

Terms and Conditions Second Hand Raiser

- These Terms and Conditions comprise the details for the second Hand raiser whereby customers registering their interest and/or pre-ordering the upcoming 2025 Samsung product TV launch (“**The Campaign**”), shall have the chance to avail special offers and benefits (the “**The Hand Raiser Offer(s)**”).
- The Campaign is available only at Emax Online Store (<https://uae.emaxme.com>), from 7 May 2025 until 20 May 2025 (“**Campaign Period**”) in the United Arab Emirates.
- The Hand Raiser Offers shall include a **raffle draw and a You Got A Gift Voucher** (“YGAG Voucher”) for customers that pre-order specific models (as outlined in the YGAG mechanism). There will be two different mechanisms valid for this process as summarised below.
- Participation in this Campaign is limited to customers who are at the majority age under the applicable laws of the Territory and have the legal capacity to enter these Terms and Conditions.

Raffle Draw mechanism:

To participate in the raffle draw, the customer’s must adhere to the following steps:

1. Customers shall register their interest during the second hand raiser phase through <https://tinyurl.com/Samsung-Hand-Raiser-Emax> (“**Hand Raiser Form**”), with their name, email, phone number and completing a short questionnaire.
2. Upon completion of these details, customers will be automatically entered into the Raffle Draw where they may have the chance to win a Galaxy S24 Ultra (“**The Prize**”) upon the **pre/order of Samsung TV (campaign product)**

Raffle draw General Terms:

- The Hand Raiser form shall be distributed through various promotional material. This promotional material will be in the form of social media posts, paid advertising on websites and/or social media campaigns, in-store advertising on screens or with promoters, and the customer may receive the form link through their email if they had previously signed up for marketing communications.

Overall across the UAE there will be 2 winners (one prize per winner) as broken down:

Prizes	UAE	GCC
Galaxy S24 Ultra – 256 GB	2	2

- The prizes will come with predefined colors and storage options as mentioned below. Customers cannot request to change the product specifications.

Winner Terms for the Raffle Draw:

- Winners based in the UAE shall be randomly selected.
- Winners will be contacted through their contact details provided in the Hand Raiser Form to collect their Prizes (via Email, SMS and/or telephone). Winners' resident in the United Arab Emirates must collect their Prize from the Emax store which will be informed to them through our customer care team.
- The winners based in the United Arab Emirates, shall collect their Prize within sixty (60) calendar days from the date on which they receive their Prize confirmation email from Samsung.
- Winners will be required to present their Original National ID or any other valid form of identification as accepted under the laws of the country where the Winner is a resident in the Territory in order to receive their Prize.
- A copy of the winner's personal identification document will be retained by Emax as required by the applicable laws in the Territory.

- In the event the winner fails to collect their Prize within the time limits stated above and/or fails to provide their correct personal information, the relevant Prize shall be deemed forfeited as per applicable laws in the Territory.
- The Prize will be handed over only to the winner and not to any of their relatives or representatives.
- Emax shall not reissue, replace or reimburse the winner for any lost or void Prizes. Emax reserves the right to change the Prizes without prior notice at its sole and absolute discretion
- In case a fraudulent transaction is suspected, Emax reserves the right to deny the Prize to the winner. Samsung's decision on all aspects will be final and binding. No queries or claims will be entertained.

S24 Ultra RRP Price:

Country	Model	RRP LC
UAE	Galaxy S24 Ultra – 256 GB	AED 4,856.19 (Exc. VAT) AED 5,099 (VAT)

YGAG voucher**YGAG voucher mechanism:**

Customers must adhere to the below steps in order to be eligible to receive a YGAG Voucher:

- 1) Customers shall complete the entirety of the Hand Raiser Form with their name, email, phone number, device, product category interest and Pre order one of the models below, to potentially receive a YGAG Voucher from May 21st 2025 until the 10th June 2025 based on below table:

The YGAG Voucher amounts shall be subject to the Pre order Campaign models. Models shall be subject to availability at all times.

Model	Gift
QA85QN990FUXZN	500 AED
QA75QN990FUXZN	500 AED
QA65QN990FUXZN	500 AED
QA85QN900FUXZN	500 AED
QA75QN900FUXZN	500 AED
QA65QN900FUXZN	500 AED
QA83S95FAEXZN	500 AED
QA77S95FAUXZN	500 AED
QA65S95FAUXZN	500 AED
QA85QN90FAUXZN	500 AED
QA75QN90FAUXZN	500 AED
QA65QN90FAUXZN	500 AED
QA55QN90FAUXZN	500 AED
QA83S90FAEXZN	500 AED
QA77S90FAEXZN	500 AED
QA65S90FAEXZN	500 AED
QA55S90FAUXZN	500 AED
QA83S85FAEXZN	500 AED
QA77S85FAEXZN	500 AED
QA65S85FAEXZN	500 AED
QA55S85FAEXZN	500 AED
QA85QN85FAUXZN	500 AED
QA75QN85FAUXZN	500 AED
QA65QN85FAUXZN	500 AED
QA55QN85FAUXZN	500 AED
QA100QN80FUXZN	500 AED

QA75QN80FAUXZN	500 AED
QA65QN80FAUXZN	500 AED
QA55QN80FAUXZN	500 AED
QA85QN70FAUXZN	500 AED
QA75QN70FAUXZN	500 AED
QA65QN70FAUXZN	500 AED
QA55QN70FAUXZN	500 AED
QA85LS03FWUXZN	500 AED
QA75LS03FWUXZN	500 AED

- The YGAG vouchers for the second Hand raiser are strictly on a first come first serve basis and limited to stock availability as based on the below table:

*One customer can get only one voucher.

- YGAG Voucher redemption process will be through authorized retailers.
- **Mechanism for the YGAG Voucher at Emax:**
 - 1- Customer completes the second Hand raiser and pre-orders are eligible Samsung TV through Emax.
 - 2- Upon receiving the product, they will open a link which will be provided by the promoters in the store or from tent cards in the stores (<https://www.samsunggifts.com/tv-preorder>)
 - 3- Customer will register their name, email, phone number, invoice, serial number, purchase date, purchased store/retailer and other requested details.
 - 4- After the successful completion of the (<https://www.samsunggifts.com/tv-preorder>) form, customer will receive a Thank you email stating that their claim is in the process of being verified. The verification process will take up to 45 days. Should a customer return / refund the product at any time the customer is no longer entitled to the YGAG Voucher.
 - 5- The verification process will include matching the customers email, invoice photo and serial number to Samsung's factory database.
 - 6- Customer will receive the YGAG voucher through email which will be sent from (gifts@samsung.com). For any disputes in YGAG voucher, you can contact Samsung customer support **800-7267864** / [Email us | Samsung Support \(sprinklr.com\)](mailto:support@samsung.com)

7- All promotional offers on the second hand raiser are strictly on first-come first serve basis with limited with stocks availability as seen on the below table:

Models	Voucher amount	BS & Authorized Retailers
Neo QLED 8K,4K, OLED Frame Pro	500 AED	120

General Terms:

- Customers and Winners hereby consent to be contacted throughout this Campaign on their registered contact details as provided in the Hand Raiser Form.
- Samsung reserves the rights to change and/or update the Campaign at any time with prior notice to customer purchasing the products.
- The Campaign and the Campaign Offer shall at all times be subject to availability and may not be provided to all customers that sign up on the hand raiser.
- The Prize's or YGAG Voucher's are not transferable to another product nor is refundable or exchangeable for another content or service provided by Samsung.
- The Prize or YGAG Voucher cannot be combined with any other ongoing or future Prize/Campaign, and is not transferable.
- Samsung will not be liable to the customer for any loss and/or damages of any kind whatsoever, suffered in connection with the redemption of the Prize or YGAG Voucher or usage of this Campaign.
- By participating in this Campaign, the customer accepts that any dispute of whatever nature which is directly or indirectly related to these Terms and Conditions or to the participation in this Campaign, will be subject to, governed and construed by the laws and regulations of the country of purchase of the products and such disputes shall be resolved by the competent courts within this country.