

# Terms and Conditions

## Motorola Razr FIFA World Cup 26™ Collection Offer – UAE

### 1. Offer Overview

Purchase an eligible **Motorola Razr fold device from the FIFA World Cup 26™ Collection** during the Offer Period through the authorized sales partners, you will be entitled to receive **one (1) ticket** to a **2026 FIFA World Cup™ match**, subject to these Terms and Conditions (the “Offer”).

Each **verified eligible purchase** qualifies for **one (1) ticket only**. Products are **limited** and subject to stock availability.

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### 2. Offer Provider

This Offer is provided and administered by **Motorola**. Where legally required, references to Motorola include **Lenovo Ireland Limited**.

In the UAE, Emax is **the authorized sales partner** for this Offer. Emax is responsible for the sale of eligible devices in UAE. **Motorola is responsible for the administration of the Offer, including redemption, validation, and ticket processing.**

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### 3. Eligibility

This Offer is open only to individuals who, at the time of purchase:

- are **legal residents of the UAE**
- are **18 years of age or older** at the time of purchase
- purchase an eligible device through **Emax in the UAE** during the Offer Period
- complete the redemption and validation steps within the required timelines set out.

This Offer is valid only for eligible purchases made in the UAE through **Emax** during the Offer Period.

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### 4. How to Participate

To take part in this Offer, you must complete the following steps:

#### Step 1: Buy an Eligible Product

Purchase a **Motorola Razr fold device from the FIFA World Cup 26™ Collection** through Emax in **the UAE** during the Offer Period.

#### Step 2: Submit your claim online

Visit the Motorola redemption website:

<https://www.redemption.motorola.com/ae/en/fifa>

Then submit the required details to begin your claim, including:

- your purchase details
- your unique code / token / coupon code, if applicable
- your personal email address
- any other required information requested during the redemption process

#### Step 3: Use a Personal Email Address

You must use a **personal email address**, not a corporate or work email address.  
To avoid delays or failed ticket deliver, you must use the **same email address linked to your FIFA account / FIFA World Cup™ app**, if required by the official ticketing process.

#### **Step 4: Redemption and Validation**

Motorola will validate your claim after reviewing the submitted information.  
Once your claim is successfully validated, you will receive confirmation and instructions relating to your ticket issuance.  
Tickets will be issued through the applicable FIFA / official ticketing process.

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#### **5. Offer Time Periods**

Please make sure you complete each step within the relevant correct period:

##### **Offer Period**

**15<sup>TH</sup> May 2026 to 4 June 2026**

Eligible purchases must be completed during this period.

##### **Redemption Period**

**Till 20 June 2026**

Claims must be submitted during this period.

##### **Validation Period**

**15 May 2026 to 20 June 2026**

All required purchases, redemptions, validation steps and checks must be completed during this period.

Purchases, redemptions, or validations completed outside these periods will not qualify.

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#### **6. Ticket Entitlement**

Each **verified eligible purchase** entitles the participant to:

- **one (1) ticket to a 2026 FIFA World Cup™ match**

Each verified eligible purchase will receive one (1) ticket, subject to successful completion of the official ticketing and issuance process.

However, the following are subject to the official ticketing process and operational availability:

- match allocation
- seating category
- final ticket assignment
- ticket delivery method

A specific match, seat, or seating category is **not guaranteed**.

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#### **7. Ticket Terms**

Please read these conditions carefully:

- Tickets are issued as part of this Offer only after successful claim validation.
- Match options may be limited and will depend on availability within the official ticketing process.

- If a preferred match is not available, an alternative match or equivalent ticket allocation may be provided, subject to availability.
- Tickets are subject to **FIFA's and the official event organizer's terms and conditions**.
- You must have a **FIFA account** and may need the **FIFA World Cup™ mobile app** to receive and access your ticket.
- Once issued / validated, tickets are **non-transferable except where FIFA / the official ticketing rules allow otherwise**.
- Tickets cannot be exchanged for cash, credit or any other alternative, except where required by applicable law.

This wording is much safer than making an absolute promise yourself while still reflecting the reality.

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## **8. What Is Not Included**

This Offer includes **ticket entitlement only**.

It does **not** include any of the following:

- flights
- hotel accommodation
- local transport
- visas
- passport costs
- meals
- insurance; or
- or any other travel, attendance, or personal expenses

Participants are fully responsible for arranging and paying for all travel and related costs and arrangements.

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## **9. Where you must buy to qualify**

This Offer is valid for eligible device purchased through **Emax in the UAE**.

Purchases made through any of the following will **not** qualify:

- Purchases through unauthorized resellers
  - Purchases through third-party sellers
  - Online marketplaces
  - Any sales channel not expressly approved for this Offer
  - Purchases made outside the Offer Period
  - Previous / historical purchases
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## **10. Verification Requirements**

Motorola may request supporting information to verify a claim, including:

- Proof of purchase
- Proof of identity and age
- Proof of UAE residence
- Device information and activation status, where applicable
- Matching information across purchase, redemption, and validation
- Any other information reasonably required to confirm eligibility

Examples of acceptable proof may include:

- Original purchase receipt
- Order confirmation
- Other supporting documentation reasonably requested by Motorola for validation.

If the submitted information is incomplete, inaccurate, inconsistent, fraudulent, or submitted outside the required timeframe, the claim may be rejected or cancelled.

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### **11. Fraud, Misuse, and Disqualification**

Motorola reserves the right to reject, cancel, or withdraw any claim or ticket if it reasonably believes there has been:

- fraud
- misuse
- manipulation
- false or misleading information
- resale activity in breach of the applicable ticketing rules
- a material breach of these Terms and Conditions

Motorola also reserves the right to limit quantities where necessary.

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### **12. Privacy**

Any personal information collected as part of this Offer will be handled in accordance with Motorola's privacy policy:

<https://www.motorola.com/gb/en/legal/website-privacy>

personal data will be used only as reasonable necessary for the Offer purposes, validate claims, arrange ticket processing and comply with legal and regulatory requirements.

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### **13. Liability**

Neither Motorola nor **Emax** will be responsible for:

- incorrect or incomplete contact details provided by the participant
- delays or failure to complete redemption or validation due to incorrect, missing, or inconsistent information submitted by the participants.
- technical issues affecting the redemption website or related systems
- delays, interruptions, or failures in the operation of the Offer caused by events outside their reasonable control

Neither Motorola nor **Emax** shall be liable for any indirect, incidental, or consequential loss arising in connection with this Offer, except where liability cannot be excluded by applicable law.

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### **14. Changes to the Offer**

Motorola reserves the right to update, suspend, amend, or withdraw this Offer where reasonably necessary, including for legal, operational, technical, security or other circumstances beyond its control.

Any material updates or change to this Offer or these Terms and Conditions will be published on the Motorola redemption website. No change will affect claims already validly submitted and verified,

except where the change is required by law, regulatory directions, fraud prevention or circumstances outside reasonable control of Motorolas.

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**15. Governing Law and disputes**

These Terms and Conditions are governed by the laws of the **United Arab Emirates**.

Any disputes arising out of or in connection with this Offer shall be subject to the jurisdiction of the **competent courts of the United Arab Emirates**.