Terms of Service for AIS Care+, AIS Care+ with Samsung Care Services (applicable for AIS Care+ customers who enroll to AIS Care+ with a Samsung device effective (1 June 2025).

We are pleased to welcome you to the Mobile Device Terms of Service for AIS Care+ with Samsung Care Services provided to you by MIMO Tech Company Limited.

The Terms of Service of the Product are set out below. You are advised to read the Terms of Service carefully.

1. GENERAL

1.1 These terms of services shall apply to and between MIMO Tech Company Limited ("MMT") and a Customer of the AIS Care+ (the "Customer").

1.2 By applying for the AIS Care+ the Customer agrees to be bound by and act in full compliance herewith. Such enrolment is complete when the Customer receives SMS confirming his or her enrolment.

1.3 Subject to the terms contained herein, MMT may decline to provide all or part of the AIS Care+ Services to a Customer.

1.4 MMT has appointed Bolttech Device Protection (Thailand) Limited as its service provider to provide the Services (as defined in clause 2.1) and collect the Service Fees for a Service Request (such terms as specified in clause 2.40) (the "Service Provider"). The Customer agrees that where MMT has rights or obligations in relation to the Services or under these Terms of Service, the Service Provider, may exercise these rights or discharge these obligations on MMT's behalf.

2. DEFINITIONS

2.1 Services means the AIS Care+ products comprised of the Device Switch and Device Replacement (as defined in clause 2.13 2.14 and 13).

2.2 AIS Group means Advanced Info Service Public Company Limited and its affiliates.

2.3 MMT means MIMO Tech Company Limited.

2.4 Service Provider means Bolttech Device Protection (Thailand) Limited.

2.5 Samsung means Thai Samsung Electronics Company Limited

2.6 Customer means an applicant for enrolment for the Services and received an SMS confirming his or her enrolment.

2.7 Courier means a person who: (i) transports Samsung Manufacturer Genuine Devices or the repaired Registered Devices to the Customer; (ii) collects Registered Devices from the Customer to send it to the warehouse or repairer to fulfil the Service Request

2.8 Phone Number means mobile phone number from AIS Group's network, used by the Customer in connection with the Registered Device for his or her application for enrolment for the AIS Care+ Services.

2.9 Registered Device means a Mobile Device bought by the Customer from any of sales channels as designated by MMT where Mobile Devices can be purchased ("Sales Channel") or other sources being of the brand and model specified by MMT and

Classified as C2 - General Business

registered for enrolment for the Services in accordance with the registering method as designated by MMT, the IMEI of which shall be recorded by MMT as data for provision of the Services to the Customer, and includes a Mobile Device acquired by the Customer (i) under the manufacturer's warranty for a Registered Device, (ii) any additional guarantees or warranty from the Service Provider, subject to notice thereof being made to MMT and/or Service Provider (as the case may be) by the Customer in accordance with MMT and/or Service Provider requirements.

2.10 IMEI (International Mobile Station Equipment Identity) means the unique number assigned to each Mobile Device. If a Mobile Device does not have an IMEI, then all references to IMEI in these Terms of Service will be read as a reference to the serial number for that Mobile Device.

2.11 Samsung Manufacturer Genuine Device means a device which is either new or comprised of new and/or previously used genuine Samsung parts that have been tested and pass Samsung functional requirements or a Mobile Device obtained by a Device Switch or Device Replacement, and it shall be deemed the new Registered Device after being delivered to the Customer, but as compared to the original Registered Device, it can be either:

(a) Of identical brand, model, color and memory capacity ("Like-for-Identical")

(b) Of identical brand, model and memory capacity, but of different color ("Like-for-Like")

(c) Of a similar model, with equivalent functional characteristics and price range of the Registered Device (of different model and / or brand and /or color) at the discretion of the Service Provider ("Like-for-Similar")

(d) Will be as per the condition stated above containing OEM's or non-OEM's parts)

(e) Has a different IMEI;

(f) Is not provided in the OEM's packaging

(g) Is provided in packaging marked "not for resale"; and

(h) Does not include any Device Accessories.

2.12 Device Accessories means any equipment or anything that is either provided by the OEM in the box with a Mobile Device or sold separately to be used with a Mobile Device. It includes: (i) batteries; (ii) SIM cards; (iii) memory cards; (iv) chargers; (v) ear buds; (vi) cases; (vii) boxes; (viii) cables; (ix) styli; and (x) mounts.

2.13 Device Switch means the ability to request a Samsung Manufacturer Genuine Device in exchange for the Registered Device if the Registered Device is in the Customer's possession.

2.14 Device Replacement means the ability to request a Samsung Manufacturer Genuine Device in exchange for the Registered Device if the Registered Device is not in the Customer's possession.

Classified as C2 - General Business

2.15 Device Purchased Period means the number of days lapsed since the original Purchase Date by the Customer of the Mobile Device, measured from the calendar day following the Purchase Date.

2.16 Registered Device Price as of Purchase Date means the full recommended marketing retail purchase price (RRP) of the Registered Device (including VAT) on the Purchase Date of the Registered Device, as determined and notified by MMT.

2.17 Enrolment Date means the date customer receives notification either through SMS or other means, confirming his or her enrolment into the AIS Care+.

2.18 Service Fee(s) means the: (1) AIS Care+ Product Fee, (2) Switch Service Fee, (3) Replacement Service Fee, (4) Repair Service Fee or (5) any other amount that might be charged to the Customer on account of use of any Service by the Customer.

2.19 AIS Care+ Call Center means the call center dedicated to the Services as available at 098-585-1175 seven (7) days a week from Monday to Sunday including Public Holidays (no day off), from 09:00 a.m. to 8:00 p.m.

2.20 Website means the AIS Care+ service portal https://ais-careplus.bolttech.co.th showing the details of the Services, AIS Care+ Product Fees, Switch Service Fees, Replacement Service Fees, the Terms of Service for AIS Care+ and other details, request certain Service-related assistances, etc.

2.21 National ID means a valid Thai national identity card and/or any identity card issued by Thai government agency as specified by MMT and the Service Provider.

2.22 Prohibited ID means a National ID or a Foreigner ID of the Customer for which the AIS Care+ Providers has terminated the Services or decided to deny enrolment in the Services.

2.23 OEM means original equipment manufacturer.

2.24 Software Modification means modification made to a Registered Device's operating system not undertaken or authorized by the OEM and includes software modification known as 'jail-breaking' and 'rooting'.

2.25 Hardware Modification means any repair and/or modification made to a Registered Device's hardware not undertaken or authorized by the OEM.

2.26 Modification means Software Modification or Hardware Modification or both.

2.27 Additional Fee means a Service Fee additionally collected from the Customer equal to the Replacement Service Fee payable as specified in the table in clause 14.5 less the Switch Service Fee already paid. The Additional Fee shall be charged where the Customer has already paid the Switch Service Fee, then MMT finds later that the Customer is not entitled to use the Device Switch Service subject to the Terms of Service which MMT shall treat the Device Switch as a Device Replacement and the Customer shall pay the Replacement Service Fee accordingly.

2.28 Acceptance Date means the day upon which the Service Request for Device Switch or Service Request for Device Replacement is successfully submitted and the Service Fees applicable is paid by the Customer to the Service Provider.

2.29 AIS Shop means a customer service center operated by AIS Group's authorizations.

Classified as C2 - General Business

2.30 Purchase Date means the date of purchase of the Registered Device and issue a successful receipt.

2.31 Mobile Device means a mobile wireless device, either a mobile phone or tablet that: (i) has a display screen; (ii) supports one or more wireless network connectivity options; and (iii) that is operated using voice, touch or a miniature keyboard. It does not include any Device Accessories.

2.32 Fixed Term Contract means Fixed Term twelve (12) months Contract.

2.33 Foreigner ID means a Customer's passport, work permit and certificate of residence of foreigner (if any).

2.34 AIS Care+ Providers means MMT, the Service Provider, and subcontractors.

2.35 AIS Care+ Product Fee has the meaning given to it in clause 14.1.

2.36 Term means: (i) Monthly Contract; or (ii) Fixed Term twelve (12) months Contract.

2.37 Program has the meaning given to it in clause 5.3.

2.38 VAT means value added tax charged at the prevailing rate at the time of the transaction.

2.39 Service Request means a request for the Services made in accordance with these terms and conditions.

2.40 Device Switch and Replacement Program means the program as described in clause 5.2.

2.41 Sales Channel means a shop or channel which is authorized by AIS Group to distribute goods and services.

2.42 Tier means a product group classified according to the retail price of the Device at the time of enrollment in AIS Care+.

3. PROVISION OF SERVICES

A Service Request for a Device Switch or a Device Replacement should be made in accordance with these Terms of Service.

As part of this contract, you are able to use Samsung Care Services with terms stated as per section 12 below.

4. ELIGIBILITY TO APPLY

4.1 To be eligible to apply for the Services, the Customer must:

(a) be a post-paid and pre-paid subscriber of AIS Group, registering under the name of or represented by a natural person only and not be in default of any mobile service payment obligations to AIS Group.

(b) buy a Mobile Device (of the brand and model as designated by MMT only) from Sales Channels as designated from time to time by MMT and use such Mobile Device with the Phone Number.

Classified as C2 - General Business

(c) not have been previously rejected or terminated from the Services or service similar to the Services.

(d) be domiciled in Thailand and holding either:

(i) a National ID or
(ii) in the case the Customer is a foreigner, Foreigner ID and the Customer must be permitted to legally stay in Thailand, which is not a Prohibited ID.

(e) The Mobile Device intended to be registered for the Service shall be:

(i) purchased from Sales Channels or other shops and distribution channels as specified by MMT; and
(ii) not older than 180 days old in Device Purchased Period and proof of purchase may be required to be provided to MMT at the time of the enrolment.

5. HOW TO ENROLL

5.1 Enroll at all Sales Channels unless otherwise indicated; and,

5.2 Select AIS Care+ being Device Switch and Replacement – being the program providing the Customer with ability to request either: (i) a Device Switch; or (ii) a Device Replacement; subject to Section 13, (Service Limits), of these Terms of Service (the Program).

6. START DATE

The Customer will be enrolled for AIS Care+ from the date that the Customer receives SMS confirming enrolment.

7. TERMS AND USE OF SERVICES

7.1 One Customer is eligible to enroll for the Services for up to three (3) Registered Devices per Phone Number. A Registered Device may be enrolled for a maximum period of seventy-two (72) continuous months for Monthly Contract or until the Customer inform of his or her intention to terminate the Service whichever the earlier.

7.2 In the case the Customer is a foreigner, such Customer must be in Thailand at the time of requesting a Device Switch or a Device Replacement.

7.3 Expiry of Fixed Term Contract: Customers who subscribe to a Fixed Term Contract will automatically be renewed to a Monthly Contract with a maximum period of seventy two (72) continuous months, unless the Customer notifies the AIS Care+ Providers that the Customer do not desire to continue subscribing for the Services. Customers who are automatically renewed to a Monthly Contract this way will not be charged the AIS Care+ Product Fee for their first month of subscription.

(a) A Monthly Contract cannot be changed to the Fixed Term Contract.

(b) The new Term will be effective upon the next bill.

Classified as C2 - General Business

(c) Customers moving from a Fixed Term Contract to the Monthly Contract will carry forward their Section 13 Service Limits as if they had been on the Monthly Contract from enrolment and will not be reset.

7.4 In case the Customer temporarily suspends the Phone Number (but for a period not exceeding two (2) successive months) for whatever reason other than a lost SIM card, the Customer will be able to make a Service Request when the temporary suspension of the Phone Number is lifted and the Phone Number is reactivated. If the suspension exceeds two (2) months the Services will be terminated by MMT.

7.5 The Customer consents to the AIS Care+ Providers collecting, storing, processing, arranging, accessing, transferring, using and disclosing the Customer's personal information on the Services in Thailand for the purposes of: (i) assessing the Customer's eligibility for enrolment (or continued enrolment) in the Program or use of the Services; (ii) providing the Customer with the Services; (iii) contacting the Customer (directly or indirectly) in connection with the Services; (iv) managing commercial risks and preventing, detecting and investigating suspected illegal activity, fraud or disputes; and (v) creation of an aggregated, non-personally identifiable database of information.

7.6 The Customer acknowledges that the Customer has to delete or backup all data from the Registered Device before making a Service Request. The AIS Care+ Providers are not responsible for any data which the Customer leaves on the Registered Device nor for transfer of any data or information between the Registered Device and Samsung Manufacturer Genuine Device. Such data left on the Registered Device or transfer of any data or information is done entirely at the Customer's risk. In the event there is any inconvenience, delay, loss, misappropriation of or damage to any data or information, the Customer agrees not to hold the AIS Care+ Providers responsible or liable for any such loss, delay or damage to the Customer.

7.7 The Customer acknowledges that the Customer is responsible for the Customer's own Device passwords (including the Customer's Samsung ID). The AIS Care+ Providers are not responsible if the Customer loses or does not have access to any required passwords.

7.8 The Customer agrees not to transfer the title (ownership) or possession/control of the Registered Device during the Service term. In case the Customer violates this condition, it shall be deemed that the Customer has illegal intention to use the Service.

7.9 In the event of a Service Request for a Device Switch or Device Replacement it is a condition that the title of the original Registered Device will transfer to the Service Provider as at the time the Service Request is completed. In addition, for a Service Request for a Device Switch, the original Registered Device must be returned to the Courier at the time of the switch. The Service Provider reserves the right to cancel the Switch if the original Registered Device is not available to be collected by the Courier at the time of the switch. The Service Provider reserves the right to all civil and criminal claims in order to protect its property interests.

7.10 In the case where the Registered Mobile Device is repairable (not limited to device screen), but no repair parts are available, the Customer will be offered a Switch Device without any Switch Service Fee Payable, however the Repair Service Fee may be applicable.

Classified as C2 - General Business

8. SERVICE REQUEST FOR DEVICE SWITCH OR DEVICE REPLACEMENT

8.1 The Customer may only request a Device Switch or Device Replacement in Thailand via the AIS Care+ Call Center or the Website.

8.2 The Customer agrees to provide the following information for verification and confirmation of a Customer: (i) Phone Number; (ii) Registered Device IMEI; (iii) first-last name; (iv) address; (v) Copy of National ID or the Foreigner's ID, as applicable, as proof of identity issued by competent authority; and (vi) any other information (for instance, in the case of a Device Replacement request , the Customer is requested to provide the proof of purchase of the Registered Device etc)., including to arrange for a service request confirmation form, as requested by the Service Provider. The Service Provider reserves the right to reject to provide the Services if such Customer provides incorrect or incomplete information.

8.3 The Registered Device may not change except for:

(a) any change made following the Customer's receipt of Samsung Manufacturer Genuine Device obtained by a Device Switch or Device Replacement; or

(b) any exchange of the Customer's Registered Device in accordance with the conditions of the warranty provided by AIS Group, OEM or the Service Provider for a replacement Mobile Device which is identical to the Registered Device. The Customer must inform the AIS Care+ Providers of such change of the Registered Device immediately via-visiting the AIS Shop or Telewiz Shop to provide details of the replacement Mobile Device, and the Customer must provide proof of the exchange (if it's provided by the OEM) so that the Service Provider can update its records with the IMEI of the new Mobile Device from which time the new Mobile Device is considered as a Registered Device.

(c) In the event that the Customer fails to inform of the exchange of such Registered Device pursuant to OEM warranty claim, the Customer will not be able to make a Service Request until the Service Provider has received proof of the exchange.

8.4 When the Customer informs of its intention to make a Service Request for a Device Switch or a Device Replacement, the IMEI of the original Registered Device may be restricted to prevent future use.

8.5 While making a Service Request for a Device Switch or Device Replacement, the Registered Device cannot be the subject of another Service Request for a Device Switch or Device Replacement.

8.6 The Customer shall have an active Phone Number (which is not subject to suspension) associated with the enrolled Phone Number on AIS Group's network with no outstanding AIS Care+ Product Fee, mobile service bill or any payment with AIS Group. The Registered Device must have been used in association with the Phone Number.

8.7 The Service Provider may ask the Customer about the condition of the Registered Device for informational purposes to better facilitate the Services.

8.8 For Device Switch or Device Replacement, the Customer shall receive only the Samsung Manufacturer Genuine Device and no Device Accessories. In case the battery

Classified as C2 - General Business

of the Registered Device cannot be removed from its body, the Customer shall receive the Samsung Manufacturer Genuine Device including the battery.

8.9 At the time of the Service Request for a Device Switch or a Device Replacement, the Service Provider will indicate to the Customer the Mobile Device it will provide as the Samsung Manufacturer Genuine Device.

8.10 When the Customer requests a Device Switch or Device Replacement, the Service Provider will endeavor to provide the Customer with a Like-for-Identical Samsung Manufacturer Genuine Device. In any case, the Customer will also have the right to choose the following two other options for Samsung Manufacturer Genuine Device, if available:

(a) Like-for-Like

(b) Like-for-Similar

8.11 The Service Provider, in its sole and absolute discretion, determines which Samsung Manufacturer Genuine Devices are available to the Customer as a Like-for-Like and Like-for-Similar option. Mobile Devices made available will belong to the same generation (similar RRP or current market value, have same or similar functionality, be of the same frequency band, similar memory size and be of similar launch date as the Registered Device. The selection available to the Customer may vary depending on the moment in which the Service Request is made. In any case, the Customer will not be able to request a model of a higher range and price than those of the Registered Device at the time of its purchase and no option will be provided by the Service Provider to replace the Registered Device with a Samsung Manufacturer Genuine Device that is more advanced in generation and / or with superior technical and functional characteristics.

8.12 The AIS Care+ Providers will be deemed to have discharged their obligation to provide a Samsung Manufacturer Genuine Device to the Customer as long as the Service Provider offers the Customer a Mobile Device to be provided as a Samsung Manufacturer Genuine Device in accordance with these Terms of Service.

8.13 If the Service Provider reasonably believes that the Customer is using the Service in a manner which is: (i) fraudulent, illegal or related to any criminal activity; or (ii) intended to make a commercial gain, the Service Provider reserves the right to reject to provide the Services to the Customer.

9. TERMS FOR A DEVICE SWITCH

9.1 The Customer's ability to make a Service Request for a Device Switch requires the Customer to be compliant with these Terms of Service.

9.2 The Customer is not required to prove the Registered Device is defective or damaged.

9.3 The Customer shall receive the Samsung Manufacturer Genuine Device with no Device Accessories

9.4 In case the Registered Device does not display any of the IMEI(s) matching the Registered Device, the Customer will not be able to request a Device Switch but can request a Device Replacement upon payment of the Replacement Service Fee at the percentage of the Registered Device Price as of Purchase Date as per the table specified in clause 12.5.

Classified as C2 - General Business

9.5 The Customer must turn off or remove any personal lock security feature (e.g. 'Google' lock) on the Registered Device before returning such Registered Device to the Courier. If the Customer making a Service Request for a Device Switch ("**Present Request**") does not turn off the personal lock security feature the Service Provider may: (i) cancel the Present Request; or (ii) upon the Customer's consent, treat the Present Request as a Service Request for a Device Replacement and charge the Customer the Replacement Service Fee at the percentage of the Registered Device Price as of Purchase Date as per the table specified in clause 14.5, provided that it is within the limits specified in clause 13.1.

9.6 The Customer must deliver the original Registered Device with the IMEI matching the original Registered Device to the Courier and agrees that the title to the original Registered Device as well as all rights and benefits, if any, such as a right under the warranty of the OEM, shall be transferred to the Service Providers as from the Acceptance Date. The Customer agrees that the delivery of the Samsung Manufacturer Genuine Device is sufficient consideration for the transfer of title (ownership) and other rights in the original Registered Device to the Service Provider and the Service Provider can take any action consistent with the ownership of the original Registered Device including disposing of that device outside of Thailand.

9.7 In case the Service Provider (i) receives a Mobile Device which cannot display an IMEI or (ii) finds later that the Customer has returned a Mobile Device other than the Registered Device to the Courier, the Customer must return the Registered Device to the Service Provider, at the Customer's cost, within seven (7) days of the date of Customer's receipt of the Samsung Manufacturer Genuine Device from Courier. If the Customer fails to do so within such period, the Customer shall pay the Additional Fee as defined in clause 2.27.

9.8 If the Service Provider finds later that the Registered Device that the Customer tendered to the Courier or returned via the Courier has been subject to Modification, then the Service Provider will at its sole discretion:

(a) where returned via the Courier, treat the Device Switch as a Device Replacement and charge the Customer the Additional Fee; or

(b) where returned via the Courier, return to the Customer at the Customer's cost the original Registered Device tendered to the Courier. The Customer must also return to the Service Provider the Samsung Manufacturer Genuine Device provided as a Device Switch. The Device Switch request will be considered cancelled. The Service Provider will refund to the Customer the Switch Service Fee paid upon receipt of the Samsung Manufacturer Genuine Device.

9.9 Once the Customer gives the Customer's Mobile Device to the Service Provider, either directly or via the Courier, the Service Provider will not be able to guarantee the return of the Customer's Mobile Device, any data upon the Customer Mobile Device or the return of any of the Customer's Device Accessories given with the Mobile Device. In the event that the Customer's Mobile Device or Device Accessories are given to the Service Provider, and the Service Provider is able to return the Customer's Mobile Device or Device Accessories, the Customer will bear all of the Service Provider's costs of returning the Customer's Mobile Device or Device Accessories.

Classified as C2 - General Business

10. TERMS FOR A DEVICE REPLACEMENT

10.1 The Customer's ability to make a Service Request for a Device Replacement requires the Customer to be compliant with these Terms of Service.

10.2 The Customer may only make a Service Request for a Device Replacement if the Registered Device is not in the Customer's possession. The Customer is not required to prove the Registered Device is defective, damaged, lost or stolen. The Service Provider may ask the Customer about the condition of the Customer's Registered Device or the reason why the Customer's Registered Device is not available for a Device Switch for informational purposes to best facilitate the provision of Services.

10.3 The Customer shall receive the Samsung Manufacturer Genuine Device with no Device Accessories.

10.4 The Customer agrees that the title to the original Registered Device as well as all rights and benefits, if any, such as a right under the warranty of the manufacturer, shall be transferred to the Service Providers from the Acceptance Date.

10.5 The Customer agrees that the delivery of the Samsung Manufacturer Genuine Device is sufficient consideration for the transfer of title and other rights in the original Registered Device to the Service Provider.

10.6 When the Customer informs of its intention to make a Device Replacement Service Request, the IMEI of the original Registered Device may be restricted to prevent future use.

11. TERMS FOR A SCREEN REPLACEMENT

11.1 The Customer's ability to make a Service Request for a Screen Replacement requires the Customer to be compliant with these Terms of Service.

11.2 The Customer may request for a Screen Replacement service to replace the main screen of the Mobile Device only

11.3 The service fee is waived for a Screen Replacement service, limited to once per 12 months rolling period.

11.4 Any subsequent Screen Replacement service request's within the 12 months rolling period will need to be initiated directly through Samsung channels as part of the Samsung Care Services where the applicable Service Fees shall apply.

12. SAMSUNG CARE SERVICES

As part of this contract, the Customer is able to use Samsung Care Services which includes:

Hardware Services and Repairs Unlimited full deice repairs (excluding battery)	Unlimited Samsung smartphone repair, each subject to a service fee as per Samsung Care Services.

Classified as C2 - General Business

Service and Support One stop for support to minimise the amount of time without your Samsung Smartphone	Carry-in repair service at Samsung Experience Stores and Samsung Authorized Service providers
	Walk-in and access to Global Repair services. Device Replacement due to Beyond Economic Repair (BER) is only available in Thailand.
	Samsung-certified repair or replacement with genuine Samsung parts
	On-site Repair services (Galaxy Fold model only)
Software Support Get priority access to Samsung experts	Software Protection services
	In-shop Device Inspection, Device set-up, Quick Learning, Data transfer and Software Upgrade services

The Samsung Care Services runs from the Enrolment Date of the AIS Care+ program. When available, the Customer can have their Registered Mobile Device repaired using Samsung Care Services. Samsung Care Services are available in any Samsung Experience Store or via any Samsung Authorized Service Providers in Thailand. These services are also available in some other countries. For more information on which countries provide these services, the Customer should contact Samsung Care Services Support as per touchpoints above. If the Customer does use these services outside Thailand then the currency and charges of that country will apply and the Samsung Experience Store or Samsung Authorized Service Provider may repair or exchange parts or products with locally comparable equivalents.

12.2 GLOBAL REPAIR SERVICE LIST OF COUNTRIES

Region	Subsidiary Description	Country/ies
ASIA	Samsung Electronics Philippines Corporation	Philippines
ASIA	PT Samsung Electronics Indonesia	Indonesia
ASIA	Samsung Vina Electronics Co., Ltd.	Vietnam
ASIA	Samsung Electronics Singapore Pte. Ltd.	Singapore
ASIA	Samsung Malaysia Electronics (SME) Sdn. Bhd.	Malaysia
ASIA	Samsung Electronics New Zealand Limited	New Zealand
ASIA	Thai Samsung Electronics Co., Ltd.	Thailand
ASIA	Samsung India Electronics Private Ltd.	India
ASIA	Samsung Electronics Hong Kong Co., Ltd.	Hong kong (incl Macau)
ASIA	Samsung Electronics Taiwan Co., Ltd.	Taiwan
EU	Samsung Electronics (UK)	United Kingdom
EU	Samsung Electronics GmbH	Germany
EU	Samsung Electronics France S.A.S.	France
EU	Samsung Electronics Iberia, S.A. (SESA)	Spain

Classified as C2 - General Business

EU	Samsung Electronics Italia S.P.A.	Italy
EU	Samsung Electronics Nordic Aktiebolag	Denmark Finland Norway Sweden
EU	Samsung Electronics Benelux B.V.	Netherland Belgium
EU	Samsung Electronics Czech and Slovak s.r.o.	Czech Republic
EU	Samsung Electronics Romania LLC	Romania
EU	Samsung Electronics Polska, SP.Zo.o	Poland
KOREA	Samsung Electronics Co., Ltd	Korea
LATAM	Samsung Electronics Mexico S.A. De C.V.	Mexico
MENA	Samsung Gulf Electronics Co., Ltd.	United Arab Emirates Oman
MENA	Samsung Electronics Saudi Arabia Ltd.(SESAR)	Saudi Arabia
MENA	Samsung Electronics Turkey	Turkey
MENA	Samsung Electronics South Africa (Pty) Ltd. (SSA)	South Africa Zambia La Réunion Mozambique Mauritius Kenya Tanzania Ethiopia Uganda Ghana Ivory coast Cameroon Nigeria Senegal Mali Guinea
NA	Samsung Electronics America	America
NA	Samsung Electronics Canada, Inc.	Canada
NA	Samsung Electronica da Amazonia Ltda.	Brazil

13. LIMITS FOR THE SERVICES

13.1 The Customer may submit service requests for Device Replacement Service and Replacement Device Service. During each consecutive 12-month period commencing on the Enrollment Date, the Customer may submit up to:

(i) Two (2) Service Requests each for a Device Switch; and

(ii) One (1) Service Request each for a Device Replacement.

Classified as C2 - General Business

14. FEES

14.1 The Customer agrees to pay the relevant fee as set out in the schedule below according to the Tier, make and model of the Registered Mobile Device, and the Term the Customer has enrolled in ("AIS Care+ Product Fee"). The AIS Care+ Product Fee and Service fees set out below will be payable regardless of any change of the Registered Mobile Device's make, model and recommended retail price due to a Device Switch or Device Replacement request.

14.2 Product Fees applicable for AIS Care+ customers who enrolls to AIS Care+ with a Samsung Smartphone model as a Registered Mobile Device:

	Device RRP (THB)						
	2,000 - 5,000	5,001 - 10,000	10,001 - 20,000	20,001 - 30,000	30,001 - 40,000	40,001 - 60,000	60,001 - 80,000
Monthly Contract Product Fee	59.00	89.00	159.00	189.00	219.00	299.00	499.00
Fixed Term Contract Product Fee	649.00	979.00	1749.00	2079.00	2409.00	2990.00	4990.00

(all AIS Care+ Product Fees are in Thai Baht, inclusive of prevailing VAT, which is currently at 7%)

14.3 AIS Group's post-paid and pre-paid customer will be charged for the AIS Care+ Product Fee (inclusive of VAT) via mobile service bills. Where the Customer's Term is the Monthly Contract, if enrolment is made during the billing cycle, the monthly AIS Care+ Product Fee will be charged from the date the Customer receives an SMS confirming his or her enrolment until the end of the service period or until his or her notice of termination of Monthly Contract is given.

14.4 AIS Care+ Product Fee is not included in the mobile service credit limit.

14.5 The Customer agrees to pay the Switch Service Fee, or Replacement Service Fee as set out in the schedule below according to the Year of SubscriptionPayment will be made directly to the Service Provider at the time the Customer makes a Device Switch or Device Replacement Service Request. The Service Fee is waived for the Screen Replacement service for the first time and any subsequent service request's will be subjected to the applicable Samsung Care Service Fee's.

a) Service Fees applicable for AIS Care+ customers who enrolls to AIS Care+ with Samsung Smartphone model as a Registered Mobile Device:

Service Request Type	Subscription Year		
	Year 1	Year 2	Year 3 onwards
Switch Service Fee	25.0%	20.0%	12.0%
Replacement Service Fee	42.5%	30.0%	22.0%

(all AIS Care+ Service Fees are in Thai Baht, inclusive of prevailing VAT, which is currently at 7%)

b) Switch and Replacement Service Fees are based on the Registered Device Price as of Purchase Date, inclusive of VAT.

Classified as C2 - General Business

14.6 The Service Provider will directly collect from the Customer the Switch Service Fee or Replacement Service Fee as applicable.

15. DELIVERY OF AIS CARE+ DEVICE

15.1 After the Service Provider has verified the information from the Customer and found it correct, the Service Provider will deliver the Samsung Manufacturer Genuine Device to the Customer via the Courier.

15.2 The Courier will deliver the Samsung Manufacturer Genuine Device to the Customer only, provided that the Customer is required to present his or her National ID card or Foreigner's ID, as the case may be, or any other evidence issued by government agency proving the Customer's identity. Before or at the time of delivery, the Customer agrees to sign on any service request confirmation form or other documents such as proof of receipt of the Samsung Manufacturer Genuine Device as requested by the Service Provider.

15.3 The Courier will deliver the Samsung Manufacturer Genuine Device to the Customer's residential address as registered with MMT for the Services only. The Courier may also deliver the Samsung Manufacturer Genuine Device at other premises as specified by the Customer on the Enrolment Date or the premises as specified during the Service Request, provided that such premises shall not be a shopping centre, department store, public transportation terminal, car park, market, public park or other premises similar to these premises.

15.4 The Service Provider reserves its right not to deliver to the address specified by the Customer for delivery of the Samsung Manufacturer Genuine Device to the Customer as appropriate if the address requested is not the Customer's registered residential address unless the customer has changed the registered address within the authenticated Website.

15.5 The Service Provider agrees not to charge the Customer for the delivery of the Samsung Manufacturer Genuine Device for the first and the second attempts of delivery if: (i) there is no intended recipient present; or (ii) the recipient is present but the Customer's identity cannot be proved; or (iii) the Customer rejects delivery of the Samsung Manufacturer Genuine Device in accordance with clause 15.6. For the third or subsequent attempt of delivery, the Customer agrees to pay to the Service Provider for the delivery of the Samsung Manufacturer Genuine Device in cash via the Courier or by credit card to the AIS Care+ Call Center at the rate of THB500 for each additional delivery.

15.6 The Customer can only reject delivery of the Samsung Manufacturer Genuine Device if the Customer is not satisfied by indicating to the Courier on the spot and not accepting the delivered Samsung Manufacturer Genuine Device. The Service Provider will then deliver another Samsung Manufacturer Genuine Device for the Customer. Such return of the Samsung Manufacturer Genuine Device will not count towards Customer's Section 13 Service Limits and no Switch Service Fee or Replacement Service Fees will be due.

16. WARRANTY FOR AIS CARE+ DEVICE FROM THE SERVICE PROVIDER

Samsung Manufacturer Genuine Device.

Classified as C2 - General Business

16.1 The Customer is entitled to a warranty from the Service Provider for any Samsung Manufacturer Genuine Device provided

16.2 Within seven (7) days upon receipt of the Samsung Manufacturer Genuine Device, for any defects on the Samsung Manufacturer Genuine Device, not limited to manufacturer malfunctions and defects, the Customer may make such warranty claim via the AIS Care+ Call Center. The Service Provider will remedy the defect of the Samsung Manufacturer Genuine Device to the Customer in the same manner as a Device Switch or Device Replacement above.

16.3 Beyond the seven (7) days mentioned in clause 16.2, for any hardware malfunctions normally covered under OEM warranty occurring on the Samsung Manufacturer Genuine Device (excluding physical & water damage), the Customer may claim directly from the Service Provider by contacting the AIS Care+ Call Center.

16.4 Where applicable, the Customer is only entitled to make a warranty claim on the Samsung Manufacturer Genuine Device after the lapse of fifteen (15) days from the date the Customer has previously requested for the warranty claim.

16.5 The Service Provider warranty obligation period for the replacement Samsung Manufacturer Genuine Device is twelve (12) months and starts upon the Customer's receipt of the Samsung Manufacturer Genuine Device.

16.6 The Customer acknowledges that if it is determined that the Customer has made a warranty claim under clause 16.1 above with respect to the Samsung Manufacturer Genuine Device, this will not count towards Customer's limits under the Fixed Term Contract or Monthly Contract and no Service Fees will be due. The Customer acknowledges that if it is determined that the Customer has made an invalid warranty claim under clause 16.2 and 16.3 above or the returned Mobile Device has no malfunction or defect, either the Mobile Device will be returned to the Customer, or the Customer will be charged a Switch Service Fee and such Switch will count towards Customer's limits. The Customer acknowledges that the Customer's future warranty claims may be rejected if the Customer has previously made any invalid warranty claims under clause warranty claims under clause 16.2 and 16.3 above. In any cases, the Mobile Device provided under a warranty claim will be based on the specifications of the Samsung Manufacturer Genuine Device.

16.7 The Customer may exercise the right to make a warranty claim for the Samsung Manufacturer Genuine Device if the Customer has no outstanding Service Fees and payment for the AIS Care+ Product Fee.

17. TERMINATION BY CUSTOMER

17.1 The Customer on a Monthly Contract is entitled to terminate the Service by giving notice of his or her intention at least thirty (30) days in advance via AIS Care+ Call Center. Once a Customer has so terminated, the Customer cannot re-apply for the Service with the same Registered Device with the corresponding matching IMEI.

17.2 Despite the termination of the Services, the Customer is still obliged to pay the Fee incurred before the date of termination in full even if the Service has been terminated.

Classified as C2 - General Business

18. REJECTION OF SERVICE PROVISION

The AIS Care+ Providers are entitled to reject to provide the Services promptly for the following reasons:

18.1 When it appears that the Customer's name is shown in the system as having outstanding payment for the AIS Care+ Product Fee and/or mobile service bill of AIS Group.

18.2 When it appears that the Customer's Phone Number was or is suspended due to one of the reasons in Section 19.

18.3 When it appears that the Customer's Phone number was or is terminated by AIS Group due to one of the reasons in Section 19.

18.4 When the Service Provider reasonably believes that the Customer has: (i) illegal intention to enroll for or use the Services; (ii) intention to use the Services in a manner which is fraudulent or related to any criminal activity; or (iii) intention to make a commercial gain from the Services.

18.5 When the Customer's qualifications or the use of Services are not in compliance with these Terms of Service.

18.6 When one of the following information given by the Customer: (i) Phone Number; (ii) Registered Device IMEI; (iii) first-last name; (iv) address; (v) copy of National ID or the Foreigner's ID, as applicable, as proof of identity issued by competent authority; or (vi) any other information, including service request confirmation forms, as requested by the Service Provider, is either incorrect according to the AIS Care+ Providers' records or is not provided to the Service Provider's satisfaction.

18.7 When the Service Provider found, upon verification, that IMEI of the Registered Device does not correspond to IMEI recorded by MMT.

18.8 When the Registered Device has not been active with the associated Phone Number.

18.9 The Service Provider reasonably believes that the Customer has transferred the title to the Registered Device or Phone Number to another person except for legacy.

19. TERMINATION

The AIS Care+ Providers are entitled to terminate the Services in the following events:

19.1 The Customer's death, bankruptcy, or inability to pay debts as they fall due;

19.2 The Customer defaults on payment for AIS Care+ Product Fee by due date;

19.3 The Customer defaults on payment for mobile service bill by due date as specified in a bill for two (2) consecutive times;

19.4 The Service Provider has reasonable ground to believe that the Customer uses the Services or mobile service in a fraudulent manner, or in a way that may adversely impact the AIS Care+ Providers' reputation, or illegally uses the Services or mobile service or breaches these Terms of Service or any other terms of the AIS Care+ Providers or uses the Services for commercial gain;

19.5 The AIS Care+ Providers cannot provide the Services for the cause beyond the AIS Care+ Providers' control;

Classified as C2 - General Business

19.6 The Services are terminated by provisions of law;

19.7 The Customer has breached any of these Terms of Service;

19.8 The Customer has provided incorrect, false, or incomplete information;

19.9 The Customer has ported their Phone Number from AIS Group's network or terminated his or her Phone Number;

19.10 The Customer's Phone Number has been suspended for more than sixty (60) days as set out in clause 7.4 above;

19.11 The Customer's Phone Number has been terminated by the Customer or AIS Group;

19.12 The Service Provider reasonably believes that the Customer has transferred title to the Registered Device or Phone Number to another person;

19.13 The Service Provider finds later that the Registered Device has been subject to Modification;

19.14 The Customer fails to return the Samsung Manufacturer Genuine Device in contravention of clauses 9.6 and 9.7;

19.15 The Customer fails to provide any additional information reasonably requested by the Service Provider including in the form of a signed declaration or acknowledgment;

19.16 If the AIS Care+ Providers are required to comply with an order, instruction or request of regulatory authority, government authority or any other competent authority which resulted in the AIS Care+ Providers having to stop or terminate the Services;

19.17 The Customer fails to renew the relevant Term within a specific period set forth by MMT and/or the Service Provider when such Term has ended;

19.18 The Customer who enrolls while being a post-paid customer converts to pre-paid customer during the period of the relevant Term; or

19.19 For any other reason at the AIS Care+ Providers' discretion.

20. OTHERS

20.1 MMT reserves its right to change and amend these Terms of Service, or withdraw the Services by giving the Customer a prior notice through the Website which the Customer will be deemed to accept.

20.2 Any provision of these Terms of Service which becomes illegal or unenforceable shall be deemed void only on the illegal or unenforceable part without impact on other provisions which shall remain valid.

20.3 If the Services or service similar to the Services where the Service Provider is the service provider have been terminated for a Registered Device by the AIS Care+ Providers: (i) the Services cannot be reactivated for that Registered Device; and (ii) the Customer may not be allowed to enroll for the Services with any other Mobile Device.

20.4 If AIS Care+ Providers introduce new services and the Customer is on a Monthly Contract, the Customer may be entitled to subscribe to such services (at an additional

Classified as C2 - General Business

cost) by contacting the AIS Care+ Call Center. The Customer shall pay the service charges subject to the new service accordingly. The Services in general are subject to events beyond AIS Care+ Providers' reasonable control. If such events occur, the Services may be temporarily suspended and any pending Service Requests may be suspended by MMT until the events do not exist provided that MMT shall notify the Customer of such suspension in advance.

20.5 Apart from these Terms of Service, the AIS Care+ Providers expressly and to the fullest extent permitted by law disclaim all warranties of any kind, whether: (i) express; (ii) implied; or (iii) statutory, including, but not limited to the implied warranties of merchantability and fitness for a particular purpose. The AIS Care+ Providers will, to the fullest extent permitted by law, not be responsible for any loss or damage caused to Customer because of the actions of any employee or any person or representative of the AIS Care+ Providers who acts beyond their authority. The AIS Care+ Providers shall, to the fullest extent permitted by law, not be liable for any direct or indirect loss or damage caused to Customer in respect of any matter howsoever arising in connection with the provision or Customer's use of the Services. Customer agrees to defend, indemnify and hold faultless the AIS Care+ Providers, their associates and their directors, officers, successors and assigns, from and against any and all liabilities, damages, losses, costs and expenses caused by or arising out of Customer's use of the Services.

20.6 Without prejudice to the generality of the preceding statements, under no circumstances will the AIS Care+ Providers be liable for any indirect, consequential, special damages arising out of or in connection with the provision or Customer's use of the Services. The AIS Care+ Providers' aggregate liability to the Customer (whether based in contract, negligence, strict liability, statute or other theory of liability) will not exceed: (i) if the Customer are paying a monthly AIS Care+ Product Fee, the monthly AIS Care+ Product Fees paid by the Customer during the two (2) months prior to the event giving rise to the claim; or (ii) if the Customer is on a Fixed Term Contract, one sixth of the Customer's AIS Care+ Product Fee.

20.7 These Terms of Service will be governed by and construed in accordance with the laws of the Kingdom of Thailand. Most of Customer's concerns or questions about the Services can be addressed via the AIS Care+ Call Center or the Website. For any dispute with the AIS Care+ Providers, Customer agrees to first contact AIS Care+ Providers and attempt to resolve the dispute with AIS Care+ Providers informally.

20.8 MMT may from time to time offer promotions relating to all or any of the Services. Any such promotions shall be governed by the terms and conditions attached thereto by MMT, and by these Terms of Service to the extent that the promotion's terms and conditions are silent. In the event of any conflicts between a promotion's terms and conditions and these Terms of Service, the promotion's terms and conditions shall prevail.

20.9 You may see the detail for the purpose of collection, storage, transfer, use or disclosure your personal data in connection with Device Switch or Device Replacement service that you consent as set out in our prevailing data protection policy: see Privacy Policy https://cdn.device.bolttech.io/documents/th/ais/Privacy_Policy_2024_V1_EN_TH.pdf

Classified as C2 - General Business

ข้อกำหนดการให้บริการนี้เป็นข้อกำหนดระหว่างผู้ให้บริการและผู้ใช้บริการสำหรับบริการการจัดส่งภายในระยะเวลาที่กำหนด

บริการการจัดส่งภายในระยะเวลาที่กำหนดสำหรับผู้ใช้บริการ AIS Care+

This is the terms of service between Service Provider and Customers for Service Delivery Guarantee

Service Delivery Guarantee for Customers of AIS Care+

ผู้ให้บริการมุ่งมั่นที่จะมอบรูปแบบการดำเนินชีวิตแบบดิจิทัลอย่างต่อเนื่อง เราเข้าใจว่าการใช้อุปกรณ์โทรศัพท์เคลื่อนที่เป็นส่วนสำคัญในชีวิตประจำวันของท่าน เราให้คำมั่นว่าจะให้บริการที่เรียบง่ายด้วย **Mobile Device Switch and Device Replacement ภายในระยะเวลาที่กำหนด** และหากเราไม่สามารถปฏิบัติตามคำมั่นของเราได้ ท่านมีสิทธิขอรับเงินทดแทนการบริการที่ล่าช้าตามข้อกำหนดและเงื่อนไขดังต่อไปนี้

The Service Provider is committed to providing you with an uninterrupted digital lifestyle. We understand having a working Mobile Device is an essential part of your day-to-day life. We commit to providing a hassle-free, door-to-door **Mobile Device Switch and Device Replacement services within a guaranteed service time** and if we don't, you shall be entitled to relief as described below.

1. รับประกันระยะเวลาจัดส่ง

1.1 ระยะเวลาในการจัดส่งจะแตกต่างกันขึ้นอยู่กับสถานที่ที่เราเข้ารับ และ/หรือ ส่งอุปกรณ์โทรศัพท์เคลื่อนที่ของท่าน การรับประกันระยะเวลาการจัดส่งในแต่ละพื้นที่เป็นไปตามที่กำหนดในเอกสารแนบท้าย 1 ซึ่งระยะเวลาดังกล่าวอาจเปลี่ยนแปลงได้ขึ้นอยู่กับดุลยพินิจของผู้ให้บริการแต่เพียงผู้เดียว

1.2 การรับประกันระยะเวลาการจัดส่งเริ่มคำนวณจาก:

- สำหรับบริการ Device Switch และ Device Replacement เมื่อเวลาที่ผู้ให้บริการได้รับคำขอใช้บริการ และท่านได้ชำระค่าบริการสำหรับคำขอใช้บริการนั้นครบถ้วนแล้ว ("Service Request Acceptance Time") จนถึงเวลาที่เราส่งอุปกรณ์โทรศัพท์เคลื่อนที่คืนให้กับท่าน ("Delivery Time")
- ระยะเวลาในการจัดส่งจะถูกพิจารณาเฉพาะการจัดส่งครั้งแรกสำหรับคำขอใช้บริการครั้งหนึ่งครั้งใดเท่านั้นไม่ว่าการจัดส่งดังกล่าวจะสำเร็จหรือไม่ก็ตาม เว้นแต่กรณีการจัดส่งไม่สำเร็จตามที่กำหนดในข้อ 2.5 (ข) และ (ค) ด้านล่างโดยท่านไม่อาจขอรับเงินทดแทนได้

1.3 ในกรณีที่สถานที่จัดส่งอุปกรณ์โทรศัพท์เคลื่อนที่แตกต่างจากสถานที่ที่เข้ารับอุปกรณ์โทรศัพท์เคลื่อนที่ ระยะเวลารับประกันการจัดส่งจะขึ้นอยู่กับสถานที่ที่เข้ารับ หรือสถานที่จัดส่ง แล้วแต่ระยะเวลาใดจะนานกว่า

1. Guaranteed service delivery time

1.1 The service delivery time varies based on the location we collect and/or deliver your Mobile Device. The guaranteed service delivery time for different locations is set out in Appendix 1, is not definite and is subject to revision in the sole and absolute discretion of the Service Provider.

1.2 The guaranteed service delivery time is reckoned from the time when:

- Device Switch and Device Replacement: Service Request is accepted by the Service Provider and your successful payment of Service Fee for that request ("Service Request Acceptance Time") to the time we deliver the Mobile Device to you ("Delivery Time").
- The Delivery Time takes into account only the first delivery attempt of each request, whether successful or not, except if the unsuccessful attempt is due to Clause 2.5 (b) and (c) stated hereunder where you will not be entitled to the relief.

1.3 If the delivery location of the Mobile Device is different from the collection location, the guaranteed service delivery time shall be subject to the period to the collection location or the period to the delivery location whichever is longer.

Classified as C2 - General Business

1.4 คำขอใช้บริการที่ส่งให้เราก่อนเวลา 14.00 น. ของทุนวันจะถูกดำเนินการภายในวันทำการเดียวกัน และคำขอใช้บริการที่ส่งให้เราภายหลังเวลา 14.00 น. **จะถูกดำเนินการภายในวันทำการถัดไป**[5]

2. ข้อกำหนดและเงื่อนไข

2.1 หากเราไม่สามารถส่งมอบบริการภายในระยะเวลาที่กำหนด ท่านมีสิทธิขอรับเงินทดแทนการบริการที่ล่าช้า**ในอัตราเท่ากับ AIS Care+ Product Fee** และ Switch Service Fee หรือ Replacement Service Fee ที่ท่านชำระแล้ว แล้วแต่กรณีสัญญา ในกรณีที่ท่านชำระค่าบริการรายเดือน ท่านมีสิทธิได้รับเงินทดแทนการบริการที่ล่าช้าเท่ากับ**มูลค่ารวมของค่าบริการรายเดือน**ที่ท่านชำระโดยมูลค่าสูงสุดไม่เกินสิบสอง (12) เดือน[6]

2.2 บริการการรับประกันระยะเวลาการจัดส่งไม่รวมถึงกรณีดังต่อไปนี้

(ก) ท่านเลือกกำหนดเวลาจัดส่งเอง

(ข) คำขอใช้บริการของท่านถูกยกเลิก

2.3 **ระยะเวลาในการตรวจสอบ**คำขอใช้บริการ**ให้เป็นไปตามวันและเวลาตามที่ระบุในระบบของผู้ให้บริการ**

2.4 เงินทดแทนการบริการที่ล่าช้าจะ**ถูกโอนเข้าบัญชีธนาคารของท่านทางอิเล็กทรอนิกส์**[7] หรือวิธีการอื่นตามที่ผู้ให้บริการกำหนด โดยผู้ให้บริการเป็นผู้พิจารณาจำนวนเงินทดแทนดังกล่าวแต่เพียงผู้เดียว ทั้งนี้ ท่านต้องรับผิดชอบในภาระภาษีใดๆ ที่อาจเกิดขึ้นจากเงินทดแทนข้างต้นแต่พียงผู้เดียว

2.5 ท่านไม่มีสิทธิขอรับเงินทดแทนการบริการที่ล่าช้าในกรณีหนึ่งกรณีใดดังต่อไปนี้

1.4 The cut-off time for service requests to be processed within the same day is 2.00 p.m. daily and service requests received after 2.00 p.m. **will be processed on the next business day**[1]**.**

2. Terms and conditions

2.1 If we fail to deliver our service within the guaranteed time, you shall be entitled to relief, which sum shall be **equivalent to the amount of the AIS Care+ Product Fee** and Switch Service Fee or Replacement Service Fee, whichever applicable which you have paid for Care+. If you pay for the service monthly, you shall be entitled to the **aggregate sum of Monthly Contract Product Fee** which you have paid up to a maximum of twelve (12) payments.[2]

2.2 This service delivery guarantee is not applicable:

(a) if you select a preferred delivery window

(b) if your service request is cancelled

2.3 The **time of verification** of the service request is validated **based on the Service provider's system time stamp.**

2.4 The relief shall be given through an **electronic bank-to-bank fund transfer**[3], or other methods as determined by the Service Provider, the amount of which shall be determined solely by the Service Provider. You shall be solely responsible for any tax obligations which may arise from the said relief.

2.5 You are not entitled to the relief from bolttech:

[1] ผู้ให้บริการกำหนดให้วันทำการ หมายถึง วันจันทร์ - วันอาทิตย์ เวลา 8.00 น.– 23.59 น. ยกเว้นวันหยุดนักขัตฤกษ์
The Service Provider defines business days as Monday to Sunday 8:00 a.m. to 11:59 p.m., excluding public holidays.

[2] อัตราค่าบริการรายเดือนเป็นไปตามที่ปรากฏในข้อความยืนยันการสมัครใช้บริการ (SMS)
The amount of Monthly Contract Product Fee is as shown in the enrolment confirmation SMS

[3] ท่านต้องให้ข้อมูลรายละเอียดบัญชีธนาคารภายในประเทศไทยของท่าน
You will be required to provide your Thailand-based bank account details.

Classified as C2 - General Business

(ก) กรณีที่ท่านไม่ส่งคำขอรับเงินทดแทนการบริการที่ล่าช้าภายในสิบห้า (15) วัน นับแต่วันที่ท่านได้รับอุปกรณ์โทรศัพท์เคลื่อนที่

(ข) กรณีไม่สามารถรับประกันระยะเวลาจัดส่งเนื่องจากความผิดพลาด หรือความประมาทเลินเล่อของท่าน (เช่น ความล่าช้าในการเข้ารับและ/หรือ การจัดส่งอุปกรณ์โทรศัพท์เคลื่อนที่)

(ค) กรณีที่เกิด**เหตุสุดวิสัย**[8]

(a) if you failed to submit your request for the relief within fifteen (15) days from the date of your receipt of your Mobile Device;

(b) where the guaranteed service delivery time is not met due to the fault or negligence on your part (e.g. delaying pick up and/or delivery of the Mobile Device); or

(c) in the event of **force majeure**[4].

โปรดดูรายละเอียดเพิ่มเติมในข้อกำหนดและเงื่อนไขในการให้บริการแพ็กเกจของท่านสำหรับสิทธิต่างๆ ที่ท่านมี รวมถึงขั้นตอนการส่งคำขอใช้บริการ

Please refer to the Terms of Service of your service package for complete details and the applicable terms and conditions of the services you are entitled to, including the steps to file a service request.

[4] **เหตุสุดวิสัย** หมายถึง เหตุการณ์ใดๆ ที่ส่งผลกระทบต่อการปฏิบัติหน้าที่ตามคำข้อกำหนดในการให้บริการนี้ของผู้ให้บริการอันเนื่องมาจากการกระทำการใด หรือการละเว้นการกระทำการใดๆ หรือเหตุใดๆ ที่อยู่นอกเหนือความควบคุมของผู้ให้บริการ เช่น สภาพอากาศที่รุนแรงไม่ปกติ อุทกภัย แผ่นดินไหว โรคระบาด หรือภัยภิบัติทางธรรมชาติอื่นใด สงคราม การก่อจราจล การก่อการร้าย ความวุ่นวายภายในประเทศ และกรณีหน่วยงานของรัฐ (รวมถึงศาล) ออกประกาศ ข้อบังคับ หรือกฎใดๆ ห้ามมิให้ผู้ให้บริการปฏิบัติหน้าที่ตามข้อกำหนดในการให้บริการนี้ในประเทศไทย

Force majeure means any event affecting the performance of the commitment arising from or attributable to acts, events, omissions or accidents which are beyond the reasonable control of bolttech, such as any abnormally inclement weather, flood, earthquake, epidemic or other. natural physical disaster, war, riot, terrorist action, civil commotion, and any legislation/regulation/ruling issued by Government Authority (including a judicial body) in Thailand which prohibits the performance of this commitment.

Classified as C2 - General Business

เอกสารแนบท้าย **1** ของข้อกำหนดและเงื่อนไขในการให้บริการการจัดส่งภายในระยะเวลาที่กำหนด
Appendix 1 of the Terms of Service for Service Delivery Guarantee

ระยะเวลารับประกันการจัดส่ง – การเปลี่ยนเครื่อง/ การรับเครื่องทดแทน
Guaranteed Delivery Time – Device Switch/ Device Replacement

Tier	ระยะเวลารับประกันการจัดส่งสำหรับการเปลี่ยนเครื่อง หรือการรับเครื่องทดแทนคำนวณจากเวลาที่ได้รับคำขอรับบริการ (เฉพาะวันทำการเท่านั้น) **Guaranteed Delivery Time for Device Switch or Device Replacement from Service Request Acceptance Time** (Business days)	พื้นที่ให้บริการเข้ารับ / จัดส่งอุปกรณ์โทรศัพท์เคลื่อนที่ **Location of Collection / Delivery of Mobile Device**
1	6 **ชั่วโมง** **6 hours**	กรุงเทพมหานคร • สมุทรปราการ • นนทบุรี • ปทุมธานี • มหาชัย • ศาลายา Bangkok • Samut Prakan • Nonthaburi • Patumthani • Mahachai area • Salaya area
2	1 วัน **1 day**	นครปฐม • นครนายก • สมุทรสาคร • สมุทรสงคราม • ฉะเชิงเทรา • สระบุรี • พระนครศรีอยุธยา Nakhon Pathom • Nakhon Nayok • Samut Sakhon • Samut Songkhram • Chachoengsao • Saraburi • Ayutthaya
3	2 **วัน** **2 days**	นครราชสีมา • ราชบุรี • ชลบุรี • ระยอง • เพชรบุรี • ประจวบคีรีขันธ์ • ลพบุรี • สิงห์บุรี • ชัยนาท • นครสวรรค์ • อุทัยธานี • สุพรรณบุรี • อ่างทอง • เชียงใหม่ • ลำพูน• พิษณุโลก • ขอนแก่น • ลำปาง • เชียงราย • สุโขทัย • กำแพงเพชร • พิจิตร • เพชรบูรณ์ • กาญจนบุรี • อุดรธานี • สกลนคร • อุบลราชธานี • พังงา • ภูเก็ต • กระบี่ • นครศรีธรรมราช • พัทลุง • สตูล • พะเยา • น่าน • แพร่ • ตาก • อุตรดิตถ์ • เลย • หนองคาย • บึงกาฬ • นครพนม • มุกดาหาร • กาฬสินธุ์ • อำนาจเจริญ • ยโสธร • ร้อยเอ็ด • มหาสารคาม • ศรีสะเกษ • สุรินทร์ • บุรีรัมย์ • สระแก้ว • ปราจีนบุรี • จันทบุรี • ตราด • ชุมพร • ระนอง • ตรัง • หนองบัวลำภู • ชัยภูมิ • สงขลา • สุราษฎร์ธานี Nakhon Ratchasima • Ratchaburi • Chonburi • Rayong • Phechatburi • Prachuap Khiri Khan • Lopburi • Singburi • Chai Nat • Nakhon Sawan • Uthai Thani • Suphan Buri • Ang Thong • Chiangmai • Lamphun • Phitsanulok • Khon Kaen • Lampang • Chiangrai • Sukhothai • Kamphaeng Phet • Phichit • Phetchabun • Kanchanaburi • Udon Thani • Sakon Nakhon • Ubon Ratchathani • Phangnga • Phuket • Krabi • Nakhon Si Thammarat • Phatthalung • Satun • Phayao • Nan • Phrae • Tak • Uttaradit • Loei • Nong Khai • Bueng Kan • Nakhon Phanom

Classified as C2 - General Business

		• Mukdahan • Kalasin • Amnatcharoen • Yasothon • Roi Et • Maha Sarakham • Sisaket • Surin • Buriram • Sa Kaeo • Prachinburi • Chanthaburi • Trat • Chumphon • Ranong • Trang • Nong Bua Lamphu • Chaiyaphum • Songkhla • Surat Thani
4	5 **วัน** **5 days**	แม่ฮ่องสอน • ยะลา • ปัตตานี • นราธิวาส • เกาะต่างๆ (เกาะสมุย เกาะพงัน เกาะเต่า เกาะช้าง เป็นต้น) Mae Hong Son • Yala • Pattani • Naratiwat• All island areas (Koh Samui, Koh Phangan, Koh Tao, Koh Chang, etc)

ระยะเวลารับประกันการจัดส่ง - การเปลี่ยนหน้าจอ

Guaranteed Delivery Time – Screen Replacement

Tier	ระยะเวลารับประกันการจัดส่งสำหรับการเปลี่ยนหน้าจอ คำนวณจากเวลาที่เข้ารับอุปกรณ์โทรศัพท์เคลื่อนที่ (เฉพาะวันทำการเท่านั้น) หมายเหตุ ไม่รวมกรณีการติดต่อ ณ ศูนย์บริการ **Guaranteed Pick-up and Delivery Time for Screen Replacement from Mobile Device Pick-up Time** (Business days) Note: Excludes Walk-in Services	พื้นที่ให้บริการเข้ารับ / จัดส่งอุปกรณ์โทรศัพท์เคลื่อนที่ **Location of Collection / Delivery Of Mobile Device**
1	**1 วัน** **1 day**	กรุงเทพมหานคร • สมุทรปราการ • นนทบุรี • ปทุมธานี • มหาชัย • ศาลายา • นครปฐม • สมุทรสาคร • สมุทรสงคราม Bangkok • Samut Prakan • Nonthaburi • Patumthani • Mahachai area • Salaya area • Nakhon Pathom • Samut Sakhon • Samut Songkhram
2	**2 วัน** **2 days**	ภูเก็ต • ลำปาง • นครสวรรค์ • อุดรธานี • สกลนคร • ประจวบคีรีขันธ์ • นครศรีธรรมราช • ชลบุรี • ระยอง • สุราษฎร์ธานี • สงขลา • เชียงใหม่ • เชียงราย • พิษณุโลก • ขอนแก่น • พระนครศรีอยุธยา • นครราชสีมา Phuket • Lampang • Nakhon Sawan • Udon Thani • Sakon Nakhon • Prachuap Khiri Khan • Nakhon Si Thammarat • Chonburi • Rayong • Surat Thani • Songkhla • Chiangmai• Chiangrai • Phitsanulok • Khon Kaen • Ayutthaya • Nakhon Ratchasima

Classified as C2 - General Business

3	**4 วัน** **4 days**	ราชบุรี • ลำพูน • นครนายก • สุโขทัย • กำแพงเพชร • พิจิตร • เพชรบูรณ์ • อุทัยธานี • ลพบุรี • สิงห์บุรี • ชัยนาท • กาญจนบุรี • สุพรรณบุรี • อ่างทอง • อุบลราชธานี • เพชรบุรี • พังงา • กระบี่ • พัทลุง • สตูล • พะเยา • น่าน • แพร่ • ตาก • อุตรดิตถ์ • เลย • หนองคาย • บึงกาฬ • นครพนม • มุกดาหาร • กาฬสินธุ์ • อำนาจเจริญ • ยโสธร • ร้อยเอ็ด • มหาสารคาม • ศรีสะเกษ • สุรินทร์ • บุรีรัมย์ • สระแก้ว • ปราจีนบุรี • จันทบุรี • ตราด • ชุมพร • ระนอง • ตรัง • หนองบัวลำพู • ชัยภูมิ • ฉะเชิงเทรา • สระบุรี Ratchaburi • Lamphun • Nakhon Nayok • Sukhothai • Kamphaeng Phet • Phichit • Phetchabun • Uthai Thani • Lopburi • Singburi • Chai Nat • Kanchanaburi • Suphan Buri • Ang Thong • Ubon Ratchathani • Phetchaburi • Phangnga • Krabi • Phatthalung • Satun • Phayao • Nan • Phrae • Tak • Uttaradit • Loei • Nong Khai • Bueng Kan • Nakhon Phanom • Mukdahan • Kalasin • Amnat Charoen • Yasothon • Roi Et • Maha Sarakham • Sisaket • Surin • Buriram • Sa Kaeo • Prachinburi • Chanthaburi • Trat • Chumphon • Ranong • Trang • Nong Bua Lamphu • Chaiyaphum • Chachoengsao • Saraburi
4	**7 วัน** **7 days**	แม่ฮ่องสอน • ยะลา • ปัตตานี • นราธิวาส • เกาะต่างๆ (เกาะสมุย เกาะพงัน เกาะเต่า เกาะช้าง เป็นต้น) Mae Hong Son • Yala • Pattani • Narathiwat • All Island areas (Koh Samui, Koh Phangan, Koh Tao, Koh Chang, etc)

Classified as C2 - General Business