

SAMSUNG ELECTRONICS (UK) LIMITED
2025 HOLIDAY RETURNS PROMOTION
TERMS AND CONDITIONS

Participants agree to be bound by these terms and conditions (“**Terms and Conditions**”). Any information or instructions published by the Promoter about the Offer at <https://www.samsung.com/uk/offer> form part of the Terms and Conditions.

The Promoter

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

Purchase Period

2. The Offer only applies to purchases made between 00:01 (GMT) on 5th November 2025 and 23:59 (GMT) on 23rd December 2025 (the “**Purchase Period**”).

Eligibility

3. To be eligible to participate in the Offer you must be a UK resident aged 18+ (“**Participant**” or “**you**”).
4. The Offer is only available to consumers (e.g. not to any business or reseller purchasing for commercial use or resale).

Offer

5. Participants who purchase a Samsung mobile product that is a: Smartphone, Watch, Buds, Headphone, Tablet, Laptop, Ring, Tag and Smartphone Accessory (excluding unused display and clearance) product (each an “**Offer Product**” and together the “**Offer Products**”) from Samsung’s online store (www.samsung.com/uk) (the “**Participating Retailer**”) within the Purchase Period will be eligible to take advantage of Samsung’s Holiday Returns Promotion (the “**Offer**”).
6. Participants have the right to return the Offer Product to the Participating Retailer for an exchange or refund (at the Participant’s discretion) by 10th January 2025.
7. To receive a full refund for the returned Offer Product(s) you must return the Offer Product(s) in an as new condition with all original packaging, accessories, and any free of charge products supplied with the Offer Product(s). If you have handled an Offer Product more than if you were reviewing it in a retail store before purchase (e.g. you have used it more than is necessary to establish its nature, characteristics and functioning) then we may reduce the full refund amount to reflect any reduction in the value of the Offer Product caused by this. We may also reduce the refund amount to reflect the value of any accessories or free of charge products not returned. If applicable, we will reduce the refund amount to reflect the cost of returns (please see reference to our returns policy below). If you selected for Samsung to carry out any installation or similar services upon purchase and you request a return you will not be entitled to a refund for any services either commenced or completed.
8. Offer not valid in conjunction with any cashback offer from the Offer.

Redemption Process

9. To claim under the Offer, Participants must contact Samsung via our website (www.samsung.com/UK), by website chat, by telephoning the Customer Call Centre (details are available here: [contact us](#)) or by printing out and sending Samsung a completed model cancellation form (available [here](#)) (“**Notification**”) by 10th January 2025. You will then be informed of details of how to return or arrange collection of the Offer Product (“**Redemption**”). Please note collection will only be available from the original delivery address. Please note return costs are charged, for more details, please see our returns policy set out in the Terms and Conditions of Sale (available [here](#)).
10. Offer Products must be returned within 14 days of Notification.
11. Refunds will be made to the bank account from which the Offer Product was purchased.
12. Participants may submit a maximum of one (1) Redemption per Participant and per Offer Product purchased and one (1) per household.
13. Redemptions that are incomplete or damaged will be deemed invalid.

14. The Promoter shall have the right, where necessary, to undertake all such action as is reasonable to protect itself against fraudulent or invalid Redemptions 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.
15. The Promoter reserves the right at its absolute discretion to disqualify Redemptions which it considers do not comply with these Terms and Conditions.
16. Redeeming the Offer does not affect the standard warranty period or any other statutory rights.
17. The Offer cannot be transferred to another user.

Privacy and Data Protection

18. The Promoter's use of any personal information submitted by the Participant shall be limited to communications about the Offer and for managing Redemptions. The Participant hereby consents to its personal information being used for this purpose and confirms that it agrees with the Promoter's privacy policy available at: <http://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.
19. Other than as set out in these Terms and Conditions or for the purposes of operating the Offer, the details and information provided by the Participant when making a Redemption will not be used for any other purpose, nor shall they be passed to any third party.

General

20. The Promoter shall not be liable for any interruption to the Offer whether due to force majeure or other factors beyond the Promoter's control.
21. 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 Offer.
22. The Promoter will not be responsible or liable for: (a) any failure to receive Redemptions or Notifications due to transmission failures or other conditions beyond its reasonable control; (b) any late, lost, misrouted, or damaged Redemptions or Notifications; (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 Offer.
23. By participating in this Offer, 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 Offer. This limitation of liability shall not apply to liability arising from fraud (including fraudulent misrepresentation), death or personal injury caused as a result of Promoter's negligence.
24. The Offer is governed by English law.