

Samsung Bespoke Washer & Dryer Bundle Cash Back 2023 (Promotion) Terms and Conditions (T&Cs)		
Promotion	This Promotion is for a Gift payable to each Eligible Claimant who purchases 2 Participating Products from a Participating Retail Store or the Samsung Online Store (www.samsung.com/au) during the Promotional Period and submits an Eligible Claim within the Redemption Period in accordance with these T&Cs.	
Eligible Claimant	Australian residents, aged 18 years and over, excluding employees of Samsung Electronics Australia Pty Ltd ABN 63 002 915 648 (" Promoter "), Participating Retail Store or any agency associated with this Promotion, or any immediate family member of such person.	
Participating Retail Store	" Participating Retail Store " means each of the following:	
	Retail Store Name	Retail Store ABN
	Appliances Online Pty Limited	19 151 833 546
	Betta Group Of Companies Qld Pty Ltd	63 113 128 671
	Bing Lee Electrics Pty Ltd	61 000 733 488
	Costco Wholesale Australia, Pty. Ltd.	57 104 012 893
	Domayne Services Pty. Ltd.	86 616 980 851
	Harvey Norman (Qld) Pty Limited	29 010 781 352
	Joyce Mayne	29 010 781 352
	JB Hi-Fi Limited	80 093 220 136
	TGG Australia Pty Ltd	63 610 276 723
	M Paola & K Patrick	22 624 487 573
	Dorsett Retail Pty Ltd.	30 100 205 329
	H C Distributors Pty Limited	72 111 854 150
	Winning Appliances Pty Ltd	94 002 193 688
	Promotional Period (time in Sydney, NSW)	Start time and date
End time and date		11:59 PM, Thursday, 31 August 2023
Redemption Period (time in Sydney, NSW)	Start time and date	12:00 AM, Monday, 8 May 2023
	End time and date	11:59 PM, Saturday, 30 September 2023
Gift	A \$300 cash back in the form of an electronic funds transfer (" EFT ") to the Eligible Claimant's nominated Australian bank account. . For clarity, there is a maximum of 1 Gift per Eligible Claimant.	

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Participating Products

The Participating Products are listed in the table below. Eligible Claimants must purchase one (1) Participating Product from the Washing Machine Category **and** one (1) Participating Product from the Dryer Category in the same transaction to be eligible for a Gift.

Washing Machine Category:

#	Series	Model
1	BESPOKE	WF18B9600KV
2	BESPOKE	WW12BB944DGB
3	BESPOKE	WW12BB944DGH

Dryer Category:

#	Series	Model
1	BESPOKE	DV10B9750CV
2	BESPOKE	DV90BB9440GB
3	BESPOKE	DV90BB9440GH

Eligible Claims

To redeem a Gift, Eligible Claimants must submit an Online Claim Form via the Samsung online portal during the Redemption Period in accordance with these T&Cs (**Eligible Claim**). The link to the portal can be found on the offer landing page (<https://www.samsung.com/au/offer/bespoke-laundry-cashback-2023>).

The claimant must:

- Input all requested details, including, without limitation, the claimant's full name, contact telephone number, email address, place of residence and the bank account details of the claimant's nominated Australian bank account (to which the claimant intends for the Gift to be paid by EFT);
- Provide purchase information for each Participating Product, including, without limitation, the date of purchase, place of purchase, product details, serial number and a photo of the serial number on the products (not on the box) ; and;
- Upload a copy of the original tax invoice for the Purchase of their Participating Product;
- Following submission of an Online Claim Form, a claimant (whether or not an Eligible Claimant) will receive a unique claim reference number ("**Unique Claim Reference Number**"). That claimant may use their Unique Claim Reference Number to access the track claim page ("**Track Claim Page**") on the Website.
- Eligible Claimants will be notified by email to their nominated email address that their claim has been deemed valid within a reasonable period of time. The Promoter will then arrange for the Eligible Claimant to receive the Gift.
- EFT payments will only be made into an Australian bank account. The Promoter is not liable for any EFT payment not being made to, or received by, an Eligible Claimant because the Eligible Claimant does not hold an Australian bank account.
- If an Eligible Claimant becomes aware that they have submitted incorrect bank account information, the Eligible Claimant must immediately notify the Promoter of the Eligible Claimant's error and provide correct bank account information. If an EFT is made to a bank account which was erroneously submitted by an Eligible Claimant, the Promoter will attempt to reverse the EFT, which, if reversed, will be credited to the Promoter, which will then make an EFT to the Eligible Claimant's resubmitted bank account. If an EFT is reversed and then retransferred because of

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	<p>an error of an Eligible Claimant, a \$7.95 bank re-issuing fee will be deducted from the amount of the Gift transferred to the Eligible Claimant's resubmitted bank account. The Promoter does not warrant or represent that it will be able to effect an EFT reversal and each Eligible Claimant agrees that if they submit incorrect bank account information, and a Gift is paid to an incorrect bank account, the Gift may be forfeited.</p> <p>(h) Eligible Claimants should allow sixty (60) days from the date they receive notification from Samsung that their EFT payment is being processed to their nominated bank account. The Eligible Claimant may need to allow further time for the funds to be cleared by their bank.</p> <p>(i) Eligible Claimants are only entitled to submit a maximum of 1 x Eligible Claim for 1 x Gift.</p>
Serial numbers and copies of tax invoices	<p>(a) The Promoter will validate the serial number, photo of the serial number and tax invoice submitted by each claimant and will inform a claimant who has provided any invalid serial number, and/or photo of the serial number and/or tax invoice by email. The claimant will have fourteen (14) days from the date of that email to provide a valid serial number, and/or photo of the serial number and/ or tax invoice, as applicable, through that claimant's Track Claim Page.</p> <p>(b) The Promoter reserves the right to invalidate any claims if the claimant has failed to provide a valid serial number, and/or a photo of the serial number and/or tax invoice within fourteen (14) days of notification of an invalid serial number, and/or photo of the serial number and/or tax invoice by the Promoter.</p>
Claim Validity	<p>(a) If the Promoter requires any further information in order to validate a submitted Online Claim Form, the Promoter will inform the claimant by email. The claimant will then have fourteen (14) days from the date of the notification email to provide the requested information to the Promoter, unless expressly stated otherwise in the notification email. The Promoter may, in its absolute discretion, invalidate any claim if the relevant claimant fails to provide the further requested information within fourteen (14) days of the notification email by the Promoter.</p> <p>(b) The Promotion and/or any time period that claimants have to make claims and provide further information (including serial numbers) may be extended in the Promoter's absolute discretion.</p> <p>(c) The Promoter reserves the right, at any time, to verify the validity of claims and claimants (including a claimant's identity, contact number and place of residence, tax invoice and serial number) and to disqualify any claimant who submits a claim that is not in accordance with these T&Cs or who tampers with the claim process. The Promoter's decision is final and no correspondence will be entered into. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights.</p> <p>(d) Incomplete, indecipherable or illegible claims will be deemed invalid. Claimants are responsible for ensuring their correct contact number, email address, bank account details and address details are provided and any updated details are notified to the Promoter. The Promoter accepts no responsibility should an otherwise Eligible Claimant fail to receive their Gift because of a failure to provide correct details or for providing an invalid serial number.</p>
General	<p>(a) Participation in this Promotion is deemed acceptance of these T&Cs.</p> <p>(b) The Promoter reserves the right to reclaim from any Eligible Claimant the Gift if the Participating Products Purchased by the Eligible Claimant is returned after the claim for a Gift has been processed and fulfilled. This clause does not limit or affect the Eligible Claimant's rights with regards to warranties given in respect of the Participating Product either from the manufacturer or implied by legislation. Incomplete, indecipherable or illegible entries will be deemed invalid. Entrants are responsible for ensuring their correct Personal Information is provided and any updated details are notified to the Promoter.</p> <p>(c) If this Promotion is interfered with in any way or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of the Promoter, the Promoter reserves the right, in its sole discretion, to the fullest extent permitted by law, to: (a) disqualify any claimant; or (b) modify, suspend, terminate or cancel the Promotion, as appropriate.</p> <p>(d) Any cost associated with accessing the Promoter's website for the purpose of registering a claim is each claimant's responsibility and is dependent on the internet service provider used. The Promoter makes no guarantee of the availability of its web services and will not be held responsible for interruption of service that may interfere with the ability to participate in the Promotion or to receive an EFT.</p>

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	<p>(e) Except for liability which cannot be excluded as a matter of law, including the <i>Competition and Consumer Act 2010</i> (Cth), Promoter excludes all liability (including negligence), for any personal injury or any loss or damage (including loss of opportunity), whether direct, indirect or consequential, arising in any way out of the Promotion, including any tax liability.</p> <p>(f) If the Gift is unavailable, the Promoter, in its discretion, reserves the right to substitute the Gift with a gift of equal or greater value.</p> <p>(g) All decisions of the Promoter will be final and are not subject to review, unless otherwise specified in these T&Cs.</p> <p>(h) The Promoter excludes all liability for any personal injury or any loss or damage, whether direct, indirect or consequential, arising in any way out of the Promotion.</p> <p>(i) These T&Cs are governed by the laws of New South Wales, Australia. Claimants (whether eligible or not) submit to the non-exclusive jurisdiction of the courts of New South Wales, Australia.</p>
Privacy	<p>Samsung (or third parties on its behalf) may collect personal information to conduct the Promotion and disclose such information to third parties for this purpose, including agents, contractors, service providers and offer suppliers. Validity of an Eligible Entry is conditional on providing this information. Some of these entities may be located outside Australia, including in Singapore, Korea and the Philippines. Entrants acknowledge that by consenting to this disclosure, Samsung is not obliged to take reasonable steps to ensure overseas recipients do not breach Australian privacy law. All entrants consent to their personal information being collected and stored for this purpose in accordance with Samsung's privacy policy available at www.samsung.com/au, which forms part of these T&Cs.</p>
Promoter's details	<p>Samsung Electronics Australia Pty Ltd (ACN 002 915 648) 3 Murray Rose Avenue, Sydney Olympic Park NSW 2127, Australia</p> <p>Promotional Support:</p> <p>Email: promos.au-ce@samsung.com</p> <p>Phone: 1300 362 603 (Option 9 then Option 5)</p>