



## Samsung Galaxy S24 Real Device Bundle Offering Terms & Conditions

1. Incorporation by reference in addition to:
  - i. The General Terms and Conditions of Service;
  - ii. Imagine Mobile Postpaid Service Terms and Conditions; and
  - iii. Imagine Device Bundle Terms and Conditions.

Which terms and conditions are deemed to be incorporated by reference, the Customer shall be bound by the following Specific Terms and Conditions.

These Specific Terms and Conditions are available on imagine's website or can be requested upon written request.

2. The Samsung Galaxy S24 Real Postpaid Device Bundle Offering offers Customers lowest price than retail price when they purchase a Samsung Galaxy S24 smartphone series bundled with a Real Postpaid Device Bundle Plan on a 24-month contract (hereinafter referred to as 'Offering').
3. This Offering is valid from 25<sup>th</sup> January 2024 – 30<sup>th</sup> January 2024 (pre-order Period) and will be offered as a permanent offering under Real Postpaid Device Bundle plans (hereinafter referred to as 'Offering Period').
4. This Offering is applicable for all new and existing customers who wish to subscribe to a Real Postpaid Device Bundle Plan as follows:
  - i. **Sign-up or recontract to a Real Postpaid Device Bundle Plan**

Real Postpaid Device Bundle Plan	Contract Period
Real 38	24 Months
Real 58	24 Months

5. Customers are not eligible for this Offering in the event that:
  - i. the Customers have any outstanding payments with imagine;
  - ii. the service temporarily disconnected or temporarily out of service; and/or
  - iii. the Customers subscribe to any of the Biz Mobile plans.

6. Customers who sign up for the preorder from 25<sup>th</sup> January 2024 until 30<sup>th</sup> January 2024 (hereinafter referred to as 'Preorder Period'):
- Can upgrade their Samsung Galaxy S24 or Samsung Galaxy S24+ from 256GB to 512GB and Samsung S24 Ultra from 256GB to 512GB to 1TB, by topping up the amount as shown below on Appendix 1.

Model	Storage	Top-up Upgrade Memory	Free
Samsung S24 Ultra	12GB/256GB	B\$ 60.00	Hoco EQ4 True Wireless BT Headset worth B\$ 32.00
	12Gb/512GB	B\$ 100.00	
Samsung S24+	12GB/256GB	B\$ 60.00	
Samsung S24	8GB/256GB	B\$ 50.00	

- For customers that are interested in the preorder benefits, customers are to pay the advanced one (1) month rental and the additional top-up during the preorder period.

- Free Hoco EQ4 True Wireless BT headset worth \$32 (While stocks last).

7. The monthly rental and installment charges for the Samsung Galaxy S24 smartphone series will vary according to the customer's chosen Real Postpaid Device Bundle Plan Subscription.

- Monthly Rental charges plan for Samsung Galaxy S24/S24+/Ultra

Samsung S24/S24+/Ultra				
Device Models	Retail Price	Imagine Customers Outright Purchase Price	Monthly Rental Charges	
			R38 (18GB)	R58 (35GB)
Samsung S24 256GB	\$ 1,288	\$ 1,258	\$88	\$108
Samsung S24 512GB	\$ 1,458	\$ 1,423	\$98	\$118
Samsung S24+ 256GB	\$ 1,528	\$ 1,494	\$108	\$128
Samsung S24+ 512GB	\$ 1,728	\$ 1,688	\$118	\$138
Samsung S24 Ultra 256GB	\$ 1,928	\$ 1,888	\$128	\$148
Samsung S24 Ultra 512GB	\$ 2,128	\$ 2,078	\$138	\$158
Samsung S24 Ultra 1TB	\$ 2,458	\$ 2,408	\$148	\$168

- ii. For existing imagine customers & non imagine customers who are interested in purchasing the Samsung S24 Series devices without bundling with Real Postpaid Device Bundle plans, they will be required to pay outright for the purchase of the chosen devices as per Imagine Retail prices below:

Samsung S24/S24+/Ultra		
Device Models	Non-Imagine Customers	Imagine Customers Outright Purchase Price
Samsung S24 256GB	\$ 1,288	\$ 1,258
Samsung S24 512GB	\$ 1,458	\$ 1,423
Samsung S24+ 256GB	\$ 1,528	\$ 1,494
Samsung S24+ 512GB	\$ 1,728	\$ 1,688
Samsung S24 Ultra 256GB	\$ 1,928	\$ 1,888
Samsung S24 Ultra 512GB	\$ 2,128	\$ 2,078
Samsung S24 Ultra 1TB	\$ 2,458	\$ 2,408

8. Customers who sign up for Samsung S24/S24+/Ultra will be required to pay one (1) month advanced rental for the Samsung S24/S24+/Ultra Real Postpaid Device Bundle Offering.
9. This Offering is available at the below imagine channels:
  - i. Yayasan
  - ii. Citis Square
  - iii. Panaga
  - iv. Brunei International Airport
  - v. Imagine Roadshows
10. Customers who are on an existing Device Bundle or any Real Postpaid Device Bundle Plan, or any service promotions or discounts are eligible to participate this Offering with the following conditions:
  - i. In the event that an existing Device Bundle or Real Postpaid Device Bundle Customer wishes to subscribe for an additional Real Postpaid Device Bundle plan:
    - a. Customer is required to pay all necessary fees and charges, including but not limited to the rental charges for the remaining months of the contract period and remaining payments of the device determined by imagine; or
    - b. Customer may sign up to a new Real Postpaid Device Bundle Plan.
  - ii. For Customers who are on any service promotions or discounts on their monthly charges who wish to sign up for this Offering, they shall forgo the remaining rewards or discounts.

11. Customers who have successfully subscribed to this Offering are not allowed to upgrade or downgrade their Real plan for the duration of the contract period upon successful activation.
  - i. In the event that the Customer downgrades or upgrades their imagine Real Device Bundle Plan to any Wish Postpaid plan within their contract period, the Customer is required to pay all necessary fees and charges, including but not limited to the rental charges for the remaining months of the contract period and remaining instalments of the device determined by imagine.
  - ii. In the event that the Customer terminates their imagine Real Device Bundle Plan within their contract period, the Customer is required to pay all necessary fees and charges, including but not limited to the rental charges for the remaining months of the contract period and remaining instalments of the device determined by imagine.
12. Customers who subscribe to Dream Bundle plans would have to un-bundle their Dream Broadband and Wish Mobile Postpaid services and must recontract their Dream Broadband Standalone to 24-month and Real 38/Real 58 to be eligible for this Offering. The contract penalty will be waived if the customer's Dream Bundle contract period is 6 months or below.
13. Customers who signed up for the Real Postpaid Device Bundle Plan offering will be eligible for future Dream Broadband or Wish Mobile Postpaid promotion.
14. Service cancellations for new postpaid sign-ups:
  - i. Customers are not allowed to cancel their subscribed plan within a 24-month contract period.
15. Upon the expiration of the contract, imagine shall notify Customers via email or SMS three (3) months prior to the expiry. Customers shall have the options to:
  - i. subscribe to a new Real Postpaid Device Bundle offering by maintaining the same service number;
  - ii. subscribe to any Wish Mobile Postpaid plan; or
  - iii. request to Imagine for termination.

16. Device warranty

- i. All Samsung Galaxy S24 smartphone devices are covered by Incomm for a period of one (1) year limited warranty.
- ii. This warranty is valid for a period of one (1) year from the successful activation date of the service.
- iii. Customers may claim their warranty and provide a receipt of purchase from the applicable *imagine* centres at the Samsung Authorized Service Provider address as below:

**Samsung Experience Store, Unit 6  
& 7, Block D, Abdul Razak  
Complex  
Jalan Gadong, Bandar Seri  
Begawan, Brunei-Muara,  
BE3519**

17. Change of ownership

Any change of account ownership by the Customer, except in the event of death or otherwise as consented to by *imagine*, will be deemed as a breach of contract, and will require the customer to pay all necessary fees and charges, including but not limited to the rental charges for the remaining months of the contract period and installments of the device determined by *imagine*.

18. Early termination fees

Any early termination of the contract will incur penalty fees and charges. This may include but is not limited to a total of rental charges for the remaining months of the contract period and the cost of the device, or subject to *imagine*'s discretion.

19. Customers are responsible for any loss, theft or damage to the Device at all times and shall continue to pay the total of rental charges for the remaining months of the contract period, if applicable, notwithstanding that the Device is lost or damaged.
20. *imagine* reserves the right to deem the offer void if the Customer does not comply with the Terms and Conditions specified for this Offering including *imagine*'s General Terms and Conditions for Services as well as such other specific terms and conditions as may be agreed and accepted by the Customer. Such rights conferred by *imagine* under these terms and conditions shall be additional to the rights conferred by *imagine* under *imagine*'s General Terms and Conditions for services and any other terms and conditions agreed and accepted by the Customer.
21. All details and particulars registered by the Customer must be true, accurate and complete.

22. imagine shall not be liable for any delay, failure, or omission in carrying out this device bundle.
23. imagine shall not be liable for any claims, losses and damages sustained by the Customer.
24. imagine reserves the right at any time in its absolute, sole discretion, notwithstanding anything in these terms and conditions to cancel or make amendments(s) to this offer as well as the giveaways.
25. imagine reserves the right to alter these Terms and Conditions at any time with one (1) month prior notice to the Customers.
26. Customers in this Offering shall accept the Terms and Conditions and the alteration thereof.
27. All decisions are at the discretion of imagine and shall be deemed final.

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