



TERMS OF PRODUCT DELIVERY AND REPAIR AND INFORMATION REGARDING PROCESSING OF PERSONAL DATA BY OMNITECH S.A.

1) The Company informs you that the repair of your product may result in the loss of data stored in it, and therefore you are responsible for the security and/or creation of backups, the elimination of any programs, data, or other materials stored on the product, and the deletion of any confidential/personal information contained in the product before handing it over for repair.

2) OMNITECH S.A. is not responsible for any loss, damage, destruction, alteration, or failure to maintain the confidentiality of programs, data, information, or other material that remains in the product, regardless of whether it occurred during the maintenance of the product, through the use of synchronization software for the product or by any other means.

3) I consent to the transmission of my personal data to OMNITECH S.A. This data will be used (processed) exclusively for the repair and return of the product.

4) In the case of repairs within the warranty period, customer information will be sent to the respective manufacturer and related companies of the manufacturer's group, even outside the EEA, based on Standard Contractual Clauses approved by the European Commission or other appropriate safeguards, with the aim of ensuring the quality of the repair within the warranty terms.

5) I wish to be contacted by the manufacturer, by telephone or email, for customer satisfaction surveys.

6) I agree for my data to be transferred to an SMS notification company necessary for the purpose of informing me about the completion of the repair or the existence of repair costs: (In case of refusal, the customer is obliged to contact OMNITECH S.A. repair center directly for information).

7) I wish for my product to be returned via a courier service, and I consent to the transfer of my necessary data to the corresponding courier company for the above purpose.

8) In case the repair cost is not approved or if the device is not covered by warranty according to the manufacturer's terms, and it is returned unrepaired, we inform you that there is a minimum diagnostic fee.

9) Upon delivery of the device, the customer automatically consents to and accepts the warranty terms of the respective manufacturer. For Samsung device owners only: To exercise your rights, please contact us at

<http://www.samsung.com/request-desk>. For detailed information about our practices regarding personal data, please refer to the Samsung Privacy Policy, which is available on our website <http://www.samsung.com/gr/info/privacy/>.

10) DEVICE ABANDONMENT

I accept that after 60 days from the telephone/electronic repair notification or notification of an unrepaired device/cost of repair, and my invitation to collect the device, it will be considered abandoned, and OMNITECH is not responsible for any further custody/loss/damage to it and is entitled to dispose of it freely for recycling or use parts of it as spares, without any liability on my part for any reason. I accept that after 30 days from the telephone/electronic repair notification or notification of an unrepaired device/cost of repair, and my invitation to collect the device, it will be considered abandoned, and OMNITECH is not responsible for any further custody/loss/damage to it and is entitled to dispose of it freely for recycling or use parts of it as spares, without any liability on my part for any reason.