

# PART 1

## FastGuard™ Extended Warranty

### **(1) Definitions**

In this warranty the following terms shall have the following meanings:

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Samsung	Shall mean Samsung Electronics Company Limited.
Samsung Product	Shall mean the Samsung Notebook, Printer, LCD Monitor/TV and Home Appliances
Warranty Period	Shall mean a period as defined in the product documentation commencing on the original date of purchase or supply as new
Extended Warranty Period	Shall mean a period of the Extended Warranty, commencing on the expiry of the Warranty or any Extended Warranty period. Maximum extendable warranty period is 5 years including national warranty
National Warranty Scheme	Shall mean the National Warranty Scheme applicable to the Samsung Product in accordance with these terms and conditions contained in the warranty document.

### **(2) General**

FastGuard™ is an extension of your original warranty and does not affect your rights under the National Warranty Scheme. Terms and Conditions of the National Warranty Scheme still apply for FastGuard™ Extended Warranty except where specifically excluded below. FastGuard Extended Warranty commences upon the Warranty expiry of the Samsung Product, and must be contiguous. FastGuard Extended Warranty purchase, registration and activation must be completed before any Warranty or Extended Warranty has expired. The terms and conditions of Samsung Warranty for the Samsung Product and any supplementary information on Extended Warranty (including products covered and maximum period of Extended Warranty) can be viewed on [www.samsung.com/uk](http://www.samsung.com/uk).

### **(3) Warranty**

During the Extended Warranty Period Samsung will, at its option, repair or replace any hardware defects in the Samsung Product free of charge. Repair parts or replacement of the Samsung Product will be furnished on an exchange basis, and will be either new or refurbished to be functionally equivalent to new. The warranty in respect of a repaired or replaced item shall be for the remainder of the Extended Warranty Period. All original items replaced in the performance of services shall become the property of Samsung and the new or replacement parts will become the property of the Customer. The method of service and operating conditions will be as described in the original warranty statement provided with the Samsung Product. Samsung makes no representation or warranty that the Samsung Product will operate uninterrupted or error free.

The following special conditions apply to the FastGuard Extended Warranty System:

- a. cover applies only to UK specification Samsung Product purchased in UK / Eire
- b. service only covers the UK and Eire
- c. batteries, accessories and consumables are excluded from the Extended Warranty scheme. Consumables and maintenance parts are subject to its lifetime according to product datasheet
- d. FastGuard Extended Warranty must be activated before expiry of any Samsung Warranty.
- e. defects reported outside of the Extended Warranty Period are excluded.

f. Site conditions that do not conform to operating conditions in installation manual and warranty statement are excluded.

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. Re-installation of the original software may be subject to additional charges.

#### **(4) Force Majeure**

Samsung shall not be liable for any failure in service as a result of Samsung, or Samsung's agents employees or contractors being delayed, prevented or hindered in the performance of its obligations under this Warranty Scheme by reason of any circumstances beyond its reasonable control, such circumstances include, but are not limited to fire, flood, Act of God, and civil disorder.

#### **(5) Data**

The Customer shall be responsible for backing up and otherwise protecting their data against loss, damage or destruction. Samsung shall not be liable for the loss of any data howsoever caused.

#### **(6) Extended Warranty Scheme Claim Requirements**

Customer claims made pursuant to this Warranty Scheme must conform to the following requirements:

- a. The Customer must contact the Warranty Centre to make arrangements for Warranty Service
- b. The Customer must provide proof of activated FastGuard Extended Warranty.
- c. The Customer must provide a clear fault description and carry out diagnostics as advised.
- d. The Customer must comply with any reasonable instruction for service

#### **(7) Disclaimers**

Samsung accepts liability in respect of death and personal injury caused by the proven negligence of Samsung. Samsung shall not be liable for any indirect, incidental, special or consequential damages losses or expenses (including without limitation lost profits, loss of use or loss of data, goodwill, reputation or lost business) arising directly or indirectly, from the purchase use or sale of the Samsung Product, whether or not Samsung was advised or aware of the possibility of such damages, losses or expenses. With the exception of Samsung's liability which cannot be excluded or limited by law, Samsung's liability to the Customer under the National Warranty Scheme shall not exceed the price paid by the Customer for the Samsung Product.

Subject to the warranty in Paragraph 3, all conditions, warranties and terms implied by statute or otherwise are hereby excluded to the maximum extent permissible by law.

The above warranty does not affect the statutory consumer rights of the Customer.