

**TERMS AND CONDITIONS**  
**SAMSUNG 20 DAYS OF CHRISTMAS PROMOTION**  
**SAMSUNG ELECTRONICS (UK) LIMITED**

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://samsungpromotions.claims/20 days of christmas](https://samsungpromotions.claims/20_days_of_christmas) form part of the Terms and Conditions.

**The Promoter**

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

**Purchase Period**

2. The Promotion will commence at 00:01 (GMT) on the 1<sup>st</sup> December 2022 and shall close at 23:59 (GMT) on the 20<sup>th</sup> December 2022 (the “**Purchase Period**”).

**Eligibility**

3. To be eligible to participate in the Promotion you must be a UK, Channel Islands, Isle of Man or Republic of Ireland resident aged 18+ (“**Individual Participant**”) or a business with an address in the UK, Channel Islands, Isle of Man or Republic of Ireland (“**Company Participant**”). For the avoidance of doubt, within these Terms and Conditions the term “**Participant**” shall be taken to refer to both Individual Participants and Company Participants (and the applicable plural) unless stated otherwise.
4. Claims may only be submitted by the end user Participant. Claims made by Participating Retailers, other Resellers and/or their staff on behalf of the end user are specifically excluded and any such Claims will be automatically rejected.
5. Employees or agents of the Promoter that are involved in the operation of this Promotion or anyone professionally connected to this Promotion are not eligible to enter. Sales staff at the Participating Retailers are eligible to participate so long as they have not received a staff discount on the Promotion Product.
6. Rewards shall be paid by way of bank transfer and Participants must have a valid bank account in GBP (for the UK, IOM or CI) or EUR in order to receive the Reward.
7. Rewards shall be awarded to Participants based on their country of residence, for example a ROI Participant shall receive their Reward in EUR rather than GBP in accordance with Table 1 below.

**Offer**

8. Participants who purchase a new (i.e. not second hand, ex-display or refurbished) qualifying device as detailed in Table 1 below (the “**Promotion Product**”) in-store or online from a Participating Retailer listed here in the United Kingdom, Channel Islands, Isle of Man or Republic of Ireland within the Purchase Period will be eligible to claim a cash back reward (exclusively paid by way of bank transfer) via redemption (the “**Reward**”). The relevant Reward value per Promotion Product shall be as set out in Table 1 below. Laptops will only be considered Promotion Products if they are specifically listed in Table 1 as consumer (not B2B) models. Galaxy Watch5 or Buds2 Pro that have been purchased as part of a Samsung Z Flip4 or S22 Bora Purple bundle are not eligible for this Promotion.
9. Participants should read the following eligibility criteria and restrictions on the Promotion carefully:
  - a. Individual Participants may claim a maximum of four (4) Rewards per household;

- b. Business Participants may claim a maximum of fifty (50) Rewards per registered business.
- c. In all cases, Participants are entitled to a maximum of one (1) Reward per Qualifying Purchase made.

## Claims

10. To claim, after purchasing the Promotion Product(s) from a Participating Retailer, Individual Participants must visit [https://samsungpromotions.claims/20\\_days\\_of\\_christmas](https://samsungpromotions.claims/20_days_of_christmas) (the “**Website**”), complete the online claim form and upload the required information to make an application for their Reward under this Promotion (a “**Claim**”). This required information includes their name, contact information, bank account details and any other requested information, including a scanned copy of their proof of purchase and IMEI number or serial number (as applicable) of the Promotion Product(s) purchased. Participants may also be required to upload a photograph or screenshot of either their IMEI number or serial number as appropriate.
11. Claims may only be submitted within sixty (0-60) days from the date of purchase, meaning the final claim date for purchases made on the 20<sup>th</sup> December 2022 is no later than 23:59 (GMT) on the 17<sup>th</sup> February 2023 (the “**End Date**”). Claims received after the End Date will not be eligible. For the avoidance of doubt, the date of purchase counts as day 1. In the event of late delivery of the Participant’s Promotion Product, they will be able to register and save their information in the Claim form during the Claim Period and return to complete and submit their Claim with zero (0) to sixty (60) days of delivery.
12. Participants will be sent an initial email and text to confirm that their Claim has been received and provisionally approved, subject to Promoter verification (“**Provisional Approval**”). Within 45 calendar days of Provisional Approval, Participants will receive a second email and text confirming that their Claim has been fully validated by the Promoter (“**Claim Validation**”) and their Reward payment has been processed. For the avoidance of doubt, no Reward payments shall be made to Participants until Claim Validation has occurred
13. If an email or text acknowledgement has not been received, it is the Participant’s responsibility to contact the Promoter’s customer service team by email at [christmas@samsungpromotions.claims](mailto:christmas@samsungpromotions.claims) or by phone on 0330 054 5451 (UK) / +353 1800 851 869 (ROI) within seven (7) days of a Claim being submitted.
14. If the Claim is deemed to have missing information, the Participant will be notified via email and SMS and offered the opportunity to provide the required information to validate their Claim within seven (7) days of the email and SMS being sent. If no response is received, then the Claim shall be marked as invalid and the Participant will no longer be eligible to receive the Reward.
15. Provided that the relevant Claim is not rejected for any reason before Claim Validation occurs, Participants will receive the Reward by way of bank transfer to the bank account detailed in the Claim within forty-five (45) days of Provisional Approval.
16. To check the status of the Claim Participants may visit UK [https://2021.samsungpromotions.claims/20\\_days\\_of\\_christmas/en-GB/track-claim](https://2021.samsungpromotions.claims/20_days_of_christmas/en-GB/track-claim) or ROI [https://2021.samsungpromotions.claims/20\\_days\\_of\\_christmas/en-IE/track-claim](https://2021.samsungpromotions.claims/20_days_of_christmas/en-IE/track-claim).
17. Claims that are incomplete or damaged will be deemed invalid. No responsibility is accepted by the Promoter for lost, delayed or damaged data which occurs during any communication or transmission of Claims.
18. The Promoter reserves the right at its absolute discretion to disqualify Claims which it considers do not comply with these Terms and Conditions.
19. 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 generate or require further verification as to proof of purchase, as well as the identity, age, and other relevant details of a Participant. This process may involve the Promoter sharing information with third parties. In the event your information is linked to fraudulent claims

or abuse of the terms and conditions of any previous promotions you will be unable to participate in this Promotion and your Claim will be rejected.

20. If a Participant returns a Promotion Product after making a Claim, then the Participating Retailer shall notify the Promoter and the Claim shall be rejected. Where the Reward has already been paid then the Promoter shall seek to recover the Reward from the Participant.

#### **Privacy and Data Protection**

21. 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 Reward will not be used for any promotional purpose, nor shall they be passed to any third party.
22. The information collected as described in Condition 15 above shall be processed in accordance with the procedures outlined in the Promoter's privacy policy, available at [www.samsung.com/uk/info/privacy](http://www.samsung.com/uk/info/privacy).

#### **General**

23. 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.
24. 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.
25. Rewards are non-transferable by Participants.
26. 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.
27. 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 the Reward.
28. By participating in this Promotion, you 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 or 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.
29. The Promotion is governed by the law of England and Wales.