

PROMOTION TERMS & CONDITIONS THE SAMSUNG BUY AND GET 2024 PROMOTION

Please read these Promotion terms and conditions ("Terms and Conditions) carefully. Participation in this Promotion will constitute your agreement to comply with these Terms and Conditions. If you do not agree with these Terms and Conditions, please do not participate in this Promotion. Please refer to this website for the current Terms and Conditions for this Promotion: www.samsung.com/za/offer

All participants during the term of this Promotion agree to be bound by the following terms and conditions:

1. Promotion: The Samsung Buy and Get 2024 Promotion ("Promotion").

- 1.1. The Organiser of the Promotion is Samsung Electronics South Africa (Proprietary) Limited, Registration number: 1994/003872/07 and/or its agencies ("Organiser").
- 1.2. Incentiv, a division of MMS Communications South Africa (Pty) Ltd with registration number: 1976/0107/07 ("Incentiv"), has been appointed as an agent of Samsung Electronics South Africa (Proprietary) Limited for the distribution and management of the Promotion. Please read the privacy policy with application to the Protection of Personal Information Act 4 of 2013 by accessing this link: <https://www.incentivprivacypolicy.co.za/>. Please note that by accepting the terms of this agreement, it would constitute an express consent to process your personal information for the purposes of this Promotion in line with the provisions of the Protection of Personal Information Act 4 of 2013 (as amended).

2. Promotion Period:

- 2.1. The Promotion will commence from **Sunday 20 October 2024 [00h01]** until **Sunday 12 January 2025 [23h59]** ("Promotion Period"), in South Africa. The purchase of the products listed in the table in clause 6.1 below ("Participating Product/s") must have taken place within the relevant Promotion Period.
- 2.2. The participant will have until **Friday 28 February 2025 [23h59]** to register for the Offer via the WhatsApp number **+27 60 042 6197**.
- 2.3. The duration of the Promotion may be extended or curtailed at the discretion of the Organiser.
- 2.4. Promotion is valid while stock last and purchase of the participating product should be no later than **12 January 2025 [23h59]** in order to redeem reward as per clause 7"

3. Who may enter:

- 3.1. The participant must:
 - 3.1.1. be a citizen of the Republic of South Africa and/or legal residents of the aforesaid country;
 - 3.1.2. be currently residing in the Republic of South Africa;

- 3.1.3. be at least 18 (eighteen) years old at the date of the commencement of the Promotion Period;
 - 3.1.4. be a natural person and not a juristic entity, which juristic entity includes, but is not limited to, a Business to Business [B2B] partner, cross border partner or retail partner; and
 - 3.1.5. purchase in the participant's own name any of the Participating Products through a participating retailer, as listed in clause 6.2.4 ("Participating Retailer") in South Africa during the Promotion Period.
- 3.2. Misrepresentation of participants or by in-store sales representatives will result in the disqualification of the participant's claim in the Promotion and possible legal action.
- 3.3. Participation in this promotion excludes the Organiser, their directors, members, partners, employees, agents, consultants, any other person who directly or indirectly controls or is controlled by them or any supplier of goods and services.

4. How to qualify for the Promotion:

- 4.1. The participant must:
- 4.1.1. Be a participant in terms of clause 3.1 above;
 - 4.1.2. Purchase a Participating Product from Participating Retailers during the Promotion Period; and
 - 4.1.3. Be in the possession of a valid proof of purchase with verifiable details such as the serial/model number, proof the Participating Product was purchased from a Participating Retailer and in other cases, the name of the purchaser.
- 4.2. Proof of purchase will be verified at the Organizer's sole discretion.
- 4.3. Errors and omissions may be accepted at the Organizer's discretion. Failure by the Organizer to enforce any of its rights at any stage does not constitute a waiver of those rights.
- 4.4. It is the participant's responsibility to ensure that any information which you provide to the Organizer is accurate, complete, and up to date.

5. Can I qualify more than once for the Offer:

- 5.1. The participant shall qualify for the Offer once, for each purchase of a Participating Product.
- 5.2. The participant must provide a single entry per Participating Product purchased.
- 5.3. Should there be any dispute in this regard, the Organiser shall be sole adjudicator of the dispute and the Organiser's decision shall be final.

6. Offer:

6.1. The Promotion will afford the participant an opportunity to redeem a reward under Blue, Silver or Gold tier (“Reward Tier”) depending on the Participating Products purchased, as set out in the table below (“Offer”):

Buy & Get Participating Products			Reward	Reward
Category	Model Code	Description	Tier	Value
Refrigerator	RF71DB975012FA	Bespoke AI Four Door Fridge with See-thru door and Beverage Centre™, White,704L	Gold	10,000
Refrigerator	RH69B8940SL/FA	Food Showcase Side by Side Fridge with Beverage Centre™	Gold	10,000
Refrigerator	RS65R5691B4/FA	Side by Side, 3 Door, Plumbed Water & Ice Dispenser, Gentle Black, 602L	Gold	10,000
Refrigerator	RT50K6531SL/FA	Top Freezer Fridge, With Twin Cooling System, Clean Steel,499L	Silver	6,000
Refrigerator	RB33T3073AP/FA	Bespoke Bottom Freezer Fridge, Panel Ready, 328L	Silver	6,000
Refrigerator	RR39T7463AP/FA	Bespoke 1 Door Fridge, Panel Ready, 315L	Silver	6,000
Refrigerator	RZ32T7435AP/FA	Bespoke 1 Door Freezer, Panel Ready, 315L	Silver	6,000
Laundry	WF16B6400KV/FA	Bespoke AI 16KG Front Loader, with Eco bubble™	Silver	6,000
Laundry	DV17B8710BV/FA	Bespoke AI 17KG Dryer, with Heat Pump Technology	Silver	6,000

Laundry	WD12BB944DGBFA	Bespoke AI 12KG Washer Dryer, with Eco bubble™	Blue	4,000
Laundry	WW11CGP44DSBFA	AI 11KG Front Loader, with Eco bubble™	Blue	4,000
Laundry	WW90T554DAN/FA	9kg Front Loader, With Steam and Eco Bubble Technology	Blue	4,000
Laundry	WW80TA046AX/FA	8kg Front Loader, With Steam and Eco Bubble Technology	Blue	4,000
Laundry	WW70T4040CX/FA	7kg Front Loader, with Steam and Eco Bubble Technology	Blue	4,000
Laundry	DV90BB9440GBFA	Bespoke AI 9KG Dryer, with Heat Pump Technology	Blue	4,000
Laundry	DV90T5240AN/FA	9kg Tumble Dryer with Heat Pump Technology and Sensor Drying	Blue	4,000
Laundry	DV80TA020AN/FA	8kg Tumble Dryer with Heat Pump Technology and Sensor Drying	Blue	4,000
Dishwasher	DW60BB890FAPFA	BESPOKE AI 60 cm Dishwasher with Water Jet Clean™ & Auto door open	Blue	4,000
Dishwasher	DW60BG850FSLFA	Easy Clean steel 14 Place Setting Dishwasher	Blue	4,000

6.2. There are 3 (Three) Reward Tiers which are based on the type of Participating Product purchased. 2 (Two) reward package options are available for Gold and Silver Reward Tier and 1 (One) reward package option are available for the Blue Reward Tier (“Reward Package(s)”), for the participant to choose from. The Reward Packages for each of the Reward Tiers are as follows:

- 6.2.1. **Gold Tier** has a total value of R10 000.00 (Ten Thousand Rand) and allows the participant to choose a Reward Package of either a
- i. a travel package consisting of a R5 500.00 (Five Thousand Five Hundred Rand) Flight Centre Voucher and a R4 500.00 (Four Thousand Five Hundred Rand) Marriott® Voucher; **OR**
 - ii. a lifestyle package consisting of a R4 500.00 (Four Thousand Five Hundred Rand) Ringfenced Retailer Voucher and a R5 500.00 (Five Thousand Five Hundred Rand) Sorbet Voucher.
- 6.2.2. **Silver** which has a total value of R6 000.00 (Six Thousand Rand) and allows the participant to choose a reward of either:
- i. a travel package consisting of a R3 000.00 (Three Thousand Rand) Flight Centre Voucher **and** a R3 000.00 (Three Thousand Rand) Marriott® Voucher; **OR**
 - ii. a lifestyle package consisting of a R3 000.00 (Three Thousand Rand) Retailer Voucher **and** a R3 000.00 (Three Thousand Rand) Sorbet Voucher.
- 6.2.3. **Blue** which has a total value of R4 000.00 (Four Thousand Rand) and allows the participant 1 x reward of a R1 000.00 (One Thousand Rand) Ringfenced Retailer Voucher, **and** 1 x R1 000.00 (One Thousand Rand) Sorbet Voucher **and** 1 x One Night Protea Bonus Break package Marriott® Voucher.
- 6.2.4. All purchases of the Participating Products must be made through the below authorised Participating Retailers in South Africa during the Promotion Period:

Participating Retailers			
Bawas Furnishers	Hirschs Homestores	Pick n Pay Hyper	Stax
Builders Warehouse	Incredible	Masons	Tafelberg
Diamond Corner	Kloppers	Ramas	Take-a-lot
Digital Experience	Makro	Samsung Online Store	Fourways Online
Expert Stores	Metro Home Centre	Samsung Store	Shoprite
Fourways Online	Metro Menlyn	Save Hyper	House & Home
Game	New World	Simplex Radio	Other
HiFi Corporation	OK Furniture	Sounds Great	

- 6.3. Offer is not transferable. No substitution, cash redemption, or assignment of the Offer is permitted.

7. Reward Registration and Redemption:

- 7.1. To redeem the reward as per the above table in clause 6.1 ("**Reward**"), the participant must do the following:

Step 1: WhatsApp Entry Registration:

- Upon purchase of a Participating Product within the Promotional Period, the participant will receive a proof of purchase from the Participating Retailer and will be required to save the dedicated Promotion **WhatsApp number +27 60 042 6197** as a contact on their device (only Republic of South Africa network carriers are permitted to enter) or alternatively scan the QR code featured on the in-store marketing material.
- Upon sending an initial “Hi” message via the dedicated WhatsApp number, the participant will follow the prompted WhatsApp messages to complete the entry process via WhatsApp. Information required includes product model code, name and surname, ID number/ passport number, clear copy of ID, email address, purchase date of Participating Product, store name where the Participating Product was purchased, clear image of the proof of purchase and a clear image of the serial number on product (not on the box).
- Once the participant has successfully completed their submission, the verification period will take up to **14 (fourteen) working days** from the date of the WhatsApp submission. If the contents of the participant’s WhatsApp submission have been received and found incorrect/ incomplete for whatever reason, the participant will not receive their Offer. The responsibility to provide the correct information rests with the participant. This WhatsApp submission process must be received by no later than **Friday 28 February 2025 [23h59]**, per clause 2.2.
(**“WhatsApp Entry Registration”**)

Step 2: Reward Registration Pin Code:

- Once the participant has completed the WhatsApp Entry Registration, the contents of their submission will be evaluated and if all the content is correct, their submission will be verified, and the participant will be sent a pin code (“Reward Registration Pin Code”) via SMS containing a concierge service contact telephone number that the participant will be required to call when ready to select the corresponding Reward Package as indicated in clause 6.1 and clause 6.2 (“Concierge Service Call”). Any costs relating to the Concierge Service Call will be for the account of the participant.
- Any participant who has unsubscribed from receiving marketing SMS’s will not receive the SMS and it is the participant’s responsibility to notify the Organiser. The Organiser does not accept responsibility for SMSs not received by participants and/or for the participant not being able to make the Concierge Service Call for whatsoever reason.

Step 3: Reward Package Redemption Digital Form:

- During the Concierge Service Call, the participant will be asked to provide the Reward Registration Pin Code which they received via SMS. A form (“Reward Redemption Digital Form”) weblink will be emailed to the participant to the email

address provided during the WhatsApp Entry Registration to complete and submit, confirming the chosen Reward Package.

- Once the Reward Redemption Digital Form has been received via the weblink and verified by the Organiser, the participant will receive a unique voucher code ("Reward Voucher") via SMS within 10 (ten) working days from date of submission of the Reward Redemption Digital Form. Should the participant not receive the Reward Voucher via SMS within 10 (ten) working days, the participant must contact the concierge service.
- The participant has 3 (three) months from the date the Reward Registration Pin Code is issued via SMS, to contact the concierge service and select their chosen Reward Package, failing which the Reward Package will be forfeited. The completed Reward Redemption Digital Form must be received within this 3 (three) months period in order to redeem the Reward.

Step 4: Reward Voucher Redemption:

- Redemption of all Reward Packages will be via the dedicated web address ("Reward Redemption Platform") as stated in the Reward Voucher SMS.
- For all Reward Vouchers, the participant will be allocated vouchers, depending on the participant's Rewards Tier. The participant will be required to log into the Reward Redemption Platform with the unique code found in the Reward Voucher SMS, to redeem the voucher allocations.
- Participants are required to redeem their reward vouchers within 1 (one) month of receiving their Reward Voucher via SMS.
- A copy of the participant's ID document may need to be submitted when making a booking using his/her Rewards Voucher.
- The participant will be required to visit and contact the service provider's associated with any of the travel package reward i.e. Flight Centre or Marriott®, through their dedicated booking websites and contact centres as stated on the Rand denominated vouchers for Flight Centre and Marriott®. All Flight Centre and Marriott® travel must be completed by 28 February 2026, failing which the Reward will be forfeited and the participant shall not have any claim against the Organiser as a result thereof. All bookings for Flight Centre and Marriott® Rewards must be received by 30 November 2025 (23:59) at the latest.
- This reward is provided at the sole discretion of the Organiser. Every time a participant purchases a Participating Product during the Promotional Period as per clause 6.1, they are entitled to redeem the corresponding Reward Voucher once they have followed the entry instructions as listed in this clause 7. The Organisers accept no responsibility should point of sale communication materials or any other communication materials concerning this Promotion be placed on the incorrect or non-participating products by the Participating Retailer

or otherwise. All Reward Vouchers are based exclusively on clause 6.1 above, per Participating Product.

- The Reward Package is not transferable and may not be substituted or exchanged for cash or anything else. In no way can this Reward Vouchers be deducted off the Participating Product purchase price at any Participating Retailer.
- Once a Gold or Silver Reward Vouchers has been selected, no changes will be permitted.
- Only the purchaser of the Participating Product will be allowed to register via WhatsApp and redeem the Reward Vouchers. The Reward Vouchers cannot be transferred to anyone other than the purchaser of the Participating Product.
- Participants will not be allowed to choose more than one Reward Vouchers per Participating Product and Reward Vouchers are not interchangeable. Once a Gold or Silver Reward Voucher has been chosen and submitted via the Reward Redemption Digital Form, the participant will not be able to swap out or change their Reward Voucher choice.
- The participant indemnifies the Organizer and all its related agencies, against any and all damages and/or loss suffered as a result of non-performance on the part of the Participating Retailers and/or the participant. In the event of non-performance by the Participating Retailers, the participant will have a claim against the Participating Retailers only.

8. Travel Reward:

The Gold and Silver travel Reward voucher reward consists of a Rand denominated Flight Centre voucher and Marriott® voucher depending on the participant's qualifying Rewards Tier and the Blue tier reward consists of a 1 (one) Night Protea Bonus Break Marriott® Voucher, as stipulated in Clause 6.2, and per the below table and with the following conditions:

Gold Tier (R10,000)	R5 500 Flight Centre Voucher & R4 500 Marriott® Voucher
Silver Tier (R6,000)	R3 000 Flight Centre Voucher & R3 000 Marriott® Voucher
Blue Tier (R4,000)	1 Night Protea Bonus Break Marriott® Voucher

8.1 Flight Centre Voucher:

The Flight Centre Reward entitles the participant to a rand denominated voucher to the value of R5 500 (Five Thousand Five Hundred Rand) **[Gold Reward]**, R3 000 (Three Thousand Rand) **[Silver Reward]** depending on the Rewards Tier with the following conditions:

- 8.1.1 Bookings are for local destinations within South Africa only.
- 8.1.2 One of the guests travelling must be the person who purchased the Samsung product, and the Reward cannot be transferred or exchanged for cash.

- 8.1.3 Cancellations or changes after confirmation of booking will not be permitted.
- 8.1.4 The participant must complete the Reward Redemption Digital Form as a pre-requisite for the Reward to be claimed. **Forms that are not submitted within 3 (three) months of the Reward Registration Pin Code being issued will not be considered and the Reward will be forfeited.**
- 8.1.5 The participant will be required to redeem their Flight Centre voucher code via the Reward Redemption Platform which will be provided to the participant when they received their Reward Voucher via SMS. [Any participant who has unsubscribed from receiving marketing SMSs will not receive the SMS and it is the participant's responsibility to notify the Organiser on **+27 87 232 2350**. The Organiser cannot be held responsible for SMSs not received by participants. Participants are required to redeem their Flight Centre voucher code within 1 (one) month of receiving their Reward Voucher via SMS.
- 8.1.6 A Flight Centre voucher code will be allocated to the participant via SMS.
- 8.1.7 The participant may only make a booking 48 hours post receipt of Flight Centre voucher code by SMS.
- 8.1.8 All bookings must be made directly with Flight Centre on the number provided to the participant. The Flight Centre contact number will be provided to the participant when they have received their Flight Centre voucher code via SMS. No bookings will be accepted via any other Flight Centre booking channel or store.
- 8.1.9 All travel must be completed by **28 February 2026 [23:59]** failing which the Reward will be forfeited and the participant shall not have any claim against the Organiser as a result thereof. All bookings must be received by **30 November 2025 [23:59]** at the latest.
- 8.1.10 In the case of flights when using 1 (one) voucher to book for more than 1 (one) person, all flights need to be taken simultaneously, with all passengers, flying to the same destination, on the same flight. Flights cannot be split across multiple flight routes, dates, or people.
- 8.1.11 Bookings are subject to limited availability. In the event that dates requested are not available, the participant will be required to provide alternative dates.
- 8.1.12 If the value of the booking exceeds the value of the voucher, the balance is payable by the consumer.
- 8.1.13 The voucher is multi-use, and the full value of the voucher may be used until the value of the voucher has been depleted or the voucher has expired, whichever is reached first.
- 8.1.14 This Reward operates on an e-ticket system and presentation of an ID document will be required when checking in.
- 8.1.15 Any additional charges over and above the value of the participant's voucher or arising from additional passengers will be for the participant's own account.

- 8.1.16 The Organiser and its agencies cannot be held liable for any changes to flight schedules, routes and destinations or loss of baggage.
- 8.1.17 Flight Centre vouchers codes cannot be used in conjunction with any other promotional offer.
- 8.1.18 Flight Centre vouchers are subject to the rewards partner's regular terms and conditions, which are subject to change, unless otherwise specified in this section.

8.2 **Marriott® Voucher:**

The Marriott® Reward entitles the participant to a rand denominated voucher to the value of R4 500 (Four Thousand Five Hundred Rand) [**Gold Reward**], R3 000 (Three Thousand Rand) [**Silver Reward**] or 1 (one) Night Protea Bonus Break [**Blue Reward Tier**] depending on the Tier Offer with the following conditions:

- 8.2.1 Gold and Silver tier rand denominated vouchers can be utilized for accommodation bookings with Marriot® within South Africa only.
- 8.2.2 Blue tier bookings may only be made on the Protea “**BONUS BREAK**” package and no other class of accommodation. Accommodation for 2 (two) people for 1 (one) night in a standard room only.
- 8.2.3 The Protea “**BONUS BREAK**” Reward is based on availability of the pre-negotiated “**BONUS BREAK**” packages at the respective hotels concerned. The participant can only book on a “**BONUS BREAK**” package. Publicly advertised availability does not recognize or refer to these pre-negotiated packages and is therefore not applicable to this promotion. Prices and packages given by the hotel or displayed in the press or any other website, may differ to those provided on the Reward.
- 8.2.4 Bookings are subject to availability at time of booking.
- 8.2.5 This voucher is valid for the period stated and is not extendable.
- 8.2.6 Only 1 (one) voucher may be used per booking.
- 8.2.7 Only 1 (one) booking per voucher is allowed.
- 8.2.8 If the value of the booking exceeds the value of the voucher, the balance is payable by the consumer.
- 8.2.9 The voucher is single-use, and the full value of the voucher must be consumed against a single reservation.
- 8.2.10 Should the value of the booking be less than the value of the voucher, the balance will be forfeited.
- 8.2.11 All travel must be completed by 28 February 2026 failing which the Reward will be forfeited and the participant shall not have any claim against the Organiser as a result thereof. All bookings must be received by 30 November 2025 at the latest.
- 8.2.12 One of the guests staying must be the person who purchased the Samsung product, and the Reward cannot be transferred or exchanged for cash.
- 8.2.13 The participant must complete the Reward Redemption Digital Form as a pre-requisite for the Reward to be claimed. Forms that are not submitted within 3 (three) months of

the Reward Registration Pin Code being issued will not be considered and the Reward will be forfeited.

- 8.2.14 The participant will be required to redeem their Marriott® voucher code via the Reward Redemption Platform which will be provided to the participant when they received their Reward Voucher via SMS. [Any participant who has unsubscribed from receiving marketing SMSs will not receive the SMS and it is the participant's responsibility to notify the Organiser on +27 87 232 2350. The Organiser cannot be held responsible for SMSs not received by participants.
- 8.2.15 The participant may only make a booking 48 hours post receipt of their Marriott® voucher code.
- 8.2.16 Once the Marriott® voucher has been received by the participant, they will be required to book their accommodation online via the dedicated Marriott® website www.proteavouchers.com. This is the only platform on which bookings for this promotion can be made. No direct contact, telephonic, email or otherwise with individual hotels, other websites or head office is permitted. The participant will only be able to book at the hotels available on this website on available dates. The web address will be provided to the participant when they have received their voucher via SMS.
- 8.2.17 The voucher excludes the following: Laundry charges, landline calls made from the hotel room, mini bar charges, transport to and from the participant's home and the hotel, in house movies, entertainment, travel insurance, travel, spending money, all meals and alcohol and any other incremental. These costs will be for the voucher holder's own expense. All costs incurred during the stay will be charged to the voucher holder at checkout.
- 8.2.18 Extra charges are payable in cash, or by credit card upon departure from the hotel.
- 8.2.19 The issue of this voucher does not imply or confer any credit facilities with the hotel.
- 8.2.20 This voucher is not exchangeable for cash, or any other service provided by the hotel. No upgrades are allowed.
- 8.2.21 Marriott® reserves the right to cancel or withdraw any voucher if, in their opinion, it is subject to misuse of any description.
- 8.2.22 This voucher is not transferable and may not be sold.
- 8.2.23 Cancellations or changes after confirmation of booking will not be permitted.
- 8.2.24 The booking confirmation must be presented at the hotel on arrival for check in. The Organiser and its agents cannot accept any liability for any failure to present proof of confirmation at check in by the participant, which may result in refusal to accept the reservation.
- 8.2.25 This voucher is subject to Marriott's® regular terms and conditions.

9. Lifestyle Reward:

The Lifestyle Package Reward consists of a Rand denominated Ringfenced Retailer Voucher, and Sorbet Voucher depending on the participant's Qualifying Rewards Tier, as stipulated in Clause 6.2, and per the below table and with following the conditions:

Gold Tier (R10,000)	R4 500 Ringfenced Retailer Voucher, R5 500 Sorbet Voucher
Silver Tier (R6,000)	R3 000 Ringfenced Retailer Voucher, R3 000 Sorbet Voucher
Blue Tier (R4,000)	R1 000 Ringfenced Retailer Voucher, R1 000 Sorbet Voucher

9.1. The Ringfenced Retailer Voucher

The lifestyle package reward entitles the participant to a Ringfenced Retailer voucher up to the maximum value of R4 500 (Four Thousand Five Hundred Rand) **[Gold Reward Tier]**, R3 000 (Three Thousand Rand) **[Silver Reward Tier]** or R1 000 (One Thousand Rand) **[Blue Reward Tier]**, per respective Tier with the following conditions:

9.1.1 The retailer voucher is ringfenced to the participating retailer that the participant purchased their participating Samsung product from during the Promotional Period.

9.1.2 The retailer voucher allocated to the participant will be determined as follows:

Participating Product Purchased from:	Ringfenced Retailer voucher that will be allocated:
Makro	Makro voucher
Hirschs Homestores	Hirsch voucher
Game	Game voucher
Kloppers	Expert Stores voucher
Expert stores	Expert Stores voucher
Tafelberg	Expert Stores voucher
Takealot	Takealot.com voucher
Samsung	E-store voucher
HiFi Corporation	Hi-Fi Corporation voucher
House & Home	Shoprite/ Checkers voucher
Other	E-store voucher

9.1.3 Ringfenced Retailer vouchers can not be swopped or exchange for cash or any other retailer or Participating Retailer voucher or reward offer.

9.1.4 The Ringfenced Retailer reward entitles the participant to a voucher up to the value of their allocated tier, specifically for the lifestyle package values.

9.1.5 The participant will be required to redeem their Ringfenced retailer voucher via the Reward Redemption Platform which will be provided to the participant when they received their Reward Voucher via SMS. [Any participant who has unsubscribed from receiving marketing SMSs will not receive the SMS and it is the participant's responsibility to notify the Organiser on +27 87 232 2350. The Organiser cannot be held responsible for SMSs not received by participants.

- 9.1.6 Participants are required to redeem their allocated Ringfenced Retailer voucher within 1 (one) month of issue of their Reward Voucher via SMS.
- 9.1.7 Ringfenced Retailer vouchers are valid for 1 (one) year from date of issue.
- 9.1.8 The allocated retailer vouchers are subject to the specific Retailers' regular Terms and Conditions, which are detailed on the Reward Redemption Platform.

9.2. The Sorbet Voucher:

The lifestyle package reward entitles the participant to a Sorbet voucher up to the maximum value of R5 500 (Five Thousand Five Hundred Rand) **[Gold Reward Tier]**, R3 000 (Three Thousand Rand) **[Silver Reward Tier]** or R1 000 (One Thousand Rand) **[Blue Reward Tier]**, per respective Tier with the following conditions:

- 9.1.1 The participant will be required to redeem their Sorbet voucher via the Reward Redemption Platform which will be provided to the participant when they received their Reward Voucher via SMS. [Any participant who has unsubscribed from receiving marketing SMSs will not receive the SMS and it is the participant's responsibility to notify the Organiser on **+27 87 232 2350**. The Organiser cannot be held responsible for SMSs not received by participants.
- 9.1.2 Participants are required to redeem their allocated vouchers within 1 (one) month of issue of their Reward Voucher via SMS.
- 9.1.3 Once the participant has redeemed the Sorbet voucher, the voucher is valid for 1 (one) year from the date of issue.
- 9.1.4 The voucher cannot be exchanged for cash or credit.
- 9.1.5 The voucher can only be redeemable in-store.
- 9.1.6 No cash balance will be given as change.
- 9.1.7 The voucher value will remain until the balance is either depleted or the expiry date is reached, whichever occurs first.
- 9.1.8 The voucher cannot be replaced if lost or stolen.
- 9.1.9 The voucher is redeemable for treatments and/or products up to the value loaded onto the gift card number.
- 9.1.10 Excludes doctor's treatments (botox, fillers, and facial threads).
- 9.1.11 The voucher is valid at any Sorbet Salon, Sorbet Drybar, Sorbet Nail bar, Sorbet Man, Sorbet Skin venues or standalone Candi & Co. nationwide.
- 9.1.12 Sorbet vouchers are subject to Sorbet's regular terms and conditions, which are subject to change, unless otherwise specified in this section.

10 Reward Tier additional terms:

- 10.1.1 Any fraudulent behaviour will result in an immediate cancellation of issued rewards. The Organisers reserve its rights in law to pursue appropriate compensation and / or to institute criminal proceedings. The Organisers accept no responsibility for incomplete, lost, misdirected, illegible, late, or altered registrations received via the

Promotion **WhatsApp number**. Registrations that do not comply with these Terms and Conditions will be disqualified. The Organisers reserve the right to investigate any participant's actions regarding any aspect of this Promotion, as well as the Reward Voucher and the redemption thereof.

10.1.2 Any participant who returns a Participating Product purchased during the Promotional Period forfeits their Reward Voucher accordingly. Regarding the Promotion returns policy, where participants purchase Participating Products and return the Participating Products to the Participating Retailer, the following rules will apply:

10.1.2.1 A participant returns or exchanges their purchase for any reason whatsoever with the Participating Retailer after starting the WhatsApp Entry Registration process, the participant must call the Organiser on +27 87 232 2350 to cancel their entry and acknowledge that they are no longer able to claim the Reward Voucher corresponding to the Participating Product model code being returned.

10.1.2.2 If the participant has already redeemed the Reward Voucher and then returns or exchanges the Participating Product after redemption, the Organisers reserve the right to claim back the value of the Reward Voucher from the participant.

11 Limitation of Liability:

11.1.1 To the extent permitted by the Consumer Protection Act 68 of 2005 and any other applicable law:

11.1.1.1 The participant hereby indemnifies the Organiser against any direct, indirect, special, incidental, consequential, or punitive damages or loss of any kind regardless of how this was caused, and whether it arose under the law of contract or delict or otherwise, because of the participants entrance to the Promotion.

11.1.1.2 The Organiser excludes all warranties (express or implied), representations and liabilities regarding this Promotion (other than for death or personal injury caused by its negligence and/or fraud).

11.1.2 The Organiser will make every reasonable effort to maintain and/monitor the Promotion. However, to the extent permitted by Consumer Protection Act and other applicable law: (a) you agree that the Organizer will not be liable or responsible for, and (b) you hereby release the Organizer and its respective agents, affiliates, assigns, directors, officers, subsidiaries, holding companies, service providers, suppliers, employees, or representatives from, and hereby indemnify each of us against all claims in respect of: any loss, liability or damage of whatsoever nature arising from or suffered in connection with this Promotion, by you or any other person, for whatever reason, including as a result of technical failures affecting the participation and prize or offer redemption, incorrect winner announcements, error, mistakes, omission,

interruption, defects, deletion, delay in operation or transmission, viruses, communication line or telephone, mobile or satellite network failure, technical problems or traffic congestion on the internet or website, software failure whether resulting or not from any force majeure or from theft, destruction or unauthorized access to our systems.

The sub-paragraph above has important legal consequences for you. It limits our risk and liability, and you undertake to hold us harmless in the event that you have any claim to us. If for any reason we make a mistake, there is a technical error, or any circumstances listed above arise, you will not be able to pursue any action or claim against us for any loss or damage suffered. You also indemnify us for any claims which may be made by third parties.

12 General

- 12.1.1 Information regarding the Promotion that is published on authorized advertising material will also form part of the Terms and Conditions of the Promotion.
- 12.1.2 The Organiser's may in their sole discretion amend these Terms and Conditions at any time, without notice, and such amendments shall be deemed to have taken effect from the date of publication of the revised terms and conditions on the Organiser's website www.samsung.com/za/offer. The onus rests on the participant to constantly check the website for updates to the Terms and Conditions.
- 12.1.3 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 Organiser, including but not limited to technical difficulties, unauthorized intervention or fraud, the Organiser reserve the right, in its sole discretion, to the fullest extent permitted by law: (a) to disqualify any entrant; or (b) to modify, suspend, terminate or cancel the Promotion as appropriate, subject to the approval of relevant regulatory authorities.
- 12.1.4 Save as permitted by Law, the Organiser reserves the right to cancel, suspend or terminate this Promotion, without notice at any time, and such cancellation, termination or termination shall be deemed to have taken effect from the date of publication on the Organiser's web www.samsung.com/za/offer. No liability shall lie against the Organiser in favour of any participant and/ or third party arising from such cancellation, suspension or termination. Therefore, the participant waives his/her right which they may have against the Organiser and hereby acknowledge that they will have no right of recourse or claim of any nature whatsoever against the Organiser.
- 12.1.5 This Promotion is governed by these Terms and Conditions, as well as those of the relevant authorized Participating Retailers, associated with this Promotion.
- 12.1.6 Any dispute or claim arising out of or in connection with the Promotion shall be governed by and construed in accordance with the laws of South Africa.

- 12.1.7 The Organiser accepts no liability or responsibility, whether occasioned by any circumstance not foreseeable and not within its reasonable control for late or delayed delivery of the Reward owing to, but not limited to, stock unavailability, strike, lock out, any civil commotion or disorder, riot, threat of war, any action taken by governmental authority or public authority of any kind, fire, explosion, storm, flood, earth quake or other acts of God.
- 12.1.8 If part or all of any clause of these Terms and Conditions is illegal, invalid or unenforceable:
- 12.1.8.1** It will be read down to the extent necessary to ensure that it is not illegal, invalid or unenforceable, but if that is not possible;
 - 12.1.8.2** It will be severed from these Terms and Conditions and the remaining provisions of these Terms and Conditions will continue to have full force and effect.

13 Consumer Protection Act:

To the extent that the Terms and Conditions or any goods or services provided under the Terms and Conditions are governed by the Consumer Protection Act, 2008 (the "Consumer Protection Act"), no provision of the Terms and Conditions are intended to contravene the applicable provisions of the Consumer Protection Act, and therefore all provisions of the Terms and Conditions must be treated as being qualified, to the extent necessary, to ensure that the applicable provisions of the Consumer Protection Act are complied with.