

1. Acceptance of the Terms of Maintenance Service of Total Protection Service through Jarir

- 1.1 These terms of service ("TPS Terms of Service") govern the total protection service to which you, the customer, have subscribed through, or have purchased from, Jarir Marketing Company (the "Total Protection Service" or "TPS"), whether through the purchase of an Eligible Device (as defined at clause 9.1 of these TPS Terms of Service) from Jarir Marketing Company ("Jarir"), enrolling on <https://www.jarir.com/sa-en/customer-care/terms-of-service?country=sa> or otherwise.
- 1.2 The Total Protection Service are governed by these TPS Terms of Service, and by subscribing to Total Protection Service from Jarir, you agree to be bound by the following TPS Terms of Service. These TPS Terms of Service are also subject to the Jarir website terms of service, which you can find by visiting <https://www.jarir.com/sa-en/customer-care/terms-of-service>

2. Total Protection Services and TPS Service Plans

2.1 Jarir offers Total Protection Services for the following electronic devices:

- a. Smartphones.
 - b. Tablets.
 - c. Smartwatches.
 - d. Gaming Consoles.
 - e. Laptops & Personal Computers; and
 - f. Smart TVs.
- (each a "Device" and collectively the "Devices").

2.2 Devices that are properly enrolled in TPS and registered accordingly by Jarir, for which the TPS subscription fee is paid at the time of purchase, are eligible for maintenance check-ups, repairing and/or replacement of Devices only in cases of accidental damage or liquid damage, where:

- a. "Accidental Damage" is physical damage to the Device caused by unexpected, undeliberate, and unintentional external means, where such resulting physical damage interferes with the proper working of the Device in accordance with the Device's specifications; and
- b. "Liquid Damage" is physical damage to the Device caused by unexpected, undeliberate, unintentional, and sudden immersion of the Device in water or other liquid, where such resulting physical damage interferes with the proper working of the Device in accordance with the Device's specifications.

2.3 TPS is available under Diamond, Platinum, and Gold service plans (each a "TPS Service Plan" and collectively the "TPS Service Plans"). If you subscribe to a TPS Service Plan, the benefits of that TPS Service Plan are available to you from the date that you (i) subscribe to the TPS Service Plan and (ii) are issued an electronic receipt (the "Receipt") by Jarir in exchange for, and to acknowledge Jarir's receipt of, such payment (the "Service Confirmation Date"). The duration of a TPS Service Plan for a Device for which the subscription fee has been subscribed is referred to herein as the "Service Period".

2.4 Each of the TPS Service Plans are categorized based on service features such as duration, number of maintenance check-ups, as follows:

- A. **Diamond TPS Service Plan (for Smartphones, Tablets, Smartwatches & Gaming Consoles):** over the course of the Service Period (as per the manufacturer's recommendations), the **Diamond** TPS Service Plan covers, in relation to a Device: (i) up to four (4) repairs; (ii) up to two (2) replacements; or (iii) a total

combination of four (4) incidents each requiring either repair or replacement (where the total number of repairs shall not exceed three (3) and the total number of replacements shall not exceed one (1) , as the case may be), whichever occurs first in time. If the Device is replaced two (2) times under the **Diamond** TPS Service Plan during a thirty-six (36) month period (commencing from the Service Confirmation Date), then the **Diamond** TPS Service Plan will not cover any further repairs or replacements of the Device during that same thirty-six (36) month period. In addition, the **Diamond** TPS Service Plan for Smartphones and Tablets includes the Buyback Value Protection service feature (as defined in clause 9 of these TPS Terms of Service);

- B. **Platinum TPS Service Plan:** over the course of the Service Period (as per the manufacturer's recommendations), the **Platinum** TPS Service Plan covers, in relation to a Device: (i) up to four (4) repairs; (ii) up to two (2) replacements; or (iii) a total combination of four (4) incidents each requiring either repair or replacement (where the total number of repairs shall not exceed three (3) and the total number of replacements shall not exceed one (1), as the case may be), of the Device, whichever occurs first in time. If the Device is replaced two (2) times under the **Platinum** TPS Service Plan during a twenty-four (24) month period (commencing from the Service Confirmation Date), then the **Platinum** TPS Service Plan will not cover any further repairs or replacements of the Device during that same twenty-four (24) month period. In addition, some **Platinum** TPS Service Plans for Smartphones and Tablets include the Buyback Value Protection service feature (as defined below in clauses 4 and 9 of these TPS Terms of Service); and
- C. **Gold TPS Service Plan:** over the course of the Service Period (as per the manufacturer's recommendations), the **Gold** TPS Service Plan covers, in relation to a Device, up to: (i) two (2) repairs; or (ii) one (1) replacement. The **Gold** TPS Service Plan does not include the Buyback Value Protection service feature for any Devices.

3. Overview of Device Categories and TPS Service Plans Offered by Jarir for Devices

Device Category	Device Price Range	TPS Service Plan Name	TPS Service Plan Title	TPS Service Plan Description	TPS Plan Service Period
SMARTPHONE	(4000 - 7799)	TPS Plan	Diamond	SMARTPHONE PROTECTION DIAMOND (4000 - 7799)	1095 Days (36 Months)
SMARTPHONE	(279 - 499)	TPS Plan	Gold0	SMARTPHONE PROTECTION GOLD0 (279 - 499)	365 Days (12 Months)
SMARTPHONE	(500 - 999)	TPS Plan	Gold1	SMARTPHONE PROTECTION GOLD1 (500 - 999)	365 Days (12 Months)
SMARTPHONE	(1000 - 1999)	TPS Plan	Gold2	SMARTPHONE PROTECTION GOLD2 (1000 - 1999)	365 Days (12 Months)
SMARTPHONE	(2000 - 3999)	TPS Plan	Gold3	SMARTPHONE PROTECTION GOLD3 (2000 - 3999)	365 Days (12 Months)

SMARTPHONE	(4000 - 6299)	TPS Plan	Gold4	SMARTPHONE PROTECTION GOLD4 (4000 - 6299)	365 Days (12 Months)
SMARTPHONE	(6300 - 7799)	TPS Plan	Gold5	SMARTPHONE PROTECTION GOLD5 (6300 - 7799)	365 Days (12 Months)
SMARTPHONE	(279 - 499)	TPS Plan	Platinum0	SMARTPHONE PROTECTION PLATINUM0 (279 - 499)	730 Days (24 Months)
SMARTPHONE	(500 - 999)	TPS Plan	Platinum1	SMARTPHONE PROTECTION PLATINUM1 (500 - 999)	730 Days (24 Months)
SMARTPHONE	(1000 - 1999)	TPS Plan	Platinum2	SMARTPHONE PROTECTION PLATINUM2 (1000 - 1999)	730 Days (24 Months)
SMARTPHONE	(2000 - 3999)	TPS Plan	Platinum3	SMARTPHONE PROTECTION PLATINUM3 (2000 - 3999)	730 Days (24 Months)
SMARTPHONE	(4000 - 6299)	TPS Plan	Platinum4	SMARTPHONE PROTECTION PLATINUM4 (4000 - 6299)	730 Days (24 Months)
SMARTPHONE	(6300 - 7799)	TPS Plan	Platinum5	SMARTPHONE PROTECTION PLATINUM5 (6300 - 7799)	730 Days (24 Months)
TABLET	(3000 - 4999)	TPS Plan	Diamond	TABLET PROTECTION DIAMOND (3000 - 4999)	1095 Days (36 Months)
TABLET	(279 - 499)	TPS Plan	Gold0	TABLET PROTECTION GOLD0 (279 - 499)	365 Days (12 Months)
TABLET	(500 - 999)	TPS Plan	Gold1	TABLET PROTECTION GOLD1 (500 - 999)	365 Days (12 Months)
TABLET	(1000 - 1999)	TPS Plan	Gold2	TABLET PROTECTION GOLD2 (1000 - 1999)	365 Days (12 Months)
TABLET	(2000 - 2999)	TPS Plan	Gold3	TABLET PROTECTION GOLD3 (2000 - 2999)	365 Days (12 Months)
TABLET	(3000 - 3999)	TPS Plan	Gold4	TABLET PROTECTION GOLD4 (3000 - 3999)	365 Days (12 Months)
TABLET	(4000 - 4999)	TPS Plan	Gold5	TABLET PROTECTION GOLD5 (4000 - 4999)	365 Days (12 Months)
TABLET	(279 - 499)	TPS Plan	Platinum0	TABLET PROTECTION PLATINUM0 (279 - 499)	730 Days (24 Months)
TABLET	(500 - 999)	TPS Plan	Platinum1	TABLET PROTECTION PLATINUM1 (500 - 999)	730 Days (24 Months)
TABLET	(1000 - 1999)	TPS Plan	Platinum2	TABLET PROTECTION PLATINUM2 (1000 - 1999)	730 Days (24 Months)
TABLET	(2000 - 2999)	TPS Plan	Platinum3	TABLET PROTECTION PLATINUM3 (2000 - 2999)	730 Days (24 Months)
TABLET	(3000 - 3999)	TPS Plan	Platinum4	TABLET PROTECTION PLATINUM4 (3000 - 3999)	730 Days (24 Months)
TABLET	(4000 - 4999)	TPS Plan	Platinum5	TABLET PROTECTION PLATINUM5 (4000 - 4999)	730 Days (24 Months)
SMARTWATCH	(1200 - 3499)	TPS Plan	Diamond	SMARTWATCH PROTECTION DIAMOND (1200 - 3499)	1095 Days (36 Months)
SMARTWATCH	(99 - 499)	TPS Plan	Gold0	SMARTWATCH PROTECTION PLAN GOLD0 (99 - 499)	365 Days (12 Months)
SMARTWATCH	(500 - 1199)	TPS Plan	Gold1	SMARTWATCH PROTECTION PLAN GOLD1 (500 - 1199)	365 Days (12 Months)
SMARTWATCH	(1200 - 1999)	TPS Plan	Gold2	SMARTWATCH PROTECTION PLAN GOLD2 (1200 - 1999)	365 Days (12 Months)
SMARTWATCH	(2000 - 3499)	TPS Plan	Gold3	SMARTWATCH PROTECTION PLAN GOLD3 (2000 - 3499)	365 Days (12 Months)
SMARTWATCH	(99 - 499)	TPS Plan	Platinum0	SMARTWATCH PROTECTION PLAN PLATINUM0 (99 - 499)	730 Days (24 Months)
SMARTWATCH	(500 - 1199)	TPS Plan	Platinum1	SMARTWATCH PROTECTION PLAN PLATINUM1 (500 - 1199)	730 Days (24 Months)

SMARTWATCH	(1200 - 1999)	TPS Plan	Platinum2	SMARTWATCH PROTECTION PLAN PLATINUM2 (1200 - 1999)	730 Days (24 Months)
SMARTWATCH	(2000 - 3499)	TPS Plan	Platinum3	SMARTWATCH PROTECTION PLAN PLATINUM3 (2000 - 3499)	730 Days (24 Months)
GAMING	(1500 - 3999)	TPS Plan	Diamond	GAMING PROTECTION DIAMOND (1500 - 3999)	1095 Days (36 Months)
GAMING	(499 - 1499)	TPS Plan	Gold1	GAMING PROTECTION GOLD1 (499 - 1499)	365 Days (12 Months)
GAMING	(1500 - 1999)	TPS Plan	Gold2	GAMING PROTECTION GOLD2 (1500 - 1999)	365 Days (12 Months)
GAMING	(2000 - 3999)	TPS Plan	Gold3	GAMING PROTECTION GOLD3 (2000 - 3999)	365 Days (12 Months)
GAMING	(499 - 1499)	TPS Plan	Platinum1	GAMING PROTECTION PLATINUM1 (499 - 1499)	730 Days (24 Months)
GAMING	(1500 - 1999)	TPS Plan	Platinum2	GAMING PROTECTION PLATINUM2 (1500 - 1999)	730 Days (24 Months)
GAMING	(2000 - 3999)	TPS Plan	Platinum3	GAMING PROTECTION PLATINUM3 (2000 - 3999)	730 Days (24 Months)
TV	(6000 - 9999)	TPS Plan	Diamond	SMART TV PROTECTION DIAMOND (6000 - 9999)	1095 Days (36 Months)
TV	(699 - 1999)	TPS Plan	Gold1	TV PROTECTION PLAN GOLD1 (699 - 1999)	365 Days (12 Months)
TV	(2000 - 2999)	TPS Plan	Gold2	TV PROTECTION PLAN GOLD2 (2000 - 2999)	365 Days (12 Months)
TV	(3000 - 5999)	TPS Plan	Gold3	TV PROTECTION PLAN GOLD3 (3000 - 5999)	365 Days (12 Months)
TV	(6000 - 7999)	TPS Plan	Gold4	TV PROTECTION PLAN GOLD4 (6000 - 7999)	365 Days (12 Months)
TV	(8000 - 9999)	TPS Plan	Gold5	TV PROTECTION PLAN GOLD5 (8000 - 9999)	365 Days (12 Months)
TV	(699 - 1999)	TPS Plan	Platinum1	TV PROTECTION PLAN PLATINUM1 (699 - 1999)	730 Days (24 Months)
TV	(2000 - 2999)	TPS Plan	Platinum2	TV PROTECTION PLAN PLATINUM2 (2000 - 2999)	730 Days (24 Months)
TV	(3000 - 5999)	TPS Plan	Platinum3	TV PROTECTION PLAN PLATINUM3 (3000 - 5999)	730 Days (24 Months)
TV	(6000 - 7999)	TPS Plan	Platinum4	TV PROTECTION PLAN PLATINUM4 (6000 - 7999)	730 Days (24 Months)
	(8000 - 9999)	TPS Plan	Platinum5	TV PROTECTION PLAN PLATINUM5 (8000 - 9999)	
PC	(4000 - 17,999)	TPS Plan	Diamond	PC PROTECTION DIAMOND (4000 - 17,999)	1095 Days (36 Months)
PC	(699 - 1999)	TPS Plan	Gold1	PC PROTECTION PLAN GOLD1 (699 - 1999)	365 Days (12 Months)
PC	(2000 - 2999)	TPS Plan	Gold2	PC PROTECTION PLAN GOLD2 (2000 - 2999)	365 Days (12 Months)
PC	(3000 - 3999)	TPS Plan	Gold3	PC PROTECTION PLAN GOLD3 (3000 - 3999)	365 Days (12 Months)
PC	(4000 - 8999)	TPS Plan	Gold4	PC PROTECTION PLAN GOLD4 (4000 - 8999)	365 Days (12 Months)
PC	(9000 - 17999)	TPS Plan	Gold5	PC PROTECTION PLAN GOLD5 (9000 - 17999)	365 Days (12 Months)
PC	(699 - 1999)	TPS Plan	Platinum1	PC PROTECTION PLAN PLATINUM1 (699 - 1999)	730 Days (24 Months)
PC	(2000 - 2999)	TPS Plan	Platinum2	PC PROTECTION PLAN PLATINUM2 (2000 - 2999)	730 Days (24 Months)

PC	(3000 - 3999)	TPS Plan	Platinum3	PC PROTECTION PLAN PLATINUM3 (3000 - 3999)	730 Days (24 Months)
PC	(4000 - 8999)	TPS Plan	Platinum4	PC PROTECTION PLAN PLATINUM4 (4000 - 8999)	730 Days (24 Months)
PC	(9000 - 17999)	TPS Plan	Platinum5	PC PROTECTION PLAN PLATINUM5 (9000 - 17999)	730 Days (24 Months)

4. Additional Terms Applicable Depending on Diamond, Platinum or Gold TPS Service Plans

4.1 Diamond TPS Service Plan, Platinum TPS Service Plan and Gold TPS Service Plan for Smartphones:

Service Plan	TPS Gold	TPS Platinum	TPS Diamond
Service Period	12 Months	24 Months	36 Months
Service Fees including VAT	99 SAR for Repairs (all plans) 199 SAR for Replacement Gold0 and Platinum0 399 SAR for Replacement (all other plans)		
Buyback Value Protection	Included in Platinum4, Platinum5 and Diamond plans		
Service Time	3-5 business days		

4.2 Diamond TPS Service Plan, Platinum TPS Service Plan and Gold TPS Service Plan for Tablets:

Service Plan	TPS Gold	TPS Platinum	TPS Diamond
Service Period	12 Months	24 Months	36 Months
Service Fees including VAT	99 SAR for Repairs (all plans) 199 SAR for Replacement Gold0 and Platinum0 399 SAR for Replacement (all other plans)		
Buyback Value Protection	Included in Platinum4, Platinum5 and Diamond plans		
Service Time	3-5 business days		

4.3 Diamond TPS Service Plan, Platinum TPS Service Plan and Gold TPS Service Plan for Smartwatches:

Service Plan	TPS Gold	TPS Platinum	TPS Diamond
Service Period	12 Months	24 Months	36 Months
Service Fees including VAT	99 SAR for Replacement (99 SAR for Repair Gold1 and Platinum1) 249 SAR for Replacement all other plan (249 SAR Repair for all other plans)		

4.4 Diamond TPS Service Plan, Platinum TPS Service Plan and Gold TPS Service Plan for Gaming Consoles:

Service Plan	TPS Gold	TPS Platinum	TPS Diamond
Service Period	12 Months	24 Months	36 Months
Service Fees including VAT	99 SAR for Repairs (all plans) 399 SAR for Replacement (all other plans) 199 SAR for Replacement (Gold1 and Platinum1)		

4.5 Diamond TPS Service Plan, Platinum TPS Service Plan and Gold TPS Service Plan for Smart TVs

Service Plan	TPS Gold	TPS Platinum
Service Period	12 Months	24 Months
Service Fees including VAT	199 SAR for Repairs for Gold1 and Platinum1) 299 SAR for Replacement for Gold1 and Platinum1) 199 SAR for Repairs for Gold2 and Platinum2) 499 SAR for Replacement for Gold2 and Platinum2) 349 SAR for Repairs (all other plans) 999 SAR for Replacement (all other plans)	

4.6 Diamond TPS Service Plan, Platinum TPS Service Plan and Gold TPS Service Plan for Laptops and Personal Computers:

Service Plan	TPS Gold	TPS Platinum
Service Period	12 Months	24 Months
Service Fees including VAT	199 SAR for Repairs (Gold1 and Platinum1) 299SAR for Replacement (Gold1 and Platinum1) 199 SAR for Repair for (Gold2 and Platinum2) 799 SAR for Replacement for(Gold2 and Platinum2) 349 SAR for Repair for (all other plans) 999 SAR for Replacement for (all other plans)	

5. Services Included in the Total Protection Services

- 5.1 Any maintenance, service or repair as a result of Accidental Damage and/or Liquid Damage includes such maintenance, service or repair for damage to any parts or components of the Device.
- 5.2 During the Service Period, if repair or replacement of an eligible Device under the TPS is undertaken by Jarir, then Jarir will, in accordance with the manufacturer's recommendations, either:
 - a. repair the Device defect using new parts or refurbished parts that are equivalent to new parts in performance and reliability; or

- b. exchange the Device with a replacement product that is new or equivalent to new in performance and reliability and that matches the specifications of the Device (the "Replacement Device").

"If your Device is eligible for replacement under the TPS but a Replacement Device cannot be provided to you by Jarir within a reasonable time, then Jarir will use its best endeavours to accommodate you by offering you alternative replacement product options, including but not limited to offering you Devices with the same or similar specifications (the "Alternative Replacement Device"). All Alternative Replacement Devices provided will at a minimum have the same or substantially similar specifications (e.g., a different model with the same features, or the same model in a different colour) as the original device. The decision to replace the device is solely with Jarir TPS terms of service. Replacement Devices or Alternative Replacement Devices can come with hardware and/or software specifications that have been installed by the manufacturer. All Replacement Devices or Alternative Replacement Devices will come without any accessories such as a box, cable, adapter, pen or any other accessory."

6. Services Not Covered Under any TPS Service Plan; Circumstances in Which Total Protection Services are Not Available

6.1 The TPS Service Plans do not cover, and Jarir assumes no liability for, repairing or otherwise rectifying damage to, or replacing, any Device other than those Devices that have been damaged by Accidental Damage or Liquid Damage. Without limiting the foregoing, the TPS Service Plans do not include:

1. repair or replacement of any Device where that repair or replacement is necessary as a result of damage to, or disrepair, malfunction or obsolescence of, the Device that arises from normal wear and tear;
2. repair or replacement of any Device where that repair or replacement is necessary as a result of damage to, or disrepair of, the Device that is cosmetic in nature and does not affect the functionality of the Device, including scratches and dents;
3. any type of preventative maintenance;
4. replacement of any Device that is lost or stolen;
5. repair or replacement of any Device that has been damaged as a result of reckless, abusive, wilful or intentional conduct and/or tampering conducted by you or anyone else, or any use of the Device in a manner that is not normal or that is inconsistent with its use as intended by the manufacturer, where such damage might include but is not limited to the loss of components of the Device's logic board or flexes;
6. repair or replacement of any Device that is, or has been, disassembled, or that is missing any constituent parts;
7. repair or replacement of any Device where the serial number of that Device that is recorded on and/or in it has been altered, defaced, removed, or otherwise tampered with;
8. repair or replacement of any Device, regardless of the cause of the damage, if the Device has been catastrophically damaged, including but not limited to instances where the Device has been completely destroyed, and/or broken or separated into multiple pieces;
9. repair or replacement of any Device, regardless of the cause of the damage, if the Device has been serviced, disassembled, restored, refurbished, upgraded, adapted, reconfigured, or otherwise altered by anyone other than the manufacturer or a duly authorized and licensed representative of the manufacturer;
10. repair or replacement of any Device where damage to the Device was caused by the installation or de-installation software onto the Device, other than (i) software made available by the manufacturer or third parties approved by the manufacturer, and (ii)

where such software has been used in connection with the Device in the manner intended by the software developer, licensor or reseller;

11. repair or replacement of any Device where that repair or replacement is necessary as a result of damage caused by fire, earthquake, inclement weather or other environmental causes;
12. repair or replacement of any Device where that repair or replacement is necessary as a result of damage that occurs after the Service Period;
13. repair or replacement of any Device where that repair or replacement is necessary as a result of damage that affects the Device's SIM card, accessories, memory, or files, media, data, applications, and other content that have been installed or downloaded onto the Device, other than those that were provided with, or that accompanied, the Device when it was originally purchased from Jarir; and
14. repair or replacement of any Device where such repair or replacement would result in any loss, liability, penalties, expenses or costs as a result of any damage to or disrepair of the Device, or the unavailability of the Device or the media, data and information therein, business interruption resulting from the unavailability of the Device once collected for repair or replacement, use or corruption of software, data or information on any Device, or other pecuniary loss or for any special, indirect, incidental or consequential damages (including lost profits). Please also see Disclaimer of Warranties below.

7. Your Responsibilities as a Customer

In order to receive and benefit from the Total Protection Service, you agree to:

1. raise a service request as required by Jarir's aftersales contact point;
2. retain the original invoice and contract, containing the Device's IMEI;
3. provide information to Jarir, to the extent known to you, about the symptoms and causes of the damage or disrepair to the Device, and to respond to Jarir's requests for additional information where required for the TPS;
4. take a backup copy of the files, media and other content stored on the Device;
5. confirm to Jarir that, during the TPS, Jarir may delete the contents of the covered equipment and format the storage media;
6. disable or deactivate the eSIM/iCloud/Find My iPhone/Google Account, and any user/password/personal data/pattern lock that restricts Device access and diagnosis before the Device is collected by Jarir for the TPS;
7. retain and therefore not handover any accessory associated with the Device (box, documentation, data cable, memory card, SIM, charger, battery pack, stylus/pen, etc.) to Jarir;
8. remain solely responsible for all media, data, content or information on the Device, and to indemnify Jarir against all responsibility and liability for loss or damage thereto, or any privacy claims to the extent that Jarir is required to access such media and data in order to delete personal data from the Device or otherwise perform the TPS (and to the extent that any such access constitutes processing of personal data under the applicable laws, you hereby consent to such processing by Jarir and its agents, subcontractors and representatives);
9. provide reasonable evidence of any replacement covered by the Total Protection Service that was provided by the manufacturer prior to availing of any repair or replacement under the Total Protection Plan; and
10. complete payment of the requisite TPS fees before the TPS can be performed and therefore any repair or replacement can be undertaken.

8. Service Time for TPS

8.1 As distinct from the Service Times listed in clause 4.1 and/or 4.2 of these TPS Terms of Service, as and if applicable, and subject to:

1. your compliance with, and performance of, your responsibilities as set out at clause 7 of these TPS Terms of Service;
2. the Jarir store location; and
3. delays caused by parts or stock replacement issues from the manufacturer, shipping and transit time for the Device will be approximately three (3) – seven (7) days.

8.2 Jarir is not responsible for delays that are beyond its reasonable control, such as transit restrictions, trade embargoes, sanctions, acts of war, social unrest, pandemics, and supply disruptions, including those resulting from governmental orders, decrees, directives or regulations.

9. Buyback Value Protection

9.1 A Device is eligible for the Buyback Value Protection ("Eligible Devices") if it is a Total Protection Service Device that is a Smartphone or Tablet covered under a Platinum5 TPS Service Plan or Platinum4 TPS Service Plan. For these Eligible Devices, the "Original Purchase Price" means the actual price that you paid for the Eligible Device (including VAT) as evidenced by the original sales receipt issued by Jarir at the time of purchase of the Eligible Device.

9.2 The Platinum5 TPS Service Plan and Platinum4 TPS Service Plan for Smartphones and Tablets, subject to the conditions below, include a buyback value protection service feature that is available for twenty-four (24) months following the Service Confirmation Date of an Eligible Device (the "Buyback Value Protection"). If you have purchased one of these eligible TPS Service Plans, then, under the Buyback Value Protection, you will be entitled to receive a voucher representing fifty per cent (50%) of the value of the Original Purchase Price of the Eligible Device (including VAT) that can be used (solely) towards the purchase of a new Total Protection Service Device if you so purchase the new Total Protection Service Device within thirteen (13) months from the date of purchase of the Eligible Device.

9.3 The conditions for use of the Buyback Value Protection scheme are as follows:

1. the Eligible Device must be in good working order and dispatched to, or collected by, the Jarir store location, where it will be inspected. If and when the Eligible Device passes such inspection, you will be entitled to apply credit against the purchase price of a new Device enrolled in the new Platinum5 TPS Service Plan or Platinum4 TPS Service Plan calculated in accordance with the relevant provision of clauses 9.1–9.3 of these TPS Terms of Service, as applicable;
2. you must purchase a new Device and TPS Service Plan that is equal to or higher in value than the Device and TPS Service Plan that you currently hold;
3. your Eligible Device must be free of any repairs or replacements other than those undertaken by the manufacturer pursuant to the manufacturer's warranty;
4. you must have disabled or deactivated iCloud/Find My iPhone/Google and any user/password/personal data/pattern lock that restricts Device access and diagnosis of the Device, and you must have removed all SIMs and e-SIMs, before the Eligible Device is dispatched to, or collected by, the Jarir store location;
5. you must present the original sales receipt for the Eligible Device to Jarir in order to demonstrate, to Jarir's reasonable satisfaction, the Original Purchase Price of the Eligible Device;

6. you must have paid the relevant Device and TPS Service Plan fee(s) for the Buyback Value Protection Plan; and
7. you must pay all applicable VAT and other associated sales taxes and charges that may apply to the new Total Protection Service Device on top of its purchase price.

10. Governing Law and Certification

10.1 These TPS Terms of Service are governed by the laws of the Kingdom of Saudi Arabia.

10.2 The Total Protection Service through Jarir is certified as Shariyah compliant by Shariyah Review Bureau. You can verify the Certificate by visiting <https://shariyah.net/verify-your-certificate/> and entering the following Certificate Number ZSN-2090-02-01-10-21