

SAMSUNG SUBSCRIPTION PROGRAM

CUSTOMER TERMS AND CONDITIONS FOR PARTICIPATING IN THE SAMSUNG SUBSCRIPTION PROGRAM

1. GENERAL

- 1.1 You are entering into these terms and conditions (**Terms and Conditions**) with Samsung Electronics Australia Pty Ltd ABN 63 002 915 648 ("**Samsung**", "**Us**", "**We**").
- 1.2 Asurion Australia Pty Ltd, its employees and contractors (collectively "**Asurion**") may provide elements of the **Program** as Our agent or as an independent contractor.
- 1.3 Words with special meanings in these Terms and Conditions are capitalised like this: "Special Word". Definitions of words with special meanings are found in clause 16.

2. PROGRAM TO BE DISCONTINUED

- 2.1 The Program is in the process of being discontinued.
- 2.2 You will no longer be eligible for any upgrade after the Discontinuation Date.
- 2.3 If You do accept, or have already accepted, a Free Upgrade (see clause 6.1) or an Early Upgrade (see clause 6.2) on an Eligible Device before the Discontinuation Date, please note that there will be no future upgrade opportunities for You under the Program as the Program will no longer be available.

3. INFORMATION ABOUT THE PROGRAM

3.1 Payment Plan

The Samsung Subscription Program (hereafter the "**Program**") is available to You if you purchase an Eligible Device under a Payment Plan and otherwise comply with these Terms and Conditions. The terms and conditions for the Payment Plan may be found at <https://www.latitudepay.com/customer-terms-conditions/>

3.2 Program

Subject to these Terms and Conditions, the Program allows You to upgrade your Eligible Device for a New Device if You have:

- (a) paid at least nine of your Instalments in full (i.e. there is 50% or less of your total balance remaining on Your Payment Plan), in accordance with the terms of Your Payment Plan;
- (b) provided Your Existing Device to Us and it is in Good Working Order; and
- (c) You submit your upgrade request before the Discontinuation Date; and
- (d) otherwise complied with these Terms and Conditions.

3.3 Samsung Care+

- (a) As part of your participation in the Program, you also are entering into the terms and conditions for Samsung Care+ (**Samsung Care+ Terms**), which are contained in Schedule 1 of these Terms and Conditions. In summary, Samsung Care+ permits you to swap your Eligible Device for a Like Mobile Device (as defined in the Samsung Care+ Terms) twice in 18 months from the start of the Program, once in the first 12 months, with the second swap available from month 13 of your subscription. You must return your Eligible Device to complete the swap. Please note that, pursuant to the Samsung Care+ Terms, your participation in Samsung Care+ may be rejected under clause 3.3 of the Samsung Care+ Terms. If this occurs, we will notify You of this.

- (b) Please note that your participation in the Program and your Payment Plan will continue in circumstances where your participation in Samsung Care+ is rejected.

4. THESE TERMS AND CONDITIONS

Please read these Terms and Conditions carefully. These Terms and Conditions outline Your responsibilities under the Program and provide You with other important information. Your participation in the Program is subject to Your compliance with these Terms and Conditions. Your participation in Samsung Care+ is subject to Your compliance with the Samsung Care+ Terms.

5. ELIGIBILITY FOR THE PROGRAM

To be eligible to participate in the Program, You must:

- (a) be an Australian resident who is at least 18 years old;
- (b) be capable of entering into a binding contract;
- (c) have entered into a Payment Plan for your Eligible Device;
- (d) confirm Your Eligible Device has not been reported lost or stolen;
- (e) provide Your full name, address, phone number, email address and valid Payment Card details; and
- (f) confirm that You are not registered or required to be registered for Goods and Services Tax, and as such, Your supply of Your Existing Device is not a taxable supply for the purposes of *A New Tax System (Goods and Services Tax) Act 1999* (Cth).

6. UPGRADE CRITERIA

6.1 Free Upgrade

- (a) You will be entitled to upgrade your Eligible Device for a New Device at no additional cost if:
 - (i) You have paid at least 12 of your Instalments in full (i.e. there is 33% or less of your balance remaining on your Payment Plan) in accordance with the terms of your Payment Plan and you are not in arrears; and
 - (ii) Your Eligible Device is provided to Us in Good Working Order;
 - (iii) You submit your upgrade request before the Discontinuation Date.
- (b) If Your Eligible Device has been Mis-Graded and is not in Good Working Order, You will be required to pay the Mis-Grading Fee.

6.2 Early Upgrade

- (a) You will be entitled to upgrade your Eligible Device to a New Device for the Early Upgrade Fee if:
 - (i) You have paid between 9 and 11 of your Instalments (inclusive) in full (i.e. there is 50% or less of your balance remaining on your Payment Plan) in accordance with the terms of Your Payment Plan and you are not in arrears; and
 - (ii) Your Existing Device is provided to Us in Good Working Order; and
 - (iii) You submit your upgrade request before the Discontinuation Date.
- (b) If Your Eligible Device has been Mis-Graded and is not in Good Working Order, You will be required to pay the Mis-Grading Fee.

6.3 Damaged Device

- (a) If you wish to upgrade your Eligible Device but it is not in Good Working Order, you can request a Swap under clause 5 of the Samsung Care+ Terms if you have unused Swap

Requests. Where you exercise a Swap under clause 5 of the Samsung Care+ Terms, it will reduce your remaining Swap Requests available. Where you wish to upgrade Your Eligible Device but it is not in Good Working Order and You do not have any remaining Swap Requests, You will not be eligible to upgrade.

7. UPGRADING YOUR EXISTING DEVICE

7.1 To participate in the Program, You will need to:

- (a) Download the Samsung Subscription App, which is operated by Asurion, from the Google Play store;
- (b) Use the Samsung Subscription App to confirm that Your Eligible Device qualifies for the Program, and you are entitled to seek a Free Upgrade or Early Upgrade. Once the Samsung Subscription App confirms that Your Existing Device qualifies for the Program, You will be:
 - (i) provided with an assessment of whether your Eligible Device is in Good Working Order;
 - (ii) notified as to whether you qualify for Free Upgrade or Early Upgrade;
 - (iii) notified of the amount of any applicable Fees that you are required to pay; and
 - (iv) provided with a unique Upgrade ID that you can use to apply at the point of sale when purchasing Your New Device online. Your unique Upgrade ID will be valid for a period of seven (7) days.
- (c) Meet the following identification requirements:
 - (i) you must provide Asurion with a copy of Your valid driver's licence bearing Your full name, Your date of birth, Your photograph, Your residential address and Your signature. You provide this by uploading a photograph of Your valid driver's licence to the Samsung Subscription App; or
 - (ii) where You are unable to provide a valid driver's licence, Asurion will advise You of alternative identification documents that You can provide to satisfy the identification requirements.

Where You are unable to meet the identification requirements set out in clause 7.1(c) above, You cannot participate in the Program.

- (d) Have sufficient available funds in Your LatitudePay+ account, or be approved for an increased limit.
- (e) Have sufficient funds remaining on Your Payment Card to enable Your bank to reserve a hold against the funds on Your Payment Card to the value of the Device Non-Return Fee until Asurion receives, and completes its final assessment of, Your Existing Device (as further outlined in clauses 8.2 and 8.3 below).

7.2 Before entering Your Upgrade ID at the point of sale, You must confirm Your agreement to:

- (a) where you are purchasing online, post Your Existing Device to Asurion within seven (7) days of receiving your New Device, so Asurion can undertake a final assessment of Your Eligible Device to validate that it qualifies for the Program and the Eligible Device has not been Mis-Graded; and
- (b) subject to Asurion validating that Your Eligible Device qualifies for the Program, transfer ownership of Your Existing Device to Asurion, with ownership of your Eligible Device being transferred to Asurion when the device is returned to it and all eligibility criteria in this clause are met.

7.3 Once you have upgraded your Eligible Device to a New Device, Samsung (through Asurion) will pay the outstanding amount owed on your Payment Plan for the Eligible Device to Latitude.

7.4 You will commence a new Payment Plan with Latitude for the New Device.

- 7.5 The Samsung Subscription App is operated by Asurion who are solely responsible for assessing Your Eligible Device and determining whether Your device is eligible for the Program, is in Good Working Order, qualifies for a Free Upgrade or an Early Upgrade and the amount of any applicable Fee(s).

8. INFORMATION ABOUT FEES

- 8.1 You will need to enter valid Payment Card details into the Samsung Subscription App in connection with an Upgrade request. The Samsung Subscription App is operated by Asurion and the Fees outlined in this clause 8 are payable to Asurion.
- 8.2 Asurion will request Your bank to reserve a hold against the funds on Your Payment Card to the value of the Device Non-Return Fee (**the Hold Fee**), advised to you during the Upgrade request. The Hold Fee will remain in place until Asurion receives, and completes its final assessment of, Your Existing Device (**the Hold Duration**). The Hold Fee will present on Your Payment Card statement as a pending transaction that reduces the funds You have available to spend using Your Payment Card for the Hold Duration. Asurion will not charge Your Payment Card other than in accordance with clause 8.4 below.
- 8.3 Once Asurion completes its final assessment of Your Existing Device, the Hold Fee will be released by Your bank. **Depending on Your bank, it can take 14 days or more for these funds to be released and available for use.** As the Hold Fee is a temporary hold, and not a charge, the returned funds will not show as a transaction on Your Payment Card statement.
- 8.4 You authorise Asurion to charge Your Payment Card the following fees (if applicable):
- (a) a **Device Non-Return Fee** if You do not return Your Eligible Device to Asurion within seven days after the date on which You receive Your New Device.
 - (b) an **In-eligible Device Fee** if You return a device which is an In-eligible Device. Upon payment of Your In-eligible Device Fee, Your In-eligible Device will be returned to You.
 - (c) a **Mis-Grading Device Fee** if You return a Mis-Graded Device.
 - (d) an **Early Upgrade Fee** if You upgrade your Eligible Device for a New Device in accordance with clause 6.2.
- 8.5 If you do not return your Eligible Device as required and Asurion is unable to charge the Device Non-Return Fee to your Payment Card under clause 8.4(a), Latitude will review your account and may contact you to advise you to return your Eligible Device or make payment of the Device Non-Return Fee.
- 8.6 If you return an In-eligible Device and Asurion is unable to charge the In-eligible Device Fee to your Payment Card under clause 8.4(b), Latitude will review your account and may contact you to advise you to make payment of the In-eligible Device Fee.
- 8.7 Asurion are solely responsible for determining whether any Fees are payable and for charging Your Payment Card under this clause 8.

9. PRIVACY AND PAYMENT CARD SECURITY

- 9.1 By applying to participate, or participating in, the Program You consent to Asurion and Us collecting, handling, storing and/or disclosing Your Personal Information in accordance with Data Privacy Laws and Our respective privacy policies, a copy of which is available at: <https://corporate.asurion.com.au/eng/privacy-policy/> and <https://www.samsung.com/au/info/privacy/>.
- 9.2 We are committed to the security and confidentiality of Your Payment Card details. Your Payment Card details will be encrypted upon collection and then destroyed by Us upon the completion of the upgrade of Your Existing Device.

10. YOUR RESPONSIBILITIES

10.1 Before posting Your Eligible Device to Asurion:

- (a) We recommend that You back up any files, photos or other data which You have stored on Your Existing Device.
- (b) You must remove the SIM card, memory card and any personal or confidential data. SIM cards received by Asurion will not be returned to You, they will be securely destroyed and You will need to contact your carrier for a replacement SIM. Data remaining on Your Eligible Device will be securely wiped and Your Eligible Device may also be reset to factory settings. Asurion will not be able to recover any data stored on Your Eligible Device.
- (c) You must disable all activation or device locking features (e.g., Find My iPhone, Google account locks and Samsung account locks). These features may prevent Your Eligible Device from being wiped and factory reset until You disable the feature. If You send Asurion Your Eligible Device and it is locked, Asurion will contact You to assist You to unlock Your Eligible Device remotely. If You fail to unlock Your Eligible Device remotely or fail to respond to Asurion's request to unlock Your Eligible Device remotely, You may be charged an In-eligible Device Fee. Upon payment of Your In-eligible Device Fee, Your In-eligible Device will be returned to You.

10.2 When posting Your Eligible Device to Asurion:

- (a) Use the pre-paid digital return label provided to You to post Your Eligible Device to Us from Your local Australia Post outlet; and
- (b) Ensure that You also post to Us Your stylus (where Your Eligible Device comes with one).

11. TERM AND TERMINATION

11.1 Samsung will provide the Program to you from the Start Date until it is terminated in accordance with this clause or discontinued under clause 2.

11.2 Your rights and obligations in relation to Your Payment Plan and termination of your participation in the Program are addressed in the LatitudePay+ link in clause 3 above.

11.3 *Termination by you:* You can terminate your participation in the Program in the following circumstances:

- (a) if you are entitled to reject the Eligible Device under the Australian Consumer Law (for example, because of a major failure) and you elect to return the Eligible Device for a refund; or
- (b) your Eligible Device is subject to a recall and is returned.

As participation in the Program does not require the payment of an upfront fee, there is no entitlement to a refund in relation to termination of your rights under these Terms and Conditions.

11.4 *Termination by Samsung* – Samsung may immediately terminate your participation in the Program and these Terms and Conditions if it has discontinued the Program or at any time if Samsung reasonably believes that:

- (a) you are using the Program (whether intentionally or not) in a way that may adversely impact the reputation of Samsung;
- (b) you are using the Program in a manner which is, or is reasonably believed to be:
 - (i) fraudulent, illegal or related to any criminal activity; or
 - (ii) intended to make a commercial gain;
- (c) you have breached a material provision of these Terms and Conditions;
- (d) you default on making payments due under Your Payment Plan;
- (e) you become bankrupt or are otherwise unable to pay your debts as they fall due;

- (f) you have provided Samsung with incorrect, false or incomplete information;
 - (g) you have not paid any amounts due to Asurion under these Terms and Conditions for a period exceeding 30 days from its due date; or
 - (h) you are likely to create imminent harm or harass or are abusive to any personnel of Samsung and its service providers, sub-contractors and agents.
- 11.5 *Automatic* – Your participation in the Program will terminate immediately if Samsung discovers that you have transferred, sold, displayed for sale, or let on hire your Eligible Device. Samsung Subscription cannot be assigned or transferred to another person, and any person who acquires your Eligible Device will not have any benefit under these Terms.
- 11.6 *Consequences of termination:*
- (a) *No reactivation* – If your participation to the Program has been terminated in relation to an Eligible Device, your participation to the Program cannot be reactivated for that Eligible Device.
 - (b) *Samsung Care+* – Termination under these Terms and Conditions also results in your participation in Samsung Care+ terminating at the same time.

12. LIABILITY

We will not be liable or responsible for any failure to perform, or any delay in the performance of, any of Our obligations under these Terms and Conditions (including any obligations that are performed by Asurion) that is caused by events outside Our or Asurion's reasonable control or due to Our or Asurion's compliance with any applicable laws or regulations.

13. LOST OR STOLEN DEVICES

- 13.1 The criteria for a Good Working Order Device and an Acceptable Damaged Device include, amongst other things, that Your Eligible Device is not IMEI blocked. Devices can be IMEI blocked when they have been reported as lost or stolen, with IMEI blocking preventing You from receiving or making phone calls. We will submit the IMEI number of Your Eligible Device on your behalf to AMTA to check that it has not been reported as lost or stolen.
- 13.2 If Your Eligible Device has been reported as lost or stolen, We may request that You provide Us with any additional documents or information including proof of ownership. In the event that there is insufficient proof of ownership, We will deal with Your Eligible Device in accordance with the relevant law which may include providing Your Eligible Device to the relevant authorities.

14. MISCELLANEOUS

- 14.1 Entering into the Program does not prevent You from exercising Your rights under Samsung's Change of Mind Policy, a copy of which is available here https://www.samsung.com/au/estore/static/link_mindpolicy_p/.
- 14.2 If You exercise Your right to return Your New Samsung Device during the 14 day change of mind period set out in Samsung's Change of Mind Policy, or if Samsung has agreed to refund You the Purchase Price of Your New Device because Your New Device is defective, We will return Your Eligible Device to You unless Your Eligible Device has been altered by Us and/or is no longer in Our custody.
- 14.3 Severability. If a provision of these terms is invalid or unenforceable, it may be severed from these terms and the remaining provisions of these terms continue in force.
- 14.4 These Terms and Conditions will be governed by and construed in accordance with the laws of New South Wales.

15. ENQUIRIES

If you have any queries, complaints or feedback regarding the Program, please visit the Samsung website or contact Us at 1300 362 603.

16. DEFINITIONS:

In these Terms and Conditions, the following words have the following meanings:

Acceptable Damaged Device means an Eligible Device which is not in Good Working Order but is not an In-eligible Device.

AMTA means Australian Mobile Telecommunications Association.

Data Privacy Laws means Commonwealth, State and/or Territory legislation in relation to the collection, use, storage, transfer, security or disclosure of any personal information, including the *Privacy Act 1988* (Cth) that applies to Us.

Device Non-Return Fee has the same meaning given to that term in Schedule 1 clause 13.

Discontinuation Date means 27 April 2023.

Early Upgrade Fee means the fee payable by You to Asurion upon making a successful Early Upgrade Request.

Eligible Device means a smart phone that You own of a make and model that is eligible for participation in the Program, as determined by Samsung and Asurion.

Fees means the fees payable to Asurion as outlined in clause 8.

Good Working Order means an Eligible Device which is in good working order as determined by a series of functional tests and device condition assessments performed using the Samsung Subscription App.

IMEI means international mobile equipment identity.

In-eligible Device is a device You own that:

- (a) is not an Eligible Device;
- (b) is not in Good Working Order;
- (c) does not have all activation and device locking features disabled (e.g., Find My iPhone, Google account locks and Samsung account locks).
- (d) is AMTA blocked;
- (e) contains non genuine parts;
- (f) has missing parts;
- (g) has an operating system bypass (e.g. jailbroken);
- (h) does not have clear chain of ownership; and/or
- (i) is an Incorrect Device.

In-Eligible Device Fee means a fee that applies where Your Device is determined to be an In-eligible Device, which is equal to the amounts payable to Latitude as referred to in clause 7.3 in respect of the Payment Plan.

Incorrect Device is a device that does not contain the same IMEI as the device that You assessed using the Samsung Subscription App.

Instalments means the monthly payments due under Your Payment Plan.

Latitude means LatitudePay Australia Pty Ltd (ABN 23 633 528 873).

Mis-Graded or Mis-Grading means that Your Eligible Device has been incorrectly assessed using the Samsung Subscription App as a result of misrepresentations You have made about Your Eligible Device when using the Samsung Subscription App.

Mis-Graded Device means an Eligible Device that has been Mis-Graded but is still an Acceptable Damaged Device.

Mis-Grading Device Fee means a fee which is equivalent to the Samsung Care+ Swap Fee, as described in clause 5.2 of the Samsung Care+ Terms & Conditions.

New Device means a new Samsung smart phone which is available for You to purchase from Samsung of a make and model that is eligible for participation in the Program, as determined by Samsung.

Payment Card means a valid Australian issued credit or debit card that is accepted as a form of payment in the Samsung Subscription App.

Payment Plan means a LatitudePay+ 18 month buy now pay later product, offered by Latitude, allowing You to pay for the Eligible Device in 18 equal monthly Instalments without any establishment fee, and the waiver of account keeping fees provided all monthly instalments are paid on time in accordance with the Payment Schedule.

Payment Schedule means the scheduled instalment payments notified to You by Latitude.

Personal Information means information or an opinion about an identified individual or an individual who is reasonably identifiable: (a) whether the information or opinion is true or not; and (b) whether the information or opinion is recorded in a material form or not.

Samsung Subscription App means the application used to assess whether Your Existing Device qualifies for upgrade under the Program.

Start Date has the same meaning given to that term in Schedule 1 clause 3.3.1.

Swap Request has the same meaning given in the **Samsung Care+** Terms & Conditions.

You and **Your** means you, being an individual who meets the eligibility criteria in clause 5 of these Terms and Conditions.

Schedule 1 - SAMSUNG CARE+ TERMS AND CONDITIONS

1. TERMS, ACCEPTANCE AND INTERPRETATION

- 1.1 These terms and conditions (**Terms & Conditions**) set out the agreement between you and Samsung Electronics Australia Pty Ltd (ABN 63 002 915 648) (**Samsung**) (the **Agreement**) in relation to your Samsung Care+ enrolment (the **SC+ Program**).
- 1.2 You acknowledge that you have read and fully understood these **Terms & Conditions**. Your use of the **SC+ Program**, upon the **Start Date** (as defined in clause 3.3.1), constitutes acceptance to be bound by these **Terms & Conditions** as may be amended from time to time in **Samsung's** full discretion.
- 1.3 Words and phrases which appear in bold are defined in the context which they appear or in the definition clause 13 below.
- 1.4 A reference to "you" and "your" means the customer who seeks to enrol or has enrolled for the **SC+ Program**.

2. PROGRAM OVERVIEW

- 2.1 Subject to these **Terms & Conditions**, the **SC+ Program** entitles you to request a **Swap** or **Mobile Refresh** of your **Registered Device** for a **Like Mobile Device** twice in 18 months from the **Start Date**, for any reason. One **Swap Request** or **Mobile Refresh Request** may be made in the first 12 months, with the second **Swap Request** or **Mobile Refresh Request** available between month 13 and 18 (inclusive).
- 2.2 You must return your **Registered Device**, pursuant to these **Terms & Conditions**, to complete a **Swap**.

3. ENROLMENT

- 3.1 *Eligibility criteria* – In order to apply for enrolment in the **Program** for an **Eligible Device** you must:
 - 3.1.1 provide your full name and email address; and
 - 3.1.2 have an active enrolment in the **Samsung Subscription Program**.
- 3.2 *Time of application* – You are deemed to have made your application at the time you purchase your **Eligible Device** and enrol into the **Samsung Subscription Program**.
- 3.3 *Acceptance, rejection and Start Date* -
 - 3.3.1 The **Start Date** of your enrolment in the **SC+ Program** is the later of the date upon which:
 - (a) you receive written confirmation of your enrolment from us; or
 - (b) you receive your **Eligible Device**, which has been registered under the **SC+ Program**.
 - 3.3.2 If your application to enrol in the **SC+ Program** is unsuccessful, **Samsung** will inform you of this (by email, telephone or SMS) within 7 days of your application date.
 - 3.3.3 Your application will be unsuccessful:
 - (a) if you have previously been rejected or terminated from the **SC+ Program** or other service similar to the **SC+ Program**;
 - (b) if you do not meet the eligibility criteria in clause 3.1; or
 - (c) for any other reasons in **Samsung's** reasonable discretion.

- 3.3.4 Upon enrolment into the **SC+ Program**, your **Eligible Device** will become your **Registered Device**.
- 3.4 *Enrolment conditions* - You are only entitled to enrol one **Eligible Device** per **SC+ Program** enrolment. If you wish to enrol more than one **Eligible Device** (each with a separate IMEI and MDN), you will need to enrol each Eligible Device in a separate Samsung Subscription with a separate **SC+ Program** enrolment.
- 4. FEES**
- 4.1 *Enrolment Fee* – Your enrolment into the **SC+ Program** is an inclusive benefit of the **Samsung Subscription Program**, for which there is no separate or additional charge.
- 4.2 *Swap Fee* – For each **Swap Request** for a **Swap** under these **Terms & Conditions** you will pay the applicable fee provided to you immediately prior to your **Swap** (**Swap Fee**). The **Swap Fee** must be paid at the time of your **Swap Request** using the **Samsung Care+ Portal**. We direct and authorise you to pay the **Swap Fee** to **Asurion** via the **Samsung Care+ Portal**.
- 4.3 *Mobile Refresh Fee* - For each **Mobile Refresh Request** for a **Mobile Refresh** under these **Terms & Conditions** you will pay the applicable fee notified to you immediately prior to your **Mobile Refresh** (**Mobile Refresh Fee**). The **Mobile Refresh Fee** must be paid once we accept your **Mobile Refresh Request** using the **Samsung Care+ Portal**. We direct and authorise you to pay the **Mobile Refresh Fee** to **Asurion** via the **Samsung Care+ Portal**.
- 4.4 *Device Non-Return Fee (Registered Device)* – If you have made a **Swap Request**, you must return your **Registered Device** (using the reply-paid envelope provided) to Samsung within 14 days of receipt of the **Like Mobile Device** or you will be charged a **Device Non-Return Fee**. You will be advised of the amount of the **Device Non-Return Fee** when you make a **Swap Request**. You authorise **Asurion** to charge your **Credit Card** for the **Device Non-Return Fee**.
- 4.5 *Device Non-Return Fee (Like Mobile Device)* – If you are supplied a defective **Like Mobile Device** pursuant to a **Swap** and you are sent a second **Like Mobile Device** as a substitute, you must return the first **Like Mobile Device** to **Samsung** within 14 days of its receipt, using the reply-paid envelope. If you do not, you will be charged a **Device Non-Return Fee**. You will be advised of the amount of the **Device Non-Return Fee** when we agree to issue a second **Like Mobile Device**. You authorise **Asurion** to charge your **Credit Card** for the **Device Non-Return Fee**.
- 4.6 *Incorrect Device* - If the **Device** you return pursuant to a **Swap** does not correspond to the **Registered Device** (model & IMEI), then you must return the correct **Registered Device** (at your own cost) within 7 days of receipt of a notice from **Samsung** to do so. If you fail to do so, you will be charged a **Device Non-Return Fee**. You will be advised of the amount of the applicable **Device Non-Return Fee**. You authorise **Asurion** to charge your **Credit Card** for the **Device Non-Return Fee**. You may request for the **Incorrect Device** to be returned to you at your cost.
- 4.7 *Inoperable Device* – If you return a **Registered Device** as part of a **Swap** and it is:
- 4.7.1 disabled or locked (including **IMEI** blocked) and **Samsung** is not able to remedy this;
- 4.7.2 has missing, customised or non-original parts,
- (either, an **Inoperable Device**), your **Swap Request** will be cancelled, effective immediately. If a **Like Mobile Device** has already been dispatched to you, **Samsung** will take reasonable steps to contact you and request that you, within 14 days:
- 4.7.3 unlock or enable the **Inoperable Device** or take other steps to make the device operable;
or

- 4.7.4 return the **Like Mobile Device**.
- 4.8 If you do not comply with either clause 4.7.3 or 4.7.4 (as the case may be), you will be charged an **Inoperable Device Fee**. You authorise **Asurion** to charge your **Credit Card** for the **Inoperable Device Fee**. The **Inoperable Device** will be returned to you, and you may also be charged for the delivery fees. You authorise **Asurion** to charge your **Credit Card** for the delivery fees.
- 4.9 *Modified Devices (Swap Requests)* – If the **Device** you return pursuant to a **Swap** has been subject to **Modification**, then **Samsung** will:
- 4.9.1 reject the **Swap Request** at the time the **Registered Device** is received and your **Swap Request** will be considered cancelled, effective immediately. **Samsung** will refund the **Swap Fee** by the original method of payment;
- 4.9.2 upon your request, return the **Registered Device** to you at your cost. You authorise **Asurion** to charge your **Credit Card** for the delivery fees.
- 4.10 *Modified Devices (Mobile Refresh Requests)* – If the **Registered Device** you bring into an **Authorised Service Centre** or mail-in to us pursuant to a **Mobile Refresh** has been subject to **Modification**, then **Samsung** will reject the **Mobile Refresh Request** at the time the **Registered Device** is received, your **Mobile Refresh Request** will be considered cancelled, and your **Registered Device** will be returned to you.
- 4.11 *GST* - All fees set out in this clause 4 and throughout these **Terms & Conditions** are inclusive of GST. In the event of a change to the rate of GST, **Samsung** reserves its right to adjust the **Fees** and prices accordingly.

5. MOBILE REFRESH REQUEST

- 5.1 You may make a **Mobile Refresh Request** by using the **Samsung Care+ Portal**.
- 5.2 *Limit* – You may file up to two **Mobile Refresh Requests** in the 18-month period from the **Start Date (Limit)**. One **Mobile Refresh Request** may be made in the first 12 months, with the second **Mobile Refresh Request** available from months 13 to 18 (inclusive). For the avoidance of doubt, if you made a **Swap Request** this will reduce your **Mobile Refresh Limit**.
- 5.3 *Acceptance* - Your **Mobile Refresh Request** will only be accepted if:
- 5.3.1 you are successfully enrolled in the **Program**;
- 5.3.2 you answer our questions about the condition of your **Registered Device** to confirm it is eligible for a **Mobile Refresh**, including by confirming that it functions normally (i.e. can make calls), does not have liquid damage or a bent or skewed frame;
- 5.3.3 the **IMEI** of the **Registered Device**, **Subscriber's** name and mobile phone number correspond with the information given to **Samsung** by you at enrolment or pursuant to any change in accordance with clause **Error! Reference source not found.**;
- 5.3.4 you are within the **Limit** as set out in clause 5.2 above;
- 5.3.5 **Samsung** has no reasonable belief that you have transferred, retailed, sold, or hired your **Registered Device** to another person;
- 5.3.6 the **Registered Device** has not been the subject of **Modification**;
- 5.3.7 you provide any additional information reasonably requested by **Samsung**, including in the form of a signed confirmation or acknowledgment; and

- 5.3.8 **Samsung** reasonably believes that you are not using the **Program** in a manner which is, or is reasonably believed to be, (i) fraudulent, illegal or related to any criminal activity, or (ii) intended to make a commercial gain.
- 5.4 Once we have received your **Mobile Refresh Request**, you can choose either the **Walk-In Service** or **Mail-In Service** for your **Mobile Refresh**.
- 5.5 *Preparation* – You must turn off any personal lock security features, back-up your data, remove your SIM card or memory card, and complete a factory reset on your **Registered Device** before bringing in or mailing in your **Registered Device**. **Samsung** bears no liability for any loss or damages incurred by you for failing to conduct the preparation required for a **Mobile Refresh**.
- 5.6 If we receive your **Registered Device** and we determine that we are unable to complete the **Mobile Refresh** due to the condition of your **Registered Device**, we will contact you and give you the option of:
- 5.6.1 making a **Swap Request**; or
- 5.6.2 having your **Registered Device** returned to you.
- If you choose to make a **Swap Request**, the **Swap Request Fee** will apply.
- 5.7 *Cancellation* – If you do not bring in or mail-in your **Registered Device** within 7 days of making the **Mobile Refresh Request**, we will cancel your **Mobile Refresh Request**.
- 6. SWAP REQUEST**
- 6.1 You may make a **Swap Request** by using the **Samsung Care+ Portal**.
- 6.2 *Limit* - You may file up to two **Swap Requests** in the 18-month period from the **Start Date (Limit)**. One **Swap Request** may be made in the first 12 months, with the second **Swap Request** available from months 13 to 18 (inclusive). For the avoidance of doubt, if you made a **Mobile Refresh Request** this will reduce your **Swap Limit**.
- 6.3 *Acceptance* - Your **Swap Request** will only be accepted if:
- 6.3.1 the **IMEI** of the **Registered Device**, the name and mobile phone number correspond with the information given to **Samsung** by you at enrolment or pursuant to any change in accordance with clause 9;
- 6.3.2 you provide any additional information reasonably requested by **Samsung**, including in the form of a signed confirmation or acknowledgment;
- 6.3.3 you are within the **Limit** as set out in clause 6.2 above;
- 6.3.4 **Samsung** has no reasonable belief that you have transferred, retailed, sold, or hired your **Registered Device** to another person;
- 6.3.5 the **Swap Request** is not for a **Device Accessory**;
- 6.3.6 the **Registered Device** has not been the subject of **Modification**; and
- 6.3.7 **Samsung** reasonably believes that you are not using the **Program** in a manner which is, or is reasonably believed to be, (i) fraudulent, illegal or related to any criminal activity, or (ii) intended to make a commercial gain.
- 6.4 *Information* - When you make a **Swap Request**, you are not required to establish that your **Registered Device** is broken or damaged.
- 6.5 *Preparation* - You must turn off any personal lock security feature before returning your **Registered Device** via the pre-paid envelope provided.

- 6.6 *Title and rights* - Title in and any rights to the **Registered Device** shall be transferred to **Samsung** on the **Acceptance Date**. You hereby assign to **Samsung** all associated rights and benefits of any **Samsung** warranty. You shall not transfer, sell, hire or otherwise deal with the **Registered Device** in a manner that is not consistent with the ownership rights of **Samsung**.
- 6.7 *Samsung actions* – **Samsung**, as the owner of the previous **Registered Device**, may take any other action consistent with ownership of the previous **Registered Device** that it deems necessary including informing the Police and any other relevant law enforcement authorities to assist in recovery of the previous **Registered Device**.
- 6.8 *Data left on Device and transfer* – You shall be solely responsible for all data stored in your **Registered Device** and you shall delete all data from the **Registered Device** before providing it to **Samsung**. **Samsung** is not responsible for data you leave on the **Registered Device** and will not transfer any such data or information between the **Registered Device** and the **Like Mobile Device**.
- 6.9 *No representation or warranty* – **Samsung** makes no representation or warranty that any **Like Mobile Device** will be identical, of the same colour or offer the same functionalities as your **Registered Device**.

7. DELIVERY

- 7.1 *Address* – Except in relation to international delivery pursuant to clause 7.5, the delivery must be to your registered or billing address, which cannot be a PO Box. **Samsung** will not deliver your **Registered Device** or a **Like Mobile Device** to any public place.
- 7.2 *Timings* –
- 7.2.1 **Swap Requests:** A **Like Mobile Device** will be dispatched to you on the same business day that you submit a **Swap Request**, provided that we receive and approve your **Swap Request** by 3pm AEST/AEDT on a **Business Day**, and a **Like Mobile Device** is available in stock.
- 7.2.2 **Mobile Refresh Requests:**
- (a) **Mail-In Service** – Your **Mobile Refresh** will take approximately 2 **Business Days** (excluding delivery times).
- (b) **Walk-In Service** – Your **Mobile Refresh** will take approximately 1 to 4 hours on a **Business Day**.
- 7.3 *Backorders* – If a **Like Mobile Device** is not available in stock at the time you make a **Swap Request**, **Samsung** will place a priority backorder request for a **Like Mobile Device**.
- 7.4 *Costs* – Deliveries to an address in Australia will be made at no charge to you.
- 7.5 *International delivery* -
- 7.5.1 If you make a **Swap Request** for delivery to a location outside of Australia, a **Like Mobile Device** will be delivered to you by **Courier** at your cost. You must pay the delivery costs by **Credit Card** at the time of your **Swap Request**.
- 7.5.2 You must return (at your cost) your **Registered Device** to **Samsung** within 21 days of receipt of your **Like Mobile Device** or a **Device Non-Return Fee** will be charged. You will be advised of the amount of the **Device Non-Return Fee** when you make a **Swap Request**. You authorise **Samsung** to charge your **Credit Card** for the **Device Non-Return Fee**.
- 7.6 The **Like Mobile Device** will not be delivered in original packaging.

7.7 *Acknowledgement.* You acknowledge that:

- 7.7.1 the **Program** is not intended to be used for commercial gain;
- 7.7.2 **Samsung** will delete all data on the **Registered Device** without reference to you;
- 7.7.3 upon the **Acceptance Date** of the **Swap Request**, title in the **Registered Device** is transferred to **Samsung** in accordance with clause 6.6; and
- 7.7.4 where your **Registered Device** is replaced under a warranty claim or pursuant to any statutory Consumer Guarantee, you must contact **Samsung** through the **Samsung Care+ Portal** to advise us of the replacement **IMEI** number.

8. TERM AND TERMINATION

8.1 **Samsung** will supply the **SC+ Program** to you from the **Start Date** until it is terminated in accordance with this clause.

8.2 *Termination by you:* You can terminate your enrolment in the **SC+ Program** in the following circumstances:

- 8.2.1 if you are entitled to reject the **Device** under the Australian Consumer Law (for example, because of a major failure) and you elect to return the **Device** for a refund; or
- 8.2.2 your **Device** is subject to a recall and is returned.

As your enrolment in the **SC+ Program** is provided at no additional cost, there is no entitlement to a refund upon termination.

8.3 *Termination by Samsung* – **Samsung** may immediately terminate your enrolment in the **SC+ Program** and the **Agreement** at any time if **Samsung** reasonably believes that:

- 8.3.1 you are using the **SC+ Program** (whether intentionally or not) in a way that may adversely impact the reputation of **Samsung**;
- 8.3.2 you are using the **SC+ Program** in a manner which is, or is reasonably believed to be:
 - (a) fraudulent, illegal or related to any criminal activity; or
 - (b) intended to make a commercial gain;
- 8.3.3 you have breached a material provision of these **Terms & Conditions**;
- 8.3.4 you are or **Samsung** reasonably believes that you may become bankrupt or are otherwise unable to pay your debts as they fall due;
- 8.3.5 you have provided **Samsung** with incorrect, false or incomplete information;
- 8.3.6 you have not paid any amounts due to **Samsung** under these **Terms & Conditions** for a period exceeding 60 days from its due date; or
- 8.3.7 you are likely to create imminent harm or harass or are abusive to any personnel of **Samsung** and its service providers, sub-contractors and agents.

8.4 *Automatic* – Your enrolment in the **SC+ Program** will terminate automatically when you upgrade your **Registered Device** as part of the **Samsung Subscription Program**.

8.5 *No Enrolment Transfers* – Your enrolment in the **SC+ Program** and the **Agreement** will terminate immediately if **Samsung** discovers that you have transferred, sold, displayed for sale, or let on hire your **Registered Device**. Your enrolment in the **SC+ Program** is not transferrable to another person, and any person who acquires your **Registered Device** will not have any benefit under these **Terms**.

8.6 *Consequences of termination* -

- 8.6.1 *No reactivation* – If your enrolment in the **SC+ Program** has been terminated in relation to a **Registered Device**, your enrolment cannot be reactivated for that **Registered Device**.
- 8.6.2 *Open Swap Requests or Mobile Refresh Requests* – If you have made a **Swap Request** or **Mobile Refresh Request** which is not fulfilled as at the time of the termination, the **Swap Request** or **Mobile Refresh Request** may be cancelled.

9. **CHANGE OF REGISTERED DEVICE**

9.1 Your **Registered Device** may not change except for:

- 9.1.1 the change made pursuant to a **Swap**; or
- 9.1.2 the exchange of your **Registered Device** under a warranty scheme or statutory Consumer Guarantee.

9.2 You must inform **Samsung** through the **Samsung Care+ Portal** of any change under clause 9.1.2 and provide proof of the exchange where necessary in order for **Samsung** to update its records with the **IMEI** of the new **Device**, from which time the new **Device** will become the **Registered Device**.

10. **DATA PRIVACY**

10.1 *Device Program*. The Samsung Privacy Policy which may be found at <https://www.samsung.com/au/info/privacy/> or such other link as may be notified by **Samsung** from time to time (**Privacy Policy**), which applies to the **SC+ Program**.

10.2 *Consent*. You also agree that by:

- 10.2.1 making an application to enrol for or continuing to use the **SC+ Program**, you are giving consent to **Samsung** and its service provider, **Asurion**, to collect, use and/or disclose your **Personal Information** in accordance with the **Data Privacy Laws** and the **Privacy Policy** for the purposes of:
 - (a) assessing your eligibility to enrol, and continuing to be enrolled in the **SC+ Program** or using the **SC+ Program**;
 - (b) providing you with the **SC+ Program**;
 - (c) allowing direct and indirect contact with you in connection with the **SC+ Program**;
 - (d) managing commercial risks, and preventing, detecting, and investigating suspected illegal activity, fraud, or disputes (collectively the **Purposes**);
 - (e) complying with any relevant governmental and/or regulatory authorities where legally required; and
- 10.2.2 using the **SC+ Program**, you consent to **Samsung's** service provider, **Asurion**, storing or hosting data with **Asurion's** affiliates, partners and subsidiaries, or with **Asurion's** unaffiliated third parties including third-party service providers, whether in Australia or other countries, for the purpose of providing you with the **SC+ Program** or for any other purpose specified in the **Privacy Policy**.

11. MISCELLANEOUS

- 11.1 *Australian Consumer Law and Consumer Guarantees* – Nothing in these **Terms & Conditions** is intended to exclude, restrict or modify any consumer rights under the *Competition and Consumer Act 2010* (Cth) (**CCA**) or any other legislation which may not be excluded, restricted or modified by agreement. If the CCA or any other legislation implies a condition, warranty or term into the **Terms & Conditions** or provides statutory guarantees in connection with these **Terms & Conditions**, in respect of goods and services supplied, **Samsung's** liability for breach of such a condition, warranty or other term or guarantee is limited to (at **Samsung's** election), to the extent it is able to do so: (a) in the case of supply of goods, **Samsung** doing any or more of the following: (i) replacing the goods or supplying equivalent goods; (ii) repairing the goods; (iii) paying the cost of replacing the goods or of acquiring the equivalent goods; and/or (iv) paying the costs of having the goods repaired; or (b) in the case of supply of services, **Samsung** doing either or both of the following: (i) supplying the services again; and/or (ii) paying the cost of having the services supplied again. When you request a **Swap** or **Mobile Refresh** under the **SC+ Program**, we will ask you to provide information about your **Registered Device** to determine if there is a defect or failure that is covered under the CCA. Any remedy under the Australian Consumer Law will not be considered a **Swap** or **Mobile Refresh** under this **Agreement** and a **Swap Fee** or **Mobile Refresh Fee** will not be payable.
- 11.2 *Changes* – The features and services of the **SC+ Program**, these **Terms & Conditions** and the **Fees** are subject to change. **Samsung** will notify you of any changes that are likely to be of material detriment to you through the **Website**. The latest version of these **Terms & Conditions** will be made available on the **Website**.
- 11.3 *Service providers, contractors and third parties* – **Samsung** has appointed **Asurion** to provide services in respect of the operation of the **SC+ Program**, including dealing with all customers, the provision of **Like Mobile Devices** and processing payments on **Samsung's** behalf. **Samsung** may also use other third parties in respect of the **SC+ Program**. Actions taken by any party appointed by **Samsung** are taken to be actions of **Samsung** in relation to the **SC+ Program** and your sole recourse will be against **Samsung** and not **Asurion** or any other third party.
- 11.4 *Governing law* – The **Agreement** will be governed by and construed in accordance with the laws of New South Wales, Australia.
- 11.5 *Entire agreement* – This **Agreement** represents the parties' entire agreement in relation to **Samsung Care+** and supersedes all prior representations, communications, agreements, statements and understandings, whether oral or in writing.
- 11.6 *Promotions* – **Samsung** may from time to time offer promotions relating to all or any of the **SC+ Program**. Any such promotions shall be governed by the terms and conditions of the applicable promotion, and by these **Terms & Conditions** to the extent that the promotion's terms and conditions are silent. In the event of any conflicts between a promotion's terms and conditions and these **Terms & Conditions**, the promotion's terms and conditions shall prevail.

12. ENQUIRIES

If you have any queries, complaints, claims or feedback regarding the **SC+ Program**, please contact Samsung by using the **Samsung Care+ Portal**.

13. DEFINITIONS

Acceptance Date means the date when **Samsung** accepts your **Swap Request** upon the acceptance conditions in clause 6.3 being met.

Asurion means Asurion Australia Pty Ltd (ABN 18 155 388 275).

Authorised Service Centre means a repair service centre authorised by **Samsung** to complete **Mobile Refresh Requests**.

Business Day means any day except Saturday and Sunday and any public holiday recognised in the State of New South Wales.

Courier means a third-party logistics agent appointed by **Samsung** to make deliveries in relation to the **SC+ Program**.

Credit Card includes: VISA and MasterCard credit cards or any other credit card advised to you at the time of payment.

Customised Mobile Device means a **Device** that has been customised or made to order for a particular end user (e.g. an exclusive colour variant of a **Device** that is only offered for sale on **Samsung's Website** and requires special production).

Data Privacy Laws means Commonwealth, State and/or Territory legislation in relation to the collection, use, storage, transfer, security or disclosure of any personal information, including (without limitation) the *Privacy Act 1988* (Cth).

Device means an Australian variant of a **Samsung** mobile wireless device that:

- (a) has a display screen;
- (b) supports one or more wireless network connectivity options; and
- (c) is operated using voice, touch or a miniature keyboard.

It does not include any **Device Accessories**.

Device Accessory means anything that is either:

- (a) provided by **Samsung**, as the original manufacturer, in the box with a **Device**; or
- (b) sold separately to be used in conjunction with a **Device**. It includes:
 - (i) SIM cards;
 - (ii) memory cards;
 - (iii) chargers;
 - (iv) ear buds;
 - (v) boxes;
 - (vi) cases;
 - (vii) cables;
 - (viii) mounts; and
 - (ix) docking stations.

Device Non-Return Fee is the fair market value cost to replace your original **Registered Device** or, if the model of your original **Registered Device** is no longer available, a similar device in the same **Device Category**, and includes any administration fee applied in connection with the failure to return.

Device Category means the category outlined for your **Registered Device** as advised in your **Agreement** and the supported **Device** list on the **Website** at the time of your enrolment.

Eligibility Declaration means a web form completed by you regarding the condition of your **Eligible Device**;

Eligible Device means a **Device** supplied to you:

- (a) as new by **Samsung** or any of its approved **Retail Partners** and registered in the **Program** at the time of purchase or transfer; or
- (b) as a **Like Mobile Device**, pursuant to the **Program**;
- (c) by **Samsung** under warranty or Consumer Guarantee, the details of which (including the **IMEI**) you have reported to **Samsung** through the **Samsung Care+ Portal**.

Enrolment Fee has the meaning given to that term in clause 4.1.

Fees means the fees set out in clause 4 and clause 7.

GST means goods and services tax.

IMEI means the international mobile equipment identity number of a **Device**.

Inoperable Device Fee is a reimbursement fee equal to the fair market value of the **Like Mobile Device** sent to you pursuant to a **Swap**.

Hardware Modification means any modification made to a **Device**'s hardware not undertaken or authorised by **Samsung**.

Like Mobile Device means a **Device**, compared to the **Registered Device**, that:

- (a) may be new or refurbished;
- (b) is of similar kind, quality and functionality;
- (c) may be a different model or colour;
- (d) has a different **IMEI**;
- (e) does not include any **Device Accessories**; and
- (f) is not a **Customised Mobile Device**.

Limit has the meaning given to that term in clauses 5.2 and 6.2.

Mail-In Service means the service where an enrolled customer mails in their **Registered Device** to us, using the eLabel and secure packaging provided, for a **Mobile Refresh**.

Mobile Refresh means the following services performed on a **Registered Device**:

- (a) replacement of the screen or LCD (as necessary);
- (b) replacement of the battery;
- (c) buff and polish to remove scuffing and help to restore surface shine;
- (d) detailed clean; and
- (e) full diagnostic testing to determine if there are any technical issues.

Mobile Refresh Fee means the fee set out in clause 4.3.

Mobile Refresh Request means a request for a **Mobile Refresh** permitted under these **Terms & Conditions**.

Modification means **Software Modification** or **Hardware Modification** or both.

Personal Information means information or an opinion about an identified individual or an individual who is reasonable identifiable:

- (a) whether the information or opinion is true or not; and
 - (b) whether the information or opinion is recorded in a material form or not,
- and any additional meaning afforded under the *Privacy Act 1988* (Cth).

Registered Device means an **Eligible Device** that **Samsung** has registered with reference to its **IMEI** for the **SC+ Program** in accordance with these **Terms**.

Retail Partner means an agent, appointed by **Samsung** to offer enrolments in the **SC+ Program**.

Retail Store means any **Samsung Store** or any retail store in Australia approved by **Samsung** to sell the **SC+ Program**.

Samsung means Samsung Electronics Australia Pty Ltd (ABN 63 002 915 648).

Samsung Care+ Portal means an on-line web portal, which may be accessed via the **Website**, and which is used to lodge **Swap Requests** and **Mobile Refresh Requests** and carry out other administrative tasks in relation to the **SC+ Program**.

Samsung Store means a retail store branded as “Samsung” in Australia operated by or on behalf of **Samsung**.

Samsung Subscription Program means the program offered to **Samsung** customers under which they can trade-in an eligible existing device for the ability to upgrade to a new **Samsung** device if they meet the minimum repayment amount to qualify.

Software Modification means modification made to a **Device**’s operating system not undertaken or authorised by **Samsung** and includes software modification known as ‘jail-breaking’ and ‘rooting’.

Start Date has the meaning given to that term in clause 3.3.1.

Swap means the exchange of an enrolled customer’s **Registered Device** for a **Like Mobile Device** permitted under these **Terms & Conditions**.

Swap Fee means the fee set out in clause 4.2.

Swap Request means a request for a **Swap** permitted under these **Terms & Conditions**.

Walk-In Service means the service where an enrolled customer brings in their **Registered Device** to an **Authorised Service Centre** for a **Mobile Refresh** on a **Business Day**.

Website means the **Samsung** website linked here (<https://www.samsung.com/au/>), which may change from time to time in the sole discretion of **Samsung**.