


Samsung Electronics New Zealand Limited
Q1 2025 Trade up Promotion Terms and Conditions

This document contains the terms and conditions of the Promotion. Participating in the Promotion is deemed acceptance of these terms and conditions.

Promoter	Samsung Electronics New Zealand Limited, 24 Warehouse Way, Northcote, Auckland 0627.
Promotional Period	Start date: 04 February 2025 End date: 23 April 2025
Registration Due Date	23 July 2025
Claims Due Date	23 October 2025
Promotion	<p>Purchase of a Participating Product with Trade Up by an Eligible Person, during the Promotional Period from a Participating Retailer, will be eligible for Cashback in accordance with the Eligibility Criteria.</p> <p>Cashback amounts and Trade Up eligibility are different for each Participating Product (see Appendix 1 for details). While stocks last. Unless otherwise specified by the Promoter, this Promotion is not available in conjunction with any other existing offer including discounts or vouchers offered by the Promoter.</p>
Eligibility Criteria	<p>To be eligible for Cashback, a claimant must:</p> <ul style="list-style-type: none">(a) purchase a Participating Product with Trade Up from a Participating Retailer during the Promotional Period;(b) complete Trade Up with the above Participating Retailer for the Participating Product by the Registration Due Date;(c) register and complete their claim (see below) within 14 calendar days from the date of delivery of the Participating Product; and(d) comply with these terms and conditions. <p>All Cashback Claims must be registered by the Registration Due Date. Where a Participating Product is not delivered by the Registration Due Date, the claimant must still register their claim by the Registration Due Date, by entering '0000' into the serial number field when registering their claim. All registered Cashback Claims must be completed by the Claims Due Date (this includes submitting the serial number of the Participating Product) to nzpromotions@samsung.com. The Promoter will not accept any late claims.</p> <p>To complete a claim for Cashback, a claimant must submit their claim in accordance with the "How to Claim" page (see Appendix 2) from the Promoter, including by providing the following details:</p> <ul style="list-style-type: none">(a) full name and contact number of the claimant;(b) invoice details and serial number of the Participating Product;(c) a date of purchase and purchased store (i.e., Participating Retailer);(d) the claimant's bank account number and name on bank account (if different to the claimant's name above); and(e) a copy of the proof of purchase of the Participating Product and a photo of the serial number of the Participating Product.

	<p>A maximum of two claims permitted per household and each claim must be submitted separately in accordance with these terms and conditions.</p> <p>The Promotor reserves the right, at any time, to verify the validity of claims and claimants, and to disqualify any claimant who submits a claim that is not in accordance with these terms and conditions (or anyone who tampers with the claim process). Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of these rights.</p>
Participating Retailer(s) - NZ only	<p>1. Harvey Norman 2. Noel Leeming 3. ACL (excludes Trade Up for TVs)</p> <p>4. Kitchen Things Hamilton</p>
Eligible Person	<p>Promotion is open to New Zealand residents who are aged 18 years and over, who comply with these terms and conditions, and are eligible to access and participate in the Promotion in accordance with these terms and conditions, and any other applicable terms and conditions from the applicable Participating Retailer. The Promoter may require the parent or guardian of anyone under the age of 18 years old to sign a copy of this terms and conditions as a condition of participating in this Promotion.</p> <p>For the avoidance of doubt, purchases for commercial purposes, for use in trade, or for or on behalf of a company/business/organisation, will be excluded from participating in this Promotion. Employees (and their immediate families) of the Promoter, the Promoter's New Zealand branch office, Participating Retailer(s), and agencies associated with this Promotion are ineligible to claim.</p>
Participating Product(s)	<p>Participating Product(s) are set out in Appendix 1 of these terms and conditions.</p>
Cashback	<p>Cashback amount for each corresponding Participating Product as set out in Appendix 1 of these terms and conditions. Cashback is not transferable or exchangeable. Cashback will be applied directly to the claimant's bank account after a completed claim has been submitted. Please allow up to 30 working days from the date of a completed claim submission for your Cashback to appear.</p>
Trade Up	<p>Trade Up means in relation to a Participating Product, the delivery of your Old Appliance to the applicable Participating Retailers, in accordance with that Participating Retailer's terms and conditions.</p>
Old Appliance	<p>Old Appliance means an eligible old washing machine, old refrigerator, old vacuum, or old TV (not applicable to Noel Leeming), that corresponds to the Participating Product(s) as set out in Appendix 1 of these terms and conditions. For the purposes of any Trade Up with Noel Leeming, the term "Old Appliance" excludes old TV.</p>



You acknowledge that by participating in this Promotion, your Old Appliance may be collected, managed, and disposed of by an agency appointed by the Promoter. Old Appliances have zero value and are not returnable. If you return your Participating Product for a refund (for any reason) you will not receive any amount, value, credit, or payment for the Trade Up of your Old Appliance.

1. FURTHER TERMS AND CONDITIONS

- 1.1. Nothing in these terms and conditions is intended to exclude, restrict, or modify a consumer's rights under the Consumer Guarantees Act 1993. These terms and conditions must be read subject to those statutory provisions and will not affect or alter any statutory rights a person may have in relation to a product or relevant Promotion.
- 1.2. The Promoter, in its sole discretion, reserves the right to cancel, suspend, terminate, or modify the Promotion or any part of the Promotion for any reason, including but not limited to, if fraud, technical failures, or any other factor(s) beyond the Promoter's reasonable control adversely affects the Promoter's ability to conduct the Promotion or part of the Promotion as contemplated in these terms and conditions, subject to any written directions from any regulatory authority. Any cancellation or modification to the Promotion will be notified on the Promoter's website.

2. FURTHER TERMS FOR CLAIM, CASHBACK, AND TRADE UP

- 2.1. Instructions on how to claim the Cashback (see Appendix 2) form part of these terms and conditions. Participating in this Promotion is deemed acceptance of these terms and conditions. All claimants may be required to first sign acceptance of these terms and conditions before any Cashback is provided to them.
- 2.2. Claimants must retain proof of purchase. Failure to produce proof of purchase for each claim when requested may, in the absolute discretion of the Promoter, result in invalidation of a claimant's claim or entries and forfeiture of any right to a redemption of Cashback.
- 2.3. Purchase(s) of Participating Product(s) must be made with New Zealand details from the Eligible Person, including a valid New Zealand payment method and a New Zealand delivery address. In order to complete a purchase of a Participating Product and qualify for the corresponding Cashback, an Eligible Person must provide other information as specified on the Promoter, including a valid email and phone number.
- 2.4. Promoter will use its best endeavours to provide the Cashback listed. If any of the Cashback are unavailable for whatever reason, the Promoter reserves the right to substitute that Cashback for another item of an equivalent value.
- 2.5. If the serial number and the proof of purchase do not match the details submitted by the claimant, the claim will be deemed invalid and will result in an ineligible claim. The claimant will not be entitled to receive the allocated Cashback until the Promoter has received the required documentation and verified the claim.
- 2.6. The Promoter reserves the right to reclaim from any claimant, the relevant Cashback, if the initially purchased Participating Product is returned after the claim has been processed and fulfilled. The claimant agrees to be liable for all costs, including but not limited to debt recovery, if the Trade up Cashback is not returned with any returned or refunded Participating Product.

- 2.7. In the event of any disputes in relation to entries online and identification of the person making the claim by email the Promoter reserves the right to award the redemption to the email account holder.

3. VERIFICATION OF ELIGIBILITY AND DECISION OF PROMOTER

- 3.1. Verification of eligibility and compliance with these terms and conditions may be conducted by the Promoter. The Promoter reserves the right, at any time, to verify the validity/eligibility of any person participating in this Promotion (including a participant's identify, age, and place of residence), and to disqualify any person who is not in compliance with these terms and conditions, or who tampers or abuses the Promotion. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights. Promoter reserves the right to reclaim the cost of any Cashback, if the Cashback is paid or received by a person, and it is subsequently found that the person is in breach of these terms and conditions.
- 3.2. Any decision of the Promoter is final and no correspondence will be entered into.

4. LIABILITY AND RESPONSIBILITY

- 4.1. No liability and/or responsibility is assumed or accepted by the Promoter for: (i) any error, omission, interruption, or delay in the operation or transmission of any communication, including any email communication set to (or by) the Promoter to any person, whether caused by problems with communication networks or line, computer systems, software or internet service providers, congestion on any carrier network, or otherwise; (ii) any theft, destruction or unauthorised access to, or alteration of such communications; and (iii) any problem(s) with, or technical malfunction of, any computer system or other equipment used for the conduct of the Promotion.
- 4.2. No liability and/or responsibility is assumed or accepted by the Promoter for any tax liability incurred as a result of a person participating in the Promotion. All participants of the Promotion should obtain independent tax and financial advice.
- 4.3. Except for any liability that cannot be excluded by law, the Promoter (including its officers, employees, and agents) excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way out of any Promotion, including, but not limited to, where arising out of the following: (a) any technical difficulties or equipment malfunction (whether or not under the Promoter's control); (b) any theft, unauthorised access or third party interference; (c) any claim that the original purchase documentation or relevant Promotion communication is late, lost, altered, damage, or misdirected (whether or not after their receipt by the Promoter) due to any reason beyond the reasonable control of the Promoter; (d) any variation in the relevant Promotion value to that stated in these terms and conditions; (e) any tax liability incurred by a participant of the Promotion; or (f) participation in the Promotion.

5. PRIVACY

- 5.1. The Promoter collects personal information in order to conduct the Promotion and may, for this purpose, disclose such information to third parties, including, but not limited to, agents, contractors, service providers, suppliers and as required, to New Zealand regulatory authorities. Validity of a claim is conditional on providing this information. The Promoter may, unless otherwise advised, use the information for promotional, marketing, publicity, research and

profiling purposes, including sending electronic messages or telephoning the claimant. The Promoter will not retain personal information for longer than is necessary for the purpose for which it was collected, unless otherwise required by applicable law. This means that personal information will be destroyed or erased from the Promoter's system when it is no longer required. All claims become the property of the Promoter. Claimants have the right of access to, and right to request correction of, their personal information. Claimants should direct any request to access, update or correct information to the Promoter at: Samsung Electronics, New Zealand branch office, 24 The Warehouse Way, Northcote, Auckland 0627 or any other address as notified on the Promoter's website: www.samsung.com/nz. Telephone: 0800 726 786. Email: privacy.nz@samsung.com. For information on the Promoter's privacy policy, please refer to the Promoter's website: www.samsung.com/nz.

APPENDIX 1 – PARTICIPATING PRODUCTS

Table 1 below sets out the Participating Products eligible for the Promotion (all \$ amounts in NZD):

Participating products	Trade up Cashback	Types of eligible Old Appliance for Trade up
SRFX9450N	300	Any refrigerator
SRFX9400BG	300	
SRF9400BFH	300	
SRF7500BB	250	
SRF7500SB	250	
SRF7100B	100	
SRS672DMB	100	
SRS674DLS	100	
WF18B9600KV/SA	200	Any washing machine and/or dryer
DV10B9750CV/SA	200	
WD18DB8995BZSA	500	
WW12BB944DGBSA	100	
WW12BB944DGHSA	100	
DV90BB9440GBSA	100	
DV90BB9440GHSA	100	
VS28C9769QG/SA	100	Any vacuum
QA55LS03DASXNZ	100	Any TV (not applicable for Trade Up through Noel Leeming)
QA55QN85DBSXNZ	100	
QA55QN90DASXNZ	100	
QA55S90DASXNZ	100	
QA55S95DASXNZ	200	
QA65LS03DASXNZ	100	
QA65QN85DBSXNZ	100	
QA65QN900DSXNZ	500	
QA65QN90DASXNZ	100	
QA65S90DASXNZ	100	
QA65S95DASXNZ	200	
QA75LS03DASXNZ	200	
QA75QN85DBSXNZ	200	
QA75QN900DSXNZ	500	
QA75QN90DASXNZ	200	
QA77S90DAEXNZ	200	
QA77S95DASXNZ	300	
QA83S90DAEXNZ	300	
QA85LS03DASXNZ	200	
QA85QN85DBSXNZ	200	
QA85QN900DSXNZ	500	
QA85QN90DASXNZ	300	
QA98Q80CASXNZ	300	
QA98QN90DASXNZ	500	
UA98DU9000SXNZ	200	

APPENDIX 2 – HOW TO CLAIM INSTRUCTIONS

HOW TO CLAIM

1. Terms referred to in this “How to Claim” section are defined in the terms and conditions of this Promotion. By participating in the Promotion, you agree to comply with these terms and conditions.
2. The Cashback is not available at the time of purchase of the Participating Product or Trade Up. Cashback amounts and Trade Up eligibility are different for each Participating Product (see Appendix 1 of terms and conditions for details). To claim a Cashback for a Participating Product, a claimant must comply with the terms and conditions, and follow these instructions:
 - **complete a purchase** (paid in full) of a Participating Product with Trade Up from a Participating Retailer during the **Promotional Period (04 February 2025 to 23 April 2025)**;
 - **complete Trade Up** for the Participating Product with the above Participating Retailer by the **Registration Due Date (23 July 2025)**;
 - **register and complete their claim** within **14 calendar days** from the **date of delivery of the Participating Product** by:
 - visiting www.samsung.com/nz/offer/ and selecting the promotion banner that relates to this Promotion;
 - following the instructions that appear after selecting the promotion banner (including the details from the online redemption form); and
 - registering the claim by the Registration Due Date and submitting into the online redemption form the details of their claim, including:
 - the claimant’s full name and day time phone number;
 - the invoice details confirming Participating Product purchased, serial number, store/branch that the product was purchased from;
 - date of purchase and purchased store (i.e., Participating Store);
 - the claimant’s bank account number;
 - a copy of the proof of purchase of the Participating Product and a photo of the serial number of the Participating Product.
3. All Cashback claims must be registered by the Registration Due Date. Where a Participating Product is not delivered by the Registration Due Date, the claimant must still register their claim by the Registration Due Date, by entering ‘0000’ into the serial number field when registering their claim.
4. All registered Cashback claims must be completed by the Claims Due Date (this includes submitting the serial number of the Participating Product) to nzpromotions@samsung.com. The Promoter will not accept any late claims.
5. The Cashback will be applied directly to the claimant’s bank account, please allow up to 30 working days from the date of a completed Cashback claim for your Cashback to appear.
6. If the serial number and the proof of purchase do not match the details submitted by the claimant,

the claim will be deemed invalid and will result in an ineligible claim. The eligible Claimant will not be entitled to receive the allocated Cashback until the Promoter has received the required documentation and verified the claim.

7. The Promoter reserves the right to reclaim from any claimant, the relevant Cashback; if the initially purchased Participating Product is returned after the claim has been processed and fulfilled. This clause does not limit or affect the claimant's rights with regards to warranties on a Participating Product either from the manufacturer or implied by legislation.