

## Samsung 10 Year Screen Burn Warranty Terms and Conditions

### WARRANTY PERIOD

The warranty period in respect of the 10 Year Screen Burn Warranty starts on the date of invoice as shown on the purchase receipt. All of the terms set in these Terms and Conditions shall apply to the 10 Year Screen Burn Warranty. The method of service and operating conditions will be as described in the original warranty statement provided with the Samsung Product. The standard warranty terms and conditions (as set out in the warranty card provided with your product) will not be affected by this promotion, and in the event that you wish to claim in respect of any other issues or defects with your product (other than screen burn), please follow the process set out in your warranty card.

### 10 YEAR SCREEN BURN WARRANTY CONDITIONS

1. Online registration redemption is necessary in order to benefit from the 10 Year Screen Burn Warranty. Register your product and personal details (name and address) online via [www.samsung.com/uk/screen-burn](http://www.samsung.com/uk/screen-burn). A valid serial number and an electronic copy/image of your receipt or invoice (showing purchase from one of the retailers listed below) **must** be registered by you as proof of purchase within 90 days of purchase. No warranty repair service will be provided without this registration.
2. The 10 Year Screen Burn Warranty is not transferable to a third party and no alternative will be offered.
3. The 10 Year Screen Burn Warranty applies **only** in respect of screen burn on your TV (i.e. when an image has become “burnt-on” to your screen, no matter what content you are watching). Your standard warranty period for other parts is not affected.
4. The warranty covers qualifying products used in a normal domestic environment only for unintentional or accidental screen burn. Commercial use in any application would invalidate the warranty.

Commercial use examples may include but are not limited to:

- Any commercial use for profit or financial gain, public display or events such as clubs, bars and restaurants including continuous statistical or graphical display.
- Any commercial use of continuous or intentional long term display of News reels (“tickers”), static or fixed images such as timetables and 4:3 pictures or video content displaying permanent black bars.

5. The promotion dates differ depending on the products purchased, as shown in paragraphs 5.1 to 5.3 below:

5.1 The following models of Samsung QLED and Dynamic Crystal Colour UHD TVs (all launched in 2017) are included in the promotion if purchased between **1 May 2017** and **30 November 2018**:

| QLED          |                | Dynamic Crystal Colour UHD |                |
|---------------|----------------|----------------------------|----------------|
| Q6F           | QE55Q6FAMTXXU  | MU7000                     | UE49MU7000TXXU |
|               | QE65Q6FAMTXXU  |                            | UE55MU7000TXXU |
| Q7F<br>Q7C    | QE49Q7FAMTXXU  |                            | UE65MU7000TXXU |
|               | QE55Q7FAMTXXU  |                            | UE75MU7000TXXU |
|               | QE65Q7FAMTXXU  |                            | UE82MU7000TXXU |
|               | QE75Q7FAMTXXU  | MU7070                     | UE49MU7070TXXU |
|               | QE49Q7CAMTXXU  |                            | UE55MU7070TXXU |
| QE55Q7CAMTXXU | UE65MU7070TXXU |                            |                |
| Q8C           | QE65Q7CAMTXXU  | MU8000                     | UE49MU8000TXXU |
|               | QE55Q8CAMTXXU  |                            | UE55MU8000TXXU |
|               | QE65Q8CAMTXXU  |                            | UE65MU8000TXXU |
|               | QE75Q8CAMTXXU  |                            | UE75MU8000TXXU |
| Q9F           | QE65Q9FAMTXXU  | MU9000                     | UE49MU9000TXXU |
|               | QE88Q9FAMTXXU  |                            | UE55MU9000TXXU |
|               |                |                            |                |

5.2 The following models of Samsung QLED, Premium UHD and The Frame TVs (all launched in 2018) are included in the promotion if purchased between **1 April 2018** and **30 November 2019**:

| QLED TVs |               | Premium UHD TVs |                |
|----------|---------------|-----------------|----------------|
| Q6F      | QE49Q6FNATXXU | NU8000          | UE49NU8000TXXU |
|          | QE55Q6FNATXXU |                 | UE55NU8000TXXU |
|          | QE65Q6FNATXXU |                 | UE65NU8000TXXU |
|          | QE75Q6FNATXXU |                 | UE75NU8000TXXU |
|          | QE82Q6FNATXXU |                 | UE82NU8000TXXU |
| Q7       | QE55Q7FNATXXU | NU8070          | UE49NU8070TXXU |

|     |               |        |                |
|-----|---------------|--------|----------------|
| Q7  | QE65Q7FNATXXU | NU8070 | UE55NU8070TXXU |
|     | QE75Q7FNATXXU |        | UE65NU8070TXXU |
| Q8C | QE55Q8CNATXXU | NU8500 | UE55NU8500TXXU |
|     | QE65Q8CNATXXU |        | UE65NU8500TXXU |
| Q8F | QE55Q8FNATXXU |        |                |
|     | QE65Q8FNATXXU |        |                |
| Q8D | QE55Q8DNATXXU |        |                |
|     | QE65Q8DNATXXU |        |                |
|     | QE75Q8DNATXXU |        |                |
| Q9F | QE55Q9FNATXXU |        |                |
|     | QE65Q9FNATXXU |        |                |
|     | QE75Q9FNATXXU |        |                |

5.3 The following models of Samsung The Frame TVs (all launched in 2017 and 2018) are included in the promotion if purchased between **1 May 2017** and **30 November 2019**:

| <b>The Frame</b> |
|------------------|
| UE43LS003AUX XU  |
| UE55LS003AUX XU  |
| UE65LS003AUX XU  |
| UE43LS03NAUX XU  |
| UE49LS03NAUX XU  |
| UE55LS03NAUX XU  |
| UE65LS03NAUX XU  |

6. This promotional offer **only** applies where you have purchased your product from selected retailers in the UK or Ireland. A full list of participating retailers is shown at [www.samsung.com/uk/screen-burn](http://www.samsung.com/uk/screen-burn).

7. This promotional offer 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.

8. In order to benefit from the 10 Year Screen Burn Warranty you agree to be bound by these terms and conditions.

9. 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.

#### CLAIM(S) FOR WARRANTY SERVICE / TECHNICAL SUPPORT UNDER THE 10 YEAR SCREEN BURN WARRANTY

To obtain warranty service:

- Contact the Samsung Support hotline on UK: 0330 726 7864 (SAMSUNG) /EIRE: 0818 717 100
- Provide the product code and serial number.
- 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
- Provide photographic evidence if requested

#### EXCLUSIONS

1. Samsung makes no representation or guarantee that the Samsung product(s) will operate uninterrupted or error free. Samsung will only provide the 10 Year Screen Burn Warranty in the UK and Ireland. Samsung is not responsible for paying any travel or delivery costs where the product is located outside the UK or Ireland.

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. The 10 Year Screen Burn Warranty is not available to you if the product you present for exchange:

- Has been used for any purpose other than normal domestic use (i.e. any commercial use of the product as described in paragraph 4 of the “10 Year Screen Burn Warranty Conditions” above)
- Is defaced, altered, damaged beyond repair, in need of a repair not included in 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
- Maintenance by anyone other than Samsung or a Samsung Authorised Service provider.
- Operation of a product beyond the limit of its duty cycle
- 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 except to the extent that the End User is resident in the Republic of Ireland in which case nothing in these terms and conditions shall affect any mandatory provision of Irish law which may apply.
2. 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.
3. 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.
4. 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.
5. Samsung Electronics (UK) Ltd reserves the right to amend the promotion in whole or part without prior notice or compensation.
6. This promotional offer cannot be used in conjunction with any other similar Samsung Electronics promotion(s).
7. Promoter: Samsung Electronics (UK) Ltd, Samsung House, 1000 Hillswood Drive, Chertsey, Surrey, KT16 0PS.