

SAMSUNG ELECTRONICS (UK) LIMITED
SAMSUNG PC TRADE IN PROMOTION
TERMS AND CONDITIONS

Participants agree to be bound by these Terms and Conditions (the “**Terms and Conditions**”). Any information or instructions published by the Promoter about the Promotion at <https://samsungoffers.claims/PCtradein> form part of these Terms and Conditions.

The Promoter

1. The Promoter is Samsung Electronics (UK) Limited, Samsung House, 2000 Hillwood Drive, Chertsey, Surrey, KT16 0RS (the “**Promoter**”).

Promotion Period

2. The Promotion will commence at 00:01 (GMT) on the 15th April 2024 and close at 23:59 (GMT) on the 31st December 2024 (the “**Promotion Period**”).

Eligibility

3. To be eligible to participate in the Promotion you must be a business operating and registered in the United Kingdom, Isle of Man, Channel Islands or Republic of Ireland (“**Participant**”). Educational institutions (schools and universities) will also be eligible to participate in the Promotion.
4. Employees or agents of the Promoter, stockists, retailers and resellers are not eligible to enter.

Offer

2. Samsung is offering the Promotion whereby Participants will be eligible to claim a corresponding cashback reward (the “**Reward**”) by redemption when they purchase a qualifying new selected (i.e. not second hand, refurbished or ex-display) Samsung PC listed in Table 1 (“**Promotion Product**”) from any UK, ROI, IoM or CI retailer (each a “**Participating Retailer**”) within the Promotion Period, and proceed to trade in a qualifying PC (“**Trade In Device**”) meeting the Trade In Criteria set forth below, and subject to full compliance with these Terms and Conditions. The amount of the Reward varies according to the Promotion Product purchased, and is subject to the Trade In Criteria being met in full. Details of the Promotion Products and the corresponding Rewards are set out in Table 1 below. Rewards will be paid by bank transfer in GBP or EUR to the bank account nominated in the Claim form (as defined below).
5. Table 1: Promotion Products and Rewards

Promotional Product	SKU number	Reward Value (GBP)	Reward Value (EUR)
Galaxy Book 4 Ultra	NP964XGL-XG1UK	£ 250.00	€290.00
Galaxy Book 4 Pro 360	NP964QGK-KG1UK	£ 200.00	€235.00

Galaxy Book 4 Pro	NP964XGK-KG1UK	£ 200.00	€235.00
Galaxy Book 4 Pro	NP944XGK-KG1UK	£ 150.00	€175.00
Galaxy Book 4 Pro	NP944XGK-KG2UK	£ 150.00	€175.00
Galaxy Book 4 Pro	NP944XGK-KG3UK	£ 150.00	€175.00
Galaxy Book 4 Pro	NP944XGK-KG4UK	£ 150.00	€175.00
Galaxy Book 4 Pro	NP944XGK-KG5UK	£ 150.00	€175.00
Galaxy Book 4 360	NP754QGK-KG1UK	£ 100.00	€115
Galaxy Book 4 360	NP754QGK-KG2UK	£ 100.00	€115
Galaxy Book 4	NP754XGK-KG1UK	£ 50.00	€60
Galaxy Book 4	NP754XGK-KG2UK	£ 50.00	€60
Galaxy Book 3 360	NP734QFG-KA6UK	£ 50.00	€60
Galaxy Book 3 360	NP734QFG-KA5UK	£ 50.00	€60
Galaxy Book 3 360	NP734QFG-KA4UK	£ 50.00	€60
Book 2 Business	NP641BED-KA2UK	£ 50.00	€60
Book 2 Business	NP641BED-KA4UK	£ 50.00	€60

3. Purchases from auction websites (e.g. eBay) or marketplace sales through retail websites (e.g. Amazon Marketplace or Play Trade) are specifically excluded from this Promotion.
6. For your existing Trade-In Device to qualify for the Reward it must be a PC (notebook, laptop, desktop, or workstation) that meets the following criteria (the “**Trade-In Criteria**”):
 - a. Not older than 5 years;
 - b. In good working condition (reasonable wear and tear shall be acceptable);
 - c. Where the device is a laptop, it must have a minimum screen size of 12” and be provided with the charging cable, battery (which allows the device to run under its own power for a minimum of 15 minutes) and any other accessory to allow the relevant device to power on; and
 - d. Unlocked, with biometric data, passwords and personal data removed.
9. For the avoidance of doubt, Chromebooks are excluded from this promotion, and will not be deemed an eligible trade-in device.
7. The Participant must be the legal owner of the Trade In Device.

8. Participants may purchase and Claim Rewards for up to 100 Promotion Products as a maximum number for each Claim per Participant and corresponding Trade In Devices submitted.

Claims

9. To claim a Reward, Participants must visit <https://samsungoffers.claims/PCtradein> and complete the presented online claim form and submit a copy of their proof of purchase with all other information required (the '**Claim**').
4. Claims must be made within thirty (30) to sixty (60) days of the date of purchase (the "**Claim Period**"), meaning the final Claim date for Promotion Products purchased on the 31st December 2024 is no later than 23:59 (GMT) on the 1st March 2025. For the avoidance of doubt, the date of purchase on the invoice or receipt counts as day one (1) of the Claim Period. Claims received outside the Claim Period will be marked as invalid and will not be accepted.
10. Provided the information in the Claim submitted is complete and approved, the Participant will receive a confirmation email within five (5) working days which will include full instructions detailing how to return the Trade-In Device ("**Provisional Approval**").
11. On Provisional Approval, Participants will either receive a pre-paid postage label, or instructions to self-generate a postage label. Trade-in Devices must be packed individually, and each sent complete with the barcode(s) received within the Approval Notification. To remain eligible for the Reward, Participants must dispatch their Trade-In Device within thirty (30) days of the date of the Approval Notification.
12. Trade-In Devices submitted from the UK will be sent using a prepaid label from Parcelforce subject to a maximum of 10 such devices. For over 10 Trade In Devices sent from the UK, the MyDHL API must be used to self-generate a DHL label. ROI participants will also receive instructions to self-generate a DHL label.
13. Deletion of all data and information stored in any Trade-In Devices submitted by a Participant and/or other storage media to be traded-in is the Participant's absolute responsibility. The Promoter accepts no responsibility for Participants' data and software or for any loss or damage to that data and software. Upon receipt of a Trade-In Device from a Participant all data will be permanently and irretrievably destroyed. Please note we are unable to retrieve any Participant data once a Trade-In Device has been received.
14. Please note Trade-In Devices sent by hand will not be accepted.
15. For a device to qualify for the full Reward it must meet the Trade-In Criteria in full. If the device sent does not meet the Trade-In Criteria, Participants will receive notification of this by e-mail. The Promoter will inform the Participant whether a Claim has been rejected or if the Participant has been offered a revised Reward (depending on the condition of the Trade-In Device).
16. If a Participant's Claim is rejected the Participant shall have seven (7) days to request the return of the device. If no response is received within seven (7) working days, the Participant's Trade-In device will automatically be recycled free of charge.
17. Provided that the device meets the Trade-In Criteria the Participant will receive confirmation of receipt by email and SMS stating that the Claim has been successful and has been validated and that the Reward shall be paid via a bank transfer within thirty (30) days. If an email acknowledgement has not been received within 30 days of the Participant posting the device, it is the Participant's responsibility to contact our promotional support team by email at

PCtradein@samsungoffers.claims or by telephone at: UK - 0330 818 5248, ROI - +353 1800 851 238.

18. Only invoices and receipts will be accepted as proof of purchase. If a Participant fails to provide a valid proof of purchase and/or the Claim is not been submitted correctly, the Participant will be notified via email and SMS and offered the opportunity to provide the required information within seven (7) days. If no response is received, one further email and SMS will be sent requesting the required items. If no response is received within seven (7) days of the second email and SMS, then the Claim shall be marked as invalid and the Participant will no longer be eligible to participate.
19. Trade-In Devices or Claims that are incomplete or damaged (as appropriate) will be deemed invalid. No responsibility is accepted by the Promoter for lost, delayed or damaged Trade In devices or claims (e.g. which are lost in the post or where online data is not received or is corrupted).
20. This Promotion cannot be used in conjunction with any other promotion.
21. The Promoter reserves the right at its absolute discretion to disqualify claims which it considers do not comply with these terms and conditions.
22. The Promoter shall have the right, where necessary, to undertake all such action as is reasonable to protect itself against fraudulent or invalid claims including, without limitation, to require further verification as to proof of purchase, as well as the identity, age, and other relevant details of a Participant.
23. If a Participant returns the Promotion Product after submitting a Claim, the Claim will be cancelled, and no Reward paid. The Promoter reserves the right to check with the retailer whether a Promotion Product has been returned and, by submitting a claim, the Participant provides consent to the Promoter to do so. The Promoter reserves the right to report suspicious activity or Claims to the police.
24. A Claim must be made by the Participant and must not be made through agents or third parties.
25. The name and business address shown on the proof of purchase must match the Participant's details included on the Claim form.

Privacy and Data Protection

26. The Promoter may use any personal information submitted by the Participant to advise Participants of future promotions and to provide information about products of the Promoter or its associated companies that may be of interest. The Participant hereby consents to such personal information being used for this purpose and confirms that it agrees with the Promoter's privacy policy available at: www.samsung.com/uk/info/privacy.html. The Participant may withdraw consent to such use of personal information by writing to the Promoter or by using the opt-out process outlined in the Promoter's privacy policy.
27. Other than as set out in these terms and conditions or for the purposes of operating the Promotion, the details and information provided by the Participant when entering the Promotion or claiming the Trade-In Reward will not be used for any promotional purpose, nor shall they be passed to any third party.

General

28. The Promoter shall not be liable for any interruption to the Promotion whether due to force majeure or other factors beyond the Promoter's control.
29. 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 the Promotion.

30. The Promoter will not be responsible or liable for: (a) any failure to receive submissions due to transmission failures and other conditions beyond its reasonable control; (b) any late, lost, misrouted, or damaged transmissions or claims; (c) any computer or communications related malfunctions or failures; (d) any disruptions, losses or damages caused by events beyond the control of the Promoter; or (e) any printing or typographical errors in any materials associated with the Promotion.
31. Proof of posting will not be accepted as proof of receipt. The Promoter cannot accept liability for any Participant's devices lost, damaged or destroyed during shipment and recommends that Participants securely package their device prior to sending. The Promoter is unable to accept hand delivery of devices.
32. Participants will be solely responsible for any and all applicable taxes and any other relevant costs or expenses which are not stated in the Terms and Conditions as included in this Promotion.
33. By participating in this Promotion, Participants agree, to the maximum extent permitted by applicable laws, to release and hold the Promoter harmless from any and all liability whatsoever for any injuries, losses or damages of any kind arising from participation in or in connection with the Promotion, including without limitation, awarding, acceptance, receipt, of the Reward. The above limitation of liability shall not apply to death or personal injury caused as a result of Promoter's negligence. The Promotion is governed by English law.