

Terms & Conditions - Samsung Galaxy Z Series Pre-order

(A) Subscribers on 2-year postpaid mobile plans

1. Pre-order of the Samsung Galaxy Z Series handset ("**Handset**") is subject to your eligibility for sign up/recontract for mobile services and is not transferable.
2. Pre-order of Handsets is on a first-come-first-served basis and subject to stock availability.
3. The applicable pricing for the Handset is conditional on your signing up for a 2-year StarHub Mobile voice subscription contract.
4. The Early Recontract Scheme is applicable to you if you are renewing your mobile service between the 13th to 21st month of your mobile contract. If you do so, you will be subject to an Early Recontract Fee of \$350.
5. Subscribers holding Student Passes or Work Permits are required to pay a deposit of \$500 for their postpaid mobile sign-up.
6. All outstanding balance(s) of your account(s) with StarHub and/or its Affiliates must be paid in full prior to pre-order for the Handset. StarHub reserves the right to reject your pre-order in the event that any of your account(s) are in arrears.
7. Once your order is submitted successfully, you will not be allowed to make any changes or resubmit another order with the same mobile line.
8. In the event that you are not available to receive the Handset (and any accessories) on the delivery date and timeslot that was selected during the pre-ordering process ("**Selected Delivery Timeslot**") and on any rescheduled timeslot, or if the Handset is not collected on the selected date and timeslot (where you have selected the self-collection option) and on any rescheduled timeslot, StarHub reserves the right to cancel your pre-order and release the relevant Handset to other customers by giving prior written notice of the cancellation. StarHub shall have no obligation to refund any payments already made, and shall not be liable for any loss or damage arising from or in connection with the cancellation of the pre-order under these circumstances.
9. Commencement of 2-year mobile subscription fees
 - a) Port-in/ New sign-ups: Your 2-year mobile contract and selected subscription fees will commence on the date of successful delivery of your handset.
 - b) Re-contract: Your 2-year mobile contract and selected subscription fees will commence on the date of successful completion of your online application.
10. For SmartSupport subscribers: Your SmartSupport coverage will commence on the date of successful delivery of your handset.
11. Other discounts, promotions, benefits, special packages or offers cannot be applied to the pre-order of the Handset, unless specified by StarHub in writing.
12. StarHub reserves the right to reject any pre-order by way of written notification and shall have no liability to you under such circumstances.
13. The StarHub [Consumer General Terms and Conditions](#), the StarHub [Service Specific Terms & Conditions for Post-Paid Mobile Services](#) as well as terms and conditions for promotions and any other information services shall apply.

Delivery Terms & Conditions

15. Delivery of the Handset is not available for new subscribers who do not have any existing mobile, broadband or entertainment subscriptions or accounts with StarHub or its Affiliates.
16. Full payment of the Handset price, Early Recontract Fee and/or deposit (whichever is applicable) is required when delivery option is available and selected. Once payment is made, the pre-order is considered final, and no change/refund is allowed thereafter.
17. You must be present in person at the stated delivery address during the Selected Delivery Timeslot with your original NRIC/FIN to receive the Handset and sign the mobile service contract, failing which we will be entitled to abort the delivery attempt and require you to schedule a new delivery timeslot. StarHub shall not be liable for any loss or damage arising from or in connection with the delay in delivery under these circumstances.
18. Delivery is available within mainland Singapore from 22 July 2025 only.
19. The Selected Delivery Timeslot can be rescheduled at a non-refundable charge of \$13.09 per truck roll. Notwithstanding StarHub's confirmation of the rescheduled delivery timeslot ("**Rescheduled Delivery Timeslot**"), StarHub does not guarantee that the pre-ordered Handset will remain in stock on the Rescheduled Delivery Timeslot.
20. In the event that additional deposit is required, we reserve the right to schedule (or re-schedule, if applicable) your delivery to allow for the deposit collection.
21. Any delivery timeslots offered during the pre-ordering process are only estimates, and no guarantee or warranty is made by us or our delivery contractor that an order will be delivered during the Selected Delivery Timeslot or Rescheduled Delivery Timeslot. We will not be liable for any loss or damage arising from or in connection with a delay in delivery of any Handsets or Services, howsoever caused.
22. Delivery service does not include device set-up, configuration and/or data transfer. You may approach the handset manufacturer for any assistance on such matters.

(B) Subscribers on StarHub PayLater arrangement with Star Plan ("PayLater Plan")

1. This is a payment option offered to Star Plan subscribers for selected devices and Star Plans.
2. Subscribers who are eligible and have enrolled in the PayLater Plan will be allowed to pay the price of the selected mobile device ("**Purchase Price**") over a period of 12 or 24 months with any Star Plan M, Star Plan L or Star Senior.
3. This payment option is not applicable to Bill Rebates and Business subscribers.
4. The PayLater Plan is mutually exclusive and cannot be applied for in conjunction with any other recontract vouchers, handset vouchers, trade-ins, discounts or promotions, unless otherwise stated.
5. The Purchase Price will be charged in instalments through the monthly postpaid bill and you must pay the instalments on time.
6. StarHub reserves the right to determine your eligibility to participate in the PayLater Plan; and select the mobile device that is eligible for the PayLater Plan.
7. The StarHub [Consumer General Terms and Conditions](#), the StarHub [Service Specific Terms & Conditions for Star Plans](#) as well as the [Mobile Promotions Terms and Conditions](#) (where applicable) shall apply.