

Screen Repair Price Offer for Samsung Galaxy Z Flip Offer Terms

SAMSUNG ELECTRONICS AMERICA, INC. (“SAMSUNG” or “SEA”) MAKES THE FOLLOWING SCREEN REPAIR PRICE OFFER FOR SAMSUNG Galaxy Z Flip (THE “OFFER”) TO ELIGIBLE CUSTOMERS (SEE “ELIGIBILITY” BELOW), SUBJECT TO THESE OFFER TERMS:

ELIGIBLE CUSTOMERS WHO BUY A SAMSUNG Galaxy Z Flip DEVICE FROM SAMSUNG OR ITS AUTHORIZED DISTRIBUTORS ON OR BEFORE DECEMBER 31, 2020 (THE “OFFER EXPIRATION DATE”) MAY OBTAIN AN ELIGIBLE SCREEN REPAIR (DEFINED BELOW) WITHIN ONE (1) YEAR OF THE DATE OF PURCHASE AND PAY A PRICE OF \$119.00 (THE “OFFER PRICE”) FOR SUCH REPAIR.

Samsung reserves the right to change or add to these Offer Terms at any time without prior notice by posting an updated version of these Offer Terms at www.samsung.com/us/support/galaxy-z-premier-service (“Updated Terms”). The Updated Terms will be effective as of the time of posting, or such later date as may be specified in the Updated Terms.

ELIGIBILITY: Unless modified by Updated Terms the Offer is open only to legal residents of the United States, including the District of Columbia, Puerto Rico and the U. S. Virgin Islands (the “United States”) who are at least 18 years old. The Offer is void outside the United States and where prohibited or restricted by law. Eligible customers who participate in this Offer are collectively referred to in these Offer Terms as “you” and “your.” To obtain an Eligible Screen Repair at the Offer Price, you must provide Samsung or its authorized representatives or service providers (“Service Providers”) verification of your identity and proof of eligibility, including the date of Qualifying Purchase (defined below) of a Samsung Galaxy Z Flip to be repaired at the Offer Price.

QUALIFYING PURCHASE. The Offer applies only to Samsung Galaxy Z Flip devices that were purchased in the United States from SEA or SEA’s

authorized distributors prior to the Offer Expiration Date. The Offer is not valid for Samsung Galaxy Z Flip devices purchased outside the United States or that are not authorized by Samsung for sale in the United States. To qualify for the Offer Price, the Samsung Galaxy Z Flip device to be repaired must be labeled with an FCC ID to show that it is certified for use in the United States under applicable FCC regulations. The FCC ID number can usually be found printed somewhere on the device or in the user manual.

ELIGIBLE SCREEN REPAIR: Within one (1) year of the date of a Qualifying Purchase, Samsung will provide one repair of the inside (foldable) screen of a Galaxy Z Flip device purchased in that Qualifying Purchase in return for payment of the Offer Price. To obtain a repair at the Offer Price, you must visit an authorized walk-in service location in the United States where Eligible Screen Repairs are available or contact Samsung at 1-888-970-3655. You may visit <https://www.samsung.com/us/support/service/locations/> or call 1-888-970-FOLD for available walk-in locations. The Offer Price applies to repairs for damage from any cause other than defects covered by Samsung's standard limited warranty, except damage Samsung determines to be due to abuse or misuse, including use for other than personal purposes as recommended by Samsung, such as use in a hazardous, commercial or industrial setting. When requesting a repair at the Offer Price, you must provide (i) the date of purchase and identifying information for your device, such as the IMEI number; (ii) the name of the seller from whom it was purchased; (iii) receipts or other proof of purchase sufficient to show a Qualifying Purchase. Receipts that are inaccurate or contain illegible or incomplete information will not be acceptable.

ADDITIONAL LIMITATIONS: After a repair has been made to a particular device at the Offer Price, the Offer Price will not apply to any subsequent repairs to the same device. The Offer Price will not apply to any other repairs or to repairs made by any providers other than those specified in these Offer Terms, or obtained in any many other than as specified in these Offer Terms. The Offer Price is limited to the original retail end-user purchaser in a Qualifying Purchase, does not apply to repairs for any device other than the Samsung Galaxy Z Flip and is not available for devices purchased from Samsung for resale or purchased after the initial retail sale of such device.

The Offer Price is not available for repairs requested by commercial service or repair providers or made to bulk quantities of devices.

TERMINATION OF OFFER OR SUBSTITUTION OF SERVICES:

Samsung reserves the right to terminate this Offer at any time in its sole and absolute discretion with or without notice. In its sole discretion, Samsung for any reason may substitute a gift or other consideration in lieu of the Offer Price. You may not otherwise substitute or exchange the Offer for any other goods or services or apply the Offer Price to anything other than an Eligible Screen Repair. Samsung will not provide any credit, reimbursement, refund or other consideration for repairs you obtain other than as stated in these Offer Terms.

DISCLAIMER OF LIABILITY: Officers, directors, agents and employees of the Samsung, Service Providers, and each of their respective parent companies, subsidiaries, franchisees, affiliated entities, and each of their respective advertising, promotion and web design agencies, independent contractors (all such individuals and entities collectively referred to herein as "Offer Entities") are not responsible for: (i) interrupted or unavailable network server or other connections, miscommunications, failed telephone or computer transmissions or jumbled, scrambled or misdirected communications, or for phone, electrical, network, computer hardware or software or program malfunctions, failures or difficulties or for other errors, omissions, interruptions, or deletions of any kind whether human, mechanical or electronic or for any damage to any person's computer related to the Offer; (ii) illegible, unintelligible, postage due, misdirected, delayed or undelivered communications, or incorrect or inaccurate information provided or received in connection with a repair request at the Offer Price, whether caused by Internet users or programming associated with or utilized in the Offer or by any technical or human errors that may occur in the administration of the Offer; or (iii) for any typographical errors in any Offer-related materials. **OFFER ENTITIES MAKE NO WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT REGARDING THE OFFER.** Offer Entities are not responsible for any loss (financial or otherwise), liability, injury (including death) or damage to persons or

property, which may be caused directly or indirectly, in whole or in part, by the use or misuse of any Offer related product or service. Offer Entities further assume no liability either for the cancellation, modification or premature conclusion of the Offer for any reason, including but not limited to, through the acts or defaults of any company or person providing Offer-related services or due to weather, fire, strike, acts of war or terrorism, or any other condition beyond its control. **DISPUTES:** Any dispute you may have with Samsung arising out of or relating to the Offer or these Offer Terms shall be governed by the Arbitration Agreement (including its 30-day opt-out provision) included in the Samsung Terms and Conditions that apply to your Samsung Galaxy Z Flip device. For more information about your rights, obligations, opt-out opportunities and the full terms of the Arbitration Agreement, see www.samsung.com/us/Legal/phone-HSGuide, the printed materials enclosed in the box, or the Legal section of the settings menu of your Samsung Galaxy Z Flip device (typically in the “About Device” or “About Phone” section). As stated in such Arbitration Agreement, such dispute shall not be combined or consolidated with a dispute involving any other person’s or entity’s claim related to the Offer, and specifically, without limitation of the foregoing, shall not under any circumstances proceed as part of a class action. **PRIVACY:** Samsung's Privacy Policy as posted at www.samsung.com/us/common/privacy.html shall apply with respect to the Offer.

GENERAL CONDITIONS: Decisions by Samsung are final and binding in all matters relating to the Offer. All federal, state and local laws and regulations apply. Federal, state and local taxes, if any, are your sole responsibility. Samsung reserves the right, to disqualify any individual found, in its sole opinion, to be acting in violation of these Offer Terms, to be acting in a manner or with the intent to evade any of the conditions or limitations stated in these Offer Terms, or to otherwise be acting dishonestly or in bad faith with respect to the Offer. In the event of any conflict between these Offer Terms and any information about the Offer in other published materials (including but not limited to point of sale, television, and print advertising, promotional packaging, and other promotion media), the details of the Offer as set forth in these Offer Terms shall prevail. These Offer Terms shall take precedence over any descriptions or terms otherwise set forth on the Website. The invalidity or unenforceability of any provision of these Offer Terms or

any other Offer related documents will not affect the validity or enforceability of any other provision. Samsung's failure to enforce any term of these Offer Terms shall not constitute a waiver of that provision and such provision shall remain in full force and effect.

Samsung Electronics America, Inc., 85 Challenger Road, Ridgefield Park, NJ 07660.

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