

Samsung Ultra HD TV 40'': frequently asked questions

1. How will I receive my new TV set?

There are two possibilities:

1. You will either receive your new TV set immediately in the shop when you place your order.
2. Or you can ask for it to be delivered to your home between 8 a.m. and 5 p.m., or to a bpost outlet; in this case, you will receive an invitation by e-mail to pay for your TV set online. You must pay for the TV before you can select a delivery date.

2. In case of a home delivery, can I choose the address to which the TV set will be delivered?

By default, the TV set will be delivered to the installation address of your Proximus products. You can also opt to have the TV delivered to a bpost outlet.

3. How do I pay for my TV set?

If you have purchased your TV set in a point-of-sale, you have to pay for it right away in that point-of-sale. Only electronic payment by bank card or credit card is accepted.

If you have purchased your TV set in a distance sale (via the Internet, customer service, a door-to-door salesperson, etc.), you will receive an invitation by e-mail to pay for your TV set online. You must pay for the TV set before you can select a delivery date.

4. Will I receive more than one TV if I have ordered several new subscriptions?

No, this promotion is limited to one TV set per customer. The delivery address will be the first installation address indicated on the order form.

5. Can I cancel the sale of the TV set I've received?

In case of a distance sale (via the Internet, customer service, a door-to-door salesperson, etc.), you can cancel your Proximus subscription or your TV set within 14 days of receiving the TV. Only residential or business customers with a maximum of 5 numbers/lines are allowed to cancel.

If you meet these conditions, please notify Proximus by phone at 0800 55 800 (residential customers) or 0800 55 500 (business customers). One of our staff will explain what to do and send you the necessary documents.

6. During the contract term, what happens if I want to cancel some products in my Tuttimus/Bizz All-in pack with TV or the whole Tuttimus/Bizz All-in pack with TV or if I want to switch to another pack?

If you decide to terminate your contract within 24 months, by canceling one or more components of your Tuttimus pack or by changing to another pack, you will be required to pay the residual value of the TV set based on the amortization table in the contract, which you received when you placed your order.

7. Whom should I contact if my TV set is faulty or I have questions regarding the TV?

Here you have 3 options:

1. Submit a request for repair via <http://www.servilux.be>.
Servilux will send you transport documents. You can then take the TV set to a bpost outlet near you, with a copy of the delivery note/purchase voucher of the TV serving as a guarantee.
2. Take the TV set directly to the following address:
Servilux (Servinter bvba)
Zeilstraat 12 (Entry Service: Visserstraat 12)
3500 Hasselt
3. Contact Samsung's customer service directly at **02 201 24 18** between 9 a.m. and 6 p.m. on weekdays or send an e-mail to info@samsung.be. Their customer service will also be able to answer your questions regarding the TV.

9. I have other questions about this promotional campaign, but I can't find the answers on this website. What should I do?

You can call our customer service at the following toll-free numbers:

- English: 0800 55 800
- Dutch: 0800 22 800
- French: 0800 33 800