

Is your television leaving you flat?



**TRADE UP TO THE  
CURVE**

Claim up to £300 back on a Samsung Curved SUHD or UHD TV when you trade in your old 32" or above flat screen TV\*

Offer runs 21st May – 9th September 2015  
[www.samsung.com/uk/offer/tradeup](http://www.samsung.com/uk/offer/tradeup)



## Frequently Asked Questions

**Q. The product I have purchased is not listed in your 'Qualifying Products' list, is it eligible for the promotion?**

A. Unfortunately not, we can only offer this promotion on the products detailed in this leaflet and on our website.

**Q. How long do I have to submit my online claim after making my qualifying purchase?**

A. Please submit your online claim at [www.samsung.com/uk/offer/tradeup](http://www.samsung.com/uk/offer/tradeup) after 30 days from your date of purchase - the date of purchase counts as day 1. Claims must be submitted no sooner than 30 days and no later than 60 days from your date of purchase as indicated on your invoice or receipt.

**Q. How do I prepare my purchase receipt so I can upload it during the claim form process?**

A. During the online claim process you will be asked to upload your purchase receipt. If you purchased online your purchase invoice or receipt will be emailed to you. Please take a screen shot of the purchase invoice or receipt and paste it into Microsoft Word (save as PDF) or Microsoft Paint (save as JPEG). If you have a physical copy of the purchase invoice or receipt you can either:

Take a photo of it on your smart phone, tablet or digital camera and transfer it to the computer you are claiming from.

or

Scan it into your computer using a scanner.

**Q. How will I know if my claim is valid?**

A. Once you have completed your online claim, you will be kept up to date of your claim progress via email or text.

**Q. How long will it take to receive my payment?**

A. You will receive a confirmation email within 2 days if your claim has been approved. You will then receive payment with 30 days once your claim has been approved.

**Q. How many times can I participate in the promotion?**

A. A maximum of 1 Trade Up redemption is available per qualifying Promotion Product purchased and a maximum of 2 Trade up redemptions per household during the Promotion.

**Q. I have a question relating to my claim, who should I contact?**

A. If you have any queries, please contact our team via one of the methods detailed on the Contact Us section of the claims website which you can access via [www.samsung.com/uk/offer/tradeup](http://www.samsung.com/uk/offer/tradeup)

**Q. How do I send or take in my Trade-up television and how should it be packaged?**

A. Please discuss this with your chosen retailer who will advise you how to return your Trade Up old 32" or above flat screen television.