

- (D) This Warranty does not cover damage caused by:
- misuse or abusive use of the Samsung product, including physical abuse;
 - incorrect operation or not following the operation instructions (as stated in the Product Operation Manual or manufacturer's instructions provided with the Samsung product);
 - improper installation;
 - incorrect or improper maintenance or failure to maintain the Samsung product;
 - failure to clean or improper cleaning of the product;
 - incorrect voltage or non-authorized electrical connections;
 - adverse external conditions such as power surges and dips, thunderstorm activity, acts of God, acts of terrorism, damage caused by vermin, or any other act or circumstance beyond Samsung's control;
 - exposure to excessive heat, moisture or dampness;
 - exposure to abnormally corrosive conditions;
 - use of non authorised/non-standard, defective or incompatible parts;
 - password setting / resetting and computer virus;
 - repair, modification or other work carried out on the Samsung product other than by Authorised Samsung Service Personnel; and
 - any damage caused by micro sims where the product is not specifically designed to accept them.
- (E) This Warranty does not cover Samsung products purchased in an auction.
- (F) If the Samsung product you are using has been rented or leased by you, and you consider a claim might be made under this Warranty, you should refer the matter to the rental or leasing company immediately and they will handle the matter.
- (G) This Warranty does not cover service costs in replacing and maintaining consumable parts which have ceased working through normal wear and tear.
- (H) This Warranty does not cover Samsung products which, at the time you consider a claim might be made under this Warranty, do not bear the original manufacturer's factory-applied serial number and IMEI number in its original form (for instance where it or the sticker bearing it has been removed, wiped out, rubbed off, or altered).
- (I) This Warranty does not cover the loss of any data howsoever caused. You shall be responsible for backing up and protecting data against loss, damage or destruction. Please note that the repair of goods may result in loss of data.
- (J) This Warranty does not cover any defects not notified to Samsung within the Warranty Period.

PART II PRODUCT WARRANTY PERIODS AND SPECIAL CONDITIONS

I. Parts (Options) and Accessories Warranty

- (A) This part of the Warranty identifies Samsung's preferred approach to resolving warranty claims in relation to parts and accessories.
- (B) The table below this sub-paragraph identifies the periods under which a claim may be made under this Warranty for replacement of a part or accessory. However, you may also have statutory rights outside of these periods. This warranty applies only to parts and accessories which are supplied within the box of the Samsung consumer product for which they are to be used. Parts and accessories which are supplied separately from a Samsung product for use with it are covered under a separate warranty.

1. All Samsung parts and accessories (including batteries) purchased together with the Samsung product are covered under this Warranty for the period specified in the table below. Generally Samsung will replace the defective part or accessory which is the subject of the claim during this period.
2. You will only be able to make a claim under this Warranty for missing Samsung parts and accessories if, with your claim, you are able to provide satisfactory evidence that the relevant item was missing from the box or other storage or packaging material originally supplied by Samsung. All claims must be made within seven (7) days of purchasing the Samsung part and/or accessory.

Product	Warranty Period
Mobile Phone & Tablet Accessories	
- Bluetooth Headsets	12 months
- All other accessories	6 months

II. PARTS AND LABOUR WARRANTY

- (A) Unless specified, this Warranty covers corresponding costs for parts and labour which may be required to repair the Samsung product, part or accessory if Samsung or its agent repair the item under this Warranty.

III. WARRANTY BY PRODUCT TABLE

- (A) The table below in this sub-paragraph summarises the standard Samsung warranty period for resolving claims under this Warranty, although each claim is assessed on its own merits. Please refer to Part I, paragraph (III)(F) for the range of Samsung's responses to a claim under this Warranty in accordance with the table below. In some instances the appropriate response to the claim will differ from the warranty period noted below.

Product	Warranty Period	Special conditions
Mobile Phone & Tablet	2 years	*Excluding the battery and any accessory (refer to Part II, paragraph (B))

ARCTickNo# & Code _____ / _____

For (Company) _____

Purchased From _____

FOR SERVICE PLEASE CALL

1300 362 603

Visit: www.samsung.com.au/support

III. Warranty Claim

- (A) If you consider that the Samsung product which you have purchased is not of acceptable quality, has a latent defect, or is otherwise not compliant with the conditions, warranties, undertakings, and legal rights given to you under Australian Law (for example, it appears faulty, or does not work at all or properly), you can make a claim under this Warranty.
- (B) Except where an International Product Warranty has been provided with your Samsung product, warranty service will only be provided in the specific country where the Samsung product was originally purchased. For example, if you have purchased the Samsung product within Australia, warranty service will be limited to Australia only.
- (C) If you purchased this product in Australia and wish to make a claim under this Warranty, you should:
- contact 1300 362 603;
 - visit the nearest Samsung Customer Service Plaza; or
 - visit www.samsung.com/au.

PRODUCT ONLINE REGISTRATION

You can register your product online at www.samsung.com/au. While registration is not necessary to make a claim under this Warranty, it may assist Samsung to process any claim which you may make more quickly.

- (D) When you make any claim under this Warranty it is essential that you provide a copy of your proof of purchase of the Samsung product, whether in person, by email or by fax. A claim under this Warranty is not formally made unless and until that proof of purchase is provided. This does not detract from your statutory rights.
- (E) You will not be able to gain the benefit of this Warranty without making a claim. A claim must be made within the Warranty Period. This Warranty does not cover any defects not notified to Samsung within the Warranty Period.
- (F) If, following receipt of a claim under this Warranty, Samsung or its agent determine that your claim in respect of a Samsung product is valid (having regard to the terms of Part II of this Warranty), and:
- (a) if the goods can be repaired and the failure to comply with the warranty is not a major failure or a failure of substantial character, Samsung or its agent will either repair the Samsung product or, if authorised by Samsung, pay you for the cost of a repair of the Samsung product, or replace the Samsung product with the same or similar product or refund you the cost of a replacement, in each case depending upon what is reasonable in the circumstances and at no cost to you. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods; or
 - (b) if the goods cannot be repaired or the failure to comply with the warranty is a major failure or a failure of substantial character, you may reject the goods or require Samsung to pay you compensation for any reduction in the value of the goods below the price paid or payable by you for the goods. The standard Samsung warranty periods are set out by product type in the tables in Part II of this Warranty, although each claim is assessed on its own merits. If Samsung provides you with either a replacement or refund, you immediately transfer ownership in the original Samsung product or part to Samsung. If Samsung repairs the goods, you immediately transfer

ownership in any residual parts to Samsung. Any such resolution by Samsung of a claim under this Warranty by you does not otherwise detract from any other statutory rights which you might have in the circumstances, including your right to monetary compensation for a valid claim.

(G) If, following receipt of a claim under this Warranty, Samsung or its agent determine that your claim in respect of a Samsung product is invalid, Samsung may charge you for any labour, parts or transport costs incurred by Samsung or its agent in assessing your claim.

IV. Warranty Transferability

- (A) This Warranty is transferable to a subsequent owner of a Samsung product, in the event of the sale of that product, provided that Samsung is informed in writing within a reasonable time of the sale of the subsequent owner's name and contact details, such notice to be provided to Samsung as follows:
- www.samsung.com/au.

The notice should identify the name of the previous owner of the Samsung product, place and date of purchase, model, make and serial number of the product. The effective transfer of this Warranty does not otherwise alter the terms of this Warranty in any way.

- (B) In cases of authorised product or part replacement of the original purchased Samsung product, the replacement Samsung product will be covered for the remainder of the original Warranty Period.

V. Carry-In repairs

- (A) If you wish to make a claim in relation to a Samsung product, please bring, or send, that Samsung product to the nearest Samsung Customer Service Plaza or authorised service centre for assessment, the cost of which will be borne by Samsung if your claim is determined to be valid pursuant to Part I of this Warranty. Whenever possible, the product should be returned in its original carton and packing or alternatively in packing suitable to prevent damage to the product. Samsung will not accept responsibility for damage to the product during this transport caused by unsuitable or inadequate packing.
- (B) If you believe that it is not reasonable for you to bring or send the Samsung product to a Samsung Consumer Service Plaza or an authorised repair service centre, Samsung will liaise with you to determine the best way in which to inspect and, if necessary, repair the Samsung product the subject of the claim under this Warranty.

VI. Warranty Exclusions

- (A) This section identifies what is excluded under this Warranty.
- (B) For the avoidance of any doubt, any and all warranties or conditions which are not guaranteed under the Australian Competition and Consumer Act, or the Australian Competition and Consumer Regulations 2010 and which are not expressly included in this Warranty as additional warranties or conditions are excluded.
- (C) This Warranty does not extend to loss caused by normal wear and tear, fire, water (liquid spillage or ingress), theft, vermin or insect infestation.

PLEASE TEAR OFF THIS SECTION AND RETURN TO SAMSUNG ELECTRONICS AUSTRALIA



No stamp required
if posted in Australia



Delivery Address:
PO Box 63
CONCORD WEST NSW 2138

Samsung Electronics Australia
Customer Care Centre
Reply Paid 63
CONCORD WEST NSW 2138



PLEASE GLUE HERE

PLEASE TEAR OFF THIS SECTION AND RETURN TO SAMSUNG ELECTRONICS AUSTRALIA

You can also register online at
www.samsung.com.au/warranty

CUSTOMER INFORMATION FOR REGISTRATION

FIRST NAME: _____

SURNAME: _____

TITLE: _____

ADDRESS: _____

SUBURB: _____ POST CODE: _____

STATE: _____

EMAIL: _____

CONTACT NO: (PHONE) _____

(OFFICE) _____

(MOBILE) _____

MODEL NAME: _____

SERIAL NUMBER: _____

DATE OF PURCHASE: _____ (DD/MM/YY)

(MOBILE PHONE ONLY)

GSM IMEI NO: _____

CDMA ESN NO: _____

Age Group

- Under 18 18-24 25-34
 35-44 45-54 Over 55

Household income

- Under 10K 10-30K 30-50K
 50-70K 70-100K 100K

Occupation

- Architect Banker Chartered Accountant
 Consultant Doctor Government Officer
 Engineer Entrepreneur Home Maker
 IT Journalist Marketing
 Sales/Service Teacher Retired
 Other (Specify): _____

Q1. Which of the following best describes the primary reason for purchasing this Samsung Product?

- Stylish design Price Warranty Term & Service
 Features Easy to use Friend's recommendation
 Quality Brand reputation

Q2. How would you rate Samsung Brand overall?

- Very good Average Not Good at all
 7 6 5 4 3 2 1

Q3. How did you first become aware of this Samsung product?

- Magazine Newspaper TV Radio
 Outdoor Billboard Internet Store Display
 Salesperson Exhibition Direct mail/Catalogue

Q4. When do you make a purchase decision?

- Before visiting a store At the store

Thank you for your registration. All of your information will remain strictly confidential. To serve you better, Samsung will send information about products you may be interested in. If for any reason, you do not want to receive information from Samsung, please check this box.

