

Samsung Family Value Program Returns Policy

Capitalised terms not otherwise defined have the meanings given to them in the Samsung Family Value Program Terms and Conditions.

1. If you wish to return a Product to us please contact us via our website or by email or by telephoning the Customer Call Centre including the fault with the Product or how it materially differs from the description.
2. Returns for change of mind are not accepted for any Products purchased under the Samsung Family Value Program.
3. Subject to clause 4 below, if you wish to return a Product because it is defective or does not comply with the description given to you before purchase, we will, in accordance with the Consumer Guarantees Act 1993 and clause 6.1 of the Customer Terms and Conditions of Sale, either repair or replace the Product, or provide a refund. In all cases, we reserve the right to inspect the Product and verify the fault. We will, at our discretion and at our cost, depending on the nature of the Product either provide instructions to courier the Product to us, collect it from you for inspection off site or, for larger items, arrange for a technician to inspect (and possibly repair) the Product at your location.
4. Where you are entitled to a refund, we will refund the price of the Product in full. At our cost, we will make the necessary courier or collection arrangements for you to return the Product to us and we will give you full instructions for this. We will usually process the refund due to you as soon as possible and, in any case, within 30 days of the day we confirmed to you via e-mail that you were entitled to a refund. Refunds are usually made using the same method originally used by you to pay for your purchase, i.e. same person, same account/card. If you received a gift with purchase (including a voucher), the gift must be returned when you return the Product for a refund.
5. We do not cover faults caused by misuse, neglect, physical damage, tampering or incorrect adjustment or normal wear and tear. Products sold on our website are intended for domestic use only and are not for commercial use or resale. Nor do we cover faults due to incorrect installation in your home. Please do not remove the serial number.
6. You have a legal obligation to take reasonable care of a Product while it is in your possession. If you fail to comply with this obligation and subsequently return a Product to us, we may have a right of action against you for compensation. When returning a Product to us we recommend you obtain proof of posting. For an exchange or refund, the Product must be in otherwise 'as new' condition and if possible with the original packaging. We reserve the right to refuse a refund or exchange if the Product returned is deemed to have been damaged.
7. This Returns Policy does not affect your statutory rights.