



ADH is currently only available on the following Galaxy Smart Devices

- **Samsung Galaxy S4 Device**

1. What is ADH?

ADH stands for Accidental Damage from Handling and protects your Samsung Galaxy S4 Device from accidental damage during normal use.

2. What does ADH cover?

ADH covers screen repairs and liquid damage repairs to Samsung S4 Devices that are damaged within the Samsung 24 month warranty period.

3. How many incidents do I have?

Each Device is allowed 2 incidents per 24-month period:

- 1 Screen repair and 1 liquid damage repair

OR

- 2 screen repairs

OR

- 2 liquid damage repairs

Should both a liquid damage and screen damage incident occur as your first incident and at the same time, this will constitute both the first and the second incident within the 24 month warranty period and your ADH cover will cease.

If the second incident is both a screen damage and a liquid damage at the same time, then the ADH repair will be provided to the 'greater of' damage, be it liquid damage or screen damage and the 'lessor of' damage will be for the account of the Samsung Galaxy S4 Device owner.

4. What does ADH 'not' cover?

ADH does 'not' cover the following:

- Device damage from misuse, negligence, loss or theft, or failure to perform proper maintenance
- Cosmetic damage to any non-operating parts which does not affect the functionality of the item
- Consumable items such as batteries, accessories, including chargers and cables
- Software issues or data, including viruses, spyware, lost or corrupted data or programs, etc.
- Normal wear and tear

5. How do I get my Samsung Galaxy S4 Device repaired in the event of an ADH?

Go to your nearest Samsung Accredited Service Centre (ASC) and book your Device in for repairs.

6. Do I need to provide proof of purchase?

Yes, proof of purchase is required.

7. Is my Samsung Galaxy S4 Device still under warranty after a repair is complete?

Yes. All repairs are done via accredited Samsung Accredited Service Centre's (ASC's).

This means that your Device still possesses the original Samsung Warranty after the repair has taken place.

Should the repair be done by a Non Samsung-Authorised Service Centre your original Warranty will be void.

This applies to both liquid damage and screen damage repairs.

8. Can I send my Device anywhere for repairs?

No. All ADH repairs will be honoured at Samsung Accredited Service Centres (ASC's) ONLY.

9. If I have an accident, is there an incident fee?

There is no incident fee for ADH incidents.

10. Is ADH Transferable?

No, ADH is customer specific, if the original device no longer belongs to the original owner then the ADH benefit is not valid.