

## The Insiders' Samsung Refrigerator & Washing Machine

### Terms & Conditions

#### The Insiders – April 2024

Participation in this campaign includes the following action by the Participant:

- **Completion of the entry survey.**  
When candidates first subscribe to this campaign, no deposit is requested. We will make a shortlist of the candidates we feel most suitably fit the required profile for the Samsung campaign. An email will then be sent to those shortlisted candidates on how to join the campaign.
- **Participation in the campaign by completing campaign tasks.** This is standard practice for campaigns in which Insiders get a chance to try out exclusive and expensive products (in this case the selected Samsung Refrigerator or Washing Machine).

#### **Purchase the specified Samsung product from Samsung.com.**

The selected Insiders will be sent an email containing a link to purchase a specified product from Samsung.com with a unique voucher code for a discounted price. They will then be asked to submit a proof of purchase containing their order number and other purchase details to be accepted into the campaign.

- Please note that you cannot return the product to the Insiders after the campaign is over.
- Please note that the product can only be purchased from the link/webshop provided by The Insiders.
- Please note that the use of gift cards or vouchers will not be accepted in the campaign. Please also note that The Insiders' offer cannot be used in conjunction with any other promotional offers available on the purchase webshop including trade-in or free earbuds.

## Campaign Actions

Insiders will trial the Samsung products at home for a time period stated on the campaign page, then write and post reviews on specific websites. Furthermore, participants are to complete the end survey. The survey will be made available online at the end of the campaign; participants will be advised of this by email. The end survey must be completed by the given dates.

#### **Timing**

The duration of the campaign is clearly stated on the website.

## Registration

You can apply to take part in this campaign by subscribing at [www.theinsidersnet.com](http://www.theinsidersnet.com). Only one account per household is permitted; in the event of misuse or false information, the prospective Insider is liable to be banned from the campaign without warning. To take part in The Insiders'

Samsung campaign, prospective applicants must complete the list of questions truthfully and in full.

## Returns and Exchanges

The purchase of the device will be via an external third-party retailer and there will be no returns outside of the legal cooling-off period. The Samsung products cannot be returned to The Insiders at any point or after the campaign. If your device requires an exchange or repair at any point during the duration of the campaign, please contact Samsung's customer service and notify the Insiders support team at [infouk@theinsiders.eu](mailto:infouk@theinsiders.eu) to ensure expectations are set regarding review timelines and campaign participation.

## Debit / credit card details

Debit / credit card details must be completed correctly and in full upon registration. After the campaign, debit / credit card details will be erased.

## Privacy

All details will be treated with the utmost confidentiality. Personal information about participants will only be passed to third parties with explicit permission. If an applicant is not selected, we will remove all debit / credit card details from the system immediately.

## Selection

Participants will be selected for this campaign based on specific criteria agreed upon by Samsung and The Insiders. This selection will be made by The Insiders and is both binding and final. Failure to be selected will have no bearing on any subsequent applications for, or participation in, other campaigns run by The Insiders or its subsidiaries. This manner of selection has been deemed necessary, as the number of candidates is often far higher than the number of available places.

## General Terms & Conditions

The Insiders is not responsible for technical or other problems in this campaign arising from it or caused by elements that cannot be controlled by either The Insiders or Samsung. It is the responsibility of each individual participant to ensure that the Samsung product is protected and is in good working condition. Participation in this campaign implies the unconditional acceptance of these rules.

The Grapevine, trading under the name "The Insiders" and referred to below as The Insiders, cannot be held liable for direct, indirect or incidental damage resulting from use of the website or information obtained via the website.

The Insiders cannot be held liable in any way whatsoever for potential damage incurred by the registered member as a result of using the product or service during the campaign.

The manufacturer and distributor remain at all times jointly and severally liable for the product or service that the registered member uses during a campaign.

The registered member must at all times observe the user instructions and / or comply strictly with the instruction leaflet for the product or service.

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## Generated content

When participating in this campaign participants will have the opportunity to demonstrate their ambassador activity by posting content online which includes but is not limited to images, videos, reviews, testimonials, tweets, and other media formats (hereinafter called "the Online Content"). By participating in this campaign, participants agree that Samsung and The Insiders can use or utilise all or any of the Online Content in marketing activities whether for or related to this campaign, or for or related to any other marketing activities whatsoever and they hereby waive any intellectual property rights, to include but not limited to, copyright of the Online Content.