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

### 13. 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.

### 14. 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.

### 15. 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.

# 16. Does the ADH Premium offering apply to warranty incidents?

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

### 17. 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.

# 18. If I have an ADH incident, is there an incident fee\_that I have to pay?

No incident fee applies.

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

Yes, proof of purchase is required.

### 20. 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.

### **21. ADH Premium Contact Details**

Contact Centre: <u>0861 666 646</u> Email: <u>premium@mysmartsamsung.com</u>