

**To activate your promotional 5-year warranty:**

**Online:** visit [www.samsung.com/ie/tvfiveyearwarranty](http://www.samsung.com/ie/tvfiveyearwarranty) to register your product.

**Telephone:** EIRE 0818717100

To maintain and improve the quality of our service, we will record and/or monitor telephone calls. Mobiles and other providers' costs may vary and charges are subject to change without notice and are provided as reference only.

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

**STANDARD WARRANTY PERIOD AND EXTENDED WARRANTY PERIOD**

The warranty period starts on the date of invoice as shown on the purchase receipt. **The standard warranty period ends 12 months later.** By registering the product(s) within 90 days after the invoice date, you will receive an additional 4 years' extended limited warranty service (callout charges, parts and labour only, unless product is in Samsung's opinion beyond economic repair), which will bring the total period of coverage to 5 years from the date of invoice (the "**Extended Warranty Period**"). All of the terms set in this Statement of Limited Warranty shall apply to any extended warranty. The method of service and operating conditions will be as described in the original warranty statement provided with the Samsung product.

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

1. To redeem and claim the 5-year warranty, all details and submissions must be registered using the website address or telephone number shown at the top of the page (and may require creating a MySamsung account).
2. **The 5 Year Warranty must be registered no later than 90 days from the invoice date to validate any claim(s).**
3. Upon registration the claimant will be sent an email confirmation with notification of registration and a related registration code.
4. A copy of your receipt, invoice or lease agreement **MUST** be retained by you as proof of purchase.
5. The 5 Year Warranty is not transferable to a third party and no alternative will be offered.

**STATEMENT FOR SAMSUNG 5 YEAR TV WARRANTY**

1. This offer only applies to:
  - a. the following 2025 Neo-QLED,OLED, QLED and Lifestyle TV Products purchased between 23<sup>rd</sup> June 2025 and 1 September 2026:

<b>2025 Neo QLED TV's</b>
QE98QN990FTXXU
QE85QN990FTXXU
QE75QN990FTXXU

QE65QN990FTXXU
QE85QN900FTXXU
QE75QN900FTXXU
QE65QN900FTXXU
QE98QN90FATXXU
QE85QN90FATXXU
QE75QN90FATXXU
QE65QN90FATXXU
QE55QN90FATXXU
QE50QN90FATXXU
QE43QN90FATXXU
QE85QN85FAUXXU
QE75QN85FAUXXU
QE65QN85FAUXXU
QE55QN85FAUXXU
QE100QN80FUXU
QE85QN80FAUXXU
QE75QN80FAUXXU
QE65QN80FAUXXU
QE55QN80FAUXXU
QE50QN80FAUXXU
QE85QN70FAUXXU
QE75QN70FAUXXU
QE65QN70FAUXXU
QE55QN70FAUXXU

<b>2025 OLED TV's</b>
QE83S95FAEXXU
QE77S95FATXXU
QE65S95FATXXU
QE55S95FATXXU
QE83S90FAEXXU
QE77S90FAEXXU
QE65S90FATXXU
QE55S90FAEXXU
QE48S90FAEXXU
QE42S90FAEXXU
QE83S85FAEXXU
QE77S85FAEXXU
QE65S85FAEXXU
QE55S85FAUXXU

<b>2025 Lifestyle TV's</b>
QE85LS03FWUXXU
QE75LS03FWUXXU

QE65LS03FWUXXU
QE65LS03FAUXXU
QE55LS03FAUXXU
QE50LS03FAUXXU
QE43LS03FAUXXU

<b>2025 QLED TVs</b>
QE85Q8FAAUXXU
QE75Q8FAAUXXU
QE65Q8FAAUXXU
QE55Q8FAAUXXU
QE50Q8FAAUXXU
QE43Q8FAAUXXU
QE85Q7FAAUXXU
QE75Q7F5AUXXU
QE65Q7F5AUXXU
QE55Q7F5AUXXU
QE50Q7FAAUXXU
QE43Q7FAAUXXU

- b. the following 2024 Neo-QLED,OLED, QLED and Lifestyle TV Products purchased between 15 April 2024 and 1 September 2025:

<b>2024 Neo QLED TV's</b>
QE85QN900DTXXU
QE75QN900DTXXU
QE65QN900DTXXU
QE85QN800DTXXU
QE75QN800DTXXU
QE65QN800DTXXU
QE85QN95DATXXU
QE75QN95DATXXU
QE65QN95DATXXU
QE55QN95DATXXU
QE98QN90DATXXU
QE85QN90DATXXU
QE75QN90DATXXU
QE65QN90DATXXU
QE55QN90DATXXU
QE50QN90DATXXU
QE43QN90DATXXU
QE85QN85DBTXXU
QE75QN85DBTXXU
QE65QN85DBTXXU
QE55QN85DBTXXU

<b>2024 OLED TV's</b>
QE77S95DATXXU
QE65S95DATXXU
QE55S95DATXXU
QE83S90DAEXXU
QE77S90DAEXXU
QE65S90DATXXU
QE55S90DAEXXU
QE48S90DAEXXU
QE77S85DAEXXU
QE65S85DAEXXU
QE55S85DAEXXU

<b>2024 Lifestyle TV's</b>
QE85LS03DAUXXU
QE75LS03DAUXXU
QE65LS03DAUXXU
QE55LS03DAUXXU
QE50LS03DAUXXU
QE43LS03DAUXXU
QE65LS01DAUXXU
QE55LS01DAUXXU
QE50LS01DAUXXU
QE43LS01DAUXXU
QE55LS01DBUXXU
QE50LS01DBUXXU
QE43LS01DBUXXU
QE43LS05BGUXXU

<b>2024 QLED TVs</b>
QE98Q80CATXXU

2. **Purchases must be made from the following participating retailers in the Republic of Ireland: Power City, DID Electrical, Harvey Norman, Expert, Euronics, Soundstore and the Samsung Ireland online shop (at [www.samsung.com/ie](http://www.samsung.com/ie)). Purchases made from any other retailer are excluded.**
3. All 5-year warranty claim(s) must be registered online within 90 days of purchase, meaning the final dates for registration are as follows:
  - a. for a product listed under clause 1(a) above purchased on 1 September 2026: 30 November 2026
  - b. For a product listed under clause 1 (b) above purchased on 1 September 2025: 30 November 2025.

4. This Promotion is only available to End User consumers and not, for the avoidance of doubt, to any company or organisation who has purchased for the purpose of resale or for commercial use.
5. By registering the 5-year warranty, you agree to be bound by these terms and conditions.

#### **EXTENT OF 5 YEAR LIMITED WARRANTY (Updated May 2025)**

1. During the Extended Warranty Period Samsung continues to warrant that the Samsung product shall be free from defects in materials and workmanship in accordance with the original warranty statement provided with the product.
2. In the event that Samsung is unable to repair your product, Samsung may at its discretion, either exchange your existing product with a replacement product or provide you with a refund.
3. When warranty service involves the exchange of a product or part, subject to applicable law, the item replaced becomes the property of Samsung. The replacement may be a new or repaired item. The replacement item assumes the remaining warranty period of the original product.
4. Remote technical support may also be provided for the product(s).

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

To obtain a warranty service:

- Contact the Samsung Support hotline on EIRE: **0818 717 100**
- Provide the product code and serial number.
- Provide proof of activated extended warranty, as per the e-mail confirmation sent at the time of online warranty registration(s).
- Provide a clear fault description and carry out any diagnostics if advised.
- Comply with any reasonable instructions from Samsung or an Authorised Service Centre to allow you to receive the warranty service.
- Provide proof of purchase to an engineer to validate.

#### **TRANSFER OF PRODUCT**

If you transfer this product to another user, warranty service may be available to that user during the remainder of the standard 12-month warranty period, but not during the Extended Warranty Period (i.e. the extended warranty is not transferable).

#### **EXCLUSIONS**

1. Samsung makes no representation or guarantee that the Samsung product(s) will operate uninterrupted or error free. During the Extended Warranty Period, Samsung will only provide the warranty in the Republic of Ireland. Samsung is not responsible for paying any travel or delivery costs where the product is located outside the Republic of 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. Warranty Service or Replacement is not available to you if the product you present is:

- Defaced,
- Altered,
- Damaged beyond repair,
- In need of a repair not included in warranty service. (periodic maintenance and the repair or replacement of parts due to normal wear and tear); or
- Does not match the product model and serial number details as registered for warranty service.

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

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

NEITHER SAMSUNG NOR ITS THIRD PARTY SUPPLIERS OR RESELLERS MAKES ANY OTHER WARRANTY, GUARANTEE, OR CONDITION OF ANY KIND, WHETHER EXPRESS, IMPLIED, LEGAL OR STATUTORY, WITH RESPECT TO THE PRODUCT(S), AND TO THE EXTENT PERMITTED BY APPLICABLE LAW, SAMSUNG SPECIFICALLY DISCLAIMS ANY IMPLIED, LEGAL OR STATUTORY WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR, GENERAL OR NORMAL PURPOSE, SATISFACTORY QUALITY, DURABILITY AND WARRANTIES AGAINST LATENT DEFECTS.

#### **GENERAL TERMS**

1. These terms and conditions are governed by English law and come under the exclusive jurisdiction of the English courts.
2. By registering your extended warranty you agree to be bound by these terms and conditions.
3. The Promoter shall have the right, where necessary, to undertake all such action as is reasonable to protect itself against fraudulent or invalid claim(s) including, without limitation, to require further verification as to the identity, and other relevant details of an entrant or claimant and/or the verification as to their qualifying purchase.
4. The Promoter shall not be liable for any interruption to this promotion whether due to force majeure or other factors beyond the Promoter's control.
5. The Promoter reserves the right, acting reasonably and in accordance with all relevant legislation and codes of practice, to vary the terms and conditions of this Promotion.
6. The Promoter reserves the right to amend the promotion in whole or part without prior notice or compensation.
7. This promotional offer cannot be used in conjunction with any other similar Samsung promotion(s).
8. Promoter: Samsung Electronics (UK) Ltd, Samsung House, 2000 Hillswood Drive, Chertsey, Surrey, KT16 0RS, United Kingdom (Warranty applications must not be sent to this address, they will not be registered for the warranty promotion).