

REWARD YOURSELF & GET UP TO £300

FREQUENTLY ASKED QUESTIONS

Samsung Reward Yourself

Available upon purchase of selected SAMSUNG SMART TVs from participating UK retailers between 16th October 2014 - Noon on 24th December 2014, when supported by promotional REWARD YOURSELF Point of Sale in-store and online.

1. What is the qualifying purchase period for the promotion?

The qualifying 'Purchase period' for the 'Reward Yourself' offer is 16th October - noon 24th December 2014 inclusive. The dates specified are when the purchase of the qualifying Samsung UHD or FHD TV has to be made. You will then have a further 28 days to purchase your second or additional Samsung TV or Audio Visual products from the same store to qualify for the 'Reward' amount stated.

2. How do I qualify for a cash 'Reward'?

Purchase a qualifying Samsung UHD or FHD TV within the stated purchase period 16th October – noon 24th December 2014, and then purchase an additional Samsung TV or Audio Visual product (or products) within 28 days of your original TV purchase from the same store. All you have to do then is send in a copy of your receipts for validation. It's that easy!

The main qualification for this offer is the purchase of a Samsung UHD or FHD TV which has to be the first product purchased, as this identifies the amount of 'Reward' that you may be entitled to claim; obviously the transaction including the second or additional products can occur at the same time as the TV is purchased.

Please remember to keep your receipts safe as you will need to send a copy of them to validate your claim (see below).

3. How is the value of my 'Reward' calculated?

The maximum value of the 'Reward' is determined by the model of TV (and size of TV purchased) and could be up to £300 (please refer to the 'Reward Yourself' values at a glance guide for details). The value of your second Samsung purchase (single or multiple) however, determines the exact amount you will receive back. So if you spend £150 on a second Samsung product but the 'Reward' value specific to your TV purchase is up to £200 you will receive £150 back. Retrospectively if you buy a second product exceeding the 'Reward' value you'll receive the full 'Reward' amount back.

4. What qualifies as my second or additional Samsung purchase?

Any Samsung TV or Audio Visual product or multiple products purchased from the same store (i.e. at the same address) or website within 28 days of purchasing the Samsung UHD or FHD TV. This includes TV accessories.

So whether you are looking for an early Christmas gift opportunity, a treat for yourself or something more practical, this is your opportunity to purchase knowing that ultimately you will get a sizeable reward sum.

PLEASE NOTE: For the purposes of this promotion, purchases of the second or additional Samsung products made through concessions in-store are NOT valid – purchases have to be made and rung through THE store till to be considered valid.

5. What happens if I bought another Samsung product already and then buy a UHD or FHD TV, can I claim the 'Reward' entitlement?

Sadly no, the UHD or FHD TV has to be the first product purchased, however if you then purchase another Samsung product or products obviously you would be able to claim.

6. How will I receive my 'Reward'?

You will either choose to receive your 'Reward' back by cheque or BACS transfer, to the value of second Samsung item(s) purchased but not exceeding the maximum 'Reward' available on the original Samsung UHD or FHD TV purchased. Please refer to the 'Reward' at glance guide in the 'Reward Yourself' promotional leaflet available in-store or visit the promotional landing page www.samsung.com/uk/tvrewardyourself to confirm the maximum 'Reward' values.

7. How do I redeem my 'Reward'?

We've tried to make redeeming your 'Reward' as easy as possible, so you either:

1. Complete the claim form attached to the in-store leaflet and return it to us at the following address: **Samsung Rewards, PO Box3, Diss, Norfolk IP98 1HH** or

2. Click the 'REDEEM NOW' button on the promotional landing page at: www.samsung.com/uk/tvrewardyourself and complete the online form.

Claims may only be submitted 14 days or more after purchasing a qualifying Samsung UHD or FHD TV.

Claims must be received within 28 days of your purchasing the additional product(s). This means that the final date a claim will be accepted is 18th February 2015 (e.g. the final date a TV may be purchased is noon 24th December 2014; the final date the Additional Product(s) may be purchased is 21st January 2015; and 18th February 2015 is 28 days after that date).

8. What is a valid proof of purchase?

To submit a successful claim, you will need copies of both your TV receipt and second Samsung purchase receipt(s) as proof of purchases. These should include details on product(s) purchased, VAT information, store details and purchase date.

PLEASE NOTE that we can only accept one claim per qualifying Samsung TV purchased so please ensure that you attach ALL relevant receipts of subsequent Samsung purchases made within the 28 days in the same store when you submit your claim.

9. What happens if I lose my receipts?

We will not be able to process your claim without valid copies of original receipts for both purchases accompanied with all of the other information requested on the claim form.

10. What happens if my claim gets lost in the post?

We strongly recommend that you send your claim by Registered Post so the items can be tracked. Proof of posting will not be accepted as proof of receipt. No responsibility can be accepted for claim forms lost, damaged or delayed in transit. Alternatively, you could consider redeeming online and uploading your proof of purchase details and other supporting documentation safely and securely.

11. When do I need to submit my claim?

You must submit your claim, within 28 days of the purchase of the second/ additional purchases supported by all relevant supporting documentation.

The final closing date for claims is 18th February 2015, unfortunately claims received after this date cannot be redeemed.

12. How will I know my claim has been validated?

You will receive an email from us within 7 days of submitting your claim, confirming that your claim has been validated.

13. Who do I call if I don't receive my payment?

You can contact our customer services claims helpline on 08453 450 907 who will verify that your claim has been received and validated; you will then be able to clarify the expected date of Rewards arrival.

14. How long will it take for my payment to be made?

We will aim to despatch cheques or process BACS payments (depending on the your chosen payment method) within 28 days, although if participation in the promotion exceeds expectations this may take up to 56 days.