

Terms and Conditions

Razr FIFA World Cup 26™ Collection by e&



1. OFFER OVERVIEW

Customers who purchase an eligible Motorola Razr fold device from the FIFA World Cup 26™ Collection from e& exclusive authorized sales store, outlet or partner in the UAE, during the Offer Period may be eligible to receive one (1) ticket to a FIFA World Cup™ 2026 match, subject to these Terms and Conditions (the "Offer").

Each verified eligible purchase qualifies for one (1) ticket only.

The Offer is subject to product availability, successful claim validation, and the applicable official FIFA ticketing and issuance process.

2. OFFER PROVIDER

This Offer is provided and administered by Motorola. Where legally required, references to Motorola include Lenovo Ireland Limited.

In the UAE, e& is the exclusive authorized sales partner for this Offer. e& is responsible for the sale of eligible devices in UAE. Motorola is responsible for the administration of the Offer, including redemption, validation, and ticket processing.

3. ELIGIBILITY

This Offer is open only to individuals who, at the time of purchase:

- are legal residents of the UAE
- are 18 years of age or older at the time of purchase
- purchase an eligible device through e& in the UAE during the Offer Period; and
- complete the required redemption and validation steps within the required timelines set out in these Terms and Conditions.

This Offer is valid only for eligible purchases made in the UAE through e& during the Offer Period.

4. HOW TO PARTICIPATE

To take part in this Offer, you must complete the following steps:

- Step 1: Purchase a Motorola Razr fold device from the FIFA World Cup 26™ Collection through e& in the UAE during the Offer Period.**
- Step 2: Visit the Motorola redemption website at <https://www.redemption.motorola.com/ae/en/fifa> and then submit the required details to submit your claim including:**
 - your purchase details
 - your unique code / token / coupon code, if applicable
 - your personal email address
 - any other required information requested during the redemption process

5. OFFER TIME PERIODS

Please make sure you complete each step within the relevant correct period:

- Offer Period: 13 April 2026 to 7 June 2026**
Eligible purchases must be completed during this period.
- Redemption Period: 13 April 2026 to 22 June 2026**
Claims must be submitted during this period.
- Validation Period: 20 April 2026 to 25 June 2026**
Claims must be submitted during this period.

All required purchases, redemptions, validation steps and checks must be completed during this period.

Purchases, redemptions, claims, or validations submitted outside these periods will not qualify.

6. TICKET ENTITLEMENT

Each verified eligible purchase entitles the participant to:
• **one (1) ticket to a 2026 FIFA World Cup™ match.**

Each verified eligible purchase will receive one (1) ticket, subject to successful completion of the official ticketing and issuance process.

However, the following are subject to the official ticketing process, operational availability and these Terms and Conditions:

- match allocation
- seating category
- final ticket assignment
- ticket delivery method

A specific match, seat, or seating category is not guaranteed.

7. TICKET TERMS

Please read these conditions carefully:

- Tickets will only be processed after successful claim validation.
- Available match options may be limited and depend on the ticket availability within the official ticketing process.
- If a preferred match is unavailable, an alternative match and/or equivalent ticket allocation may be provided, subject to availability.
- Tickets are subject to FIFA's terms and conditions and the official event organizer's terms and conditions and ticketing platform.
- You must have a valid FIFA account and may need the FIFA World

Cup™ mobile app to receive, manage and access your ticket.

- Once issued / validated, tickets are non-transferable except to the extent permitted under the applicable FIFA official ticketing rules.
- Tickets cannot be exchanged for cash, credit or any other alternative, except where required by applicable law.

If after a claim has been validly approved, a ticket cannot be issued due to official ticketing restrictions, unavailability, or circumstances outside Motorolas reasonable control, Motorola reserves the right, where permitted by applicable law to provide an alternative benefit of equal value.

8. WHAT IS NOT INCLUDED

This Offer includes **ticket entitlement only**.

It does **not** include any of the following:

- flights
- hotel accommodation
- local transport
- visas
- passport costs
- meals
- insurance; or
- or any other travel, attendance, or personal expenses.

Participants are fully responsible for arranging and paying for all travel and related costs and arrangements.

9. QUALIFYING PURCHASE CHANNEL

This Offer is valid only for eligible devices purchased through **e& in the UAE**.

Purchases made through any of the following will not qualify:

- unauthorized resellers
- third-party sellers
- online marketplaces
- Any sales channel not expressly approved for this Offer
- Purchases made outside the Offer Period; or
- Previous / historical purchases

10. VERIFICATION REQUIREMENTS

Motorola may request supporting information or documents reasonable required to verify a claim, including:

- Proof of purchase
- Proof of identity and age
- Proof of UAE residence
- Device information and activation status, where applicable
- Matching information across purchase, redemption, and validation details match; and
- Any other information reasonably required to confirm eligibility.

Examples of acceptable proof may include:

- The original purchase receipt
- order confirmation
- other supporting documentation reasonably requested by Motorola for validation

If the submitted information is incomplete, inaccurate, inconsistent, misleading, fraudulent, or submitted outside the required timeframe, the claim may be rejected or cancelled.

11. FRAUD, MISUSE, AND DISQUALIFICATION

Motorola reserves the right to reject, cancel, or withdraw any claim or ticket if it reasonably believes there has been:

- fraud
- misuse
- manipulation
- false or misleading information
- resale activity in breach of the applicable ticketing rules
- a material breach of these Terms and Conditions

Motorola also reserves the right to limit quantities where reasonably necessary.

12. PRIVACY

Any personal information collected as part of this Offer will be processed in accordance with applicable Motorola's privacy policy available at: <https://www.motorola.com/gb/en/legal/website-privacy>

Personal data may be used only as reasonable necessary for the Offer purposes, validate claims, contact participants about their claims, arrange ticket processing and delivery, and comply with applicable legal and regulatory requirements.

13. LIABILITY

Neither Motorola nor e& will be responsible for:

- incorrect or incomplete contact details provided by the participant
- delays or failure to complete redemption or validation due to incorrect, missing, or inconsistent information submitted by the participants.
- technical issues affecting the redemption website or related systems.
- delays, interruptions, or failures in the operation of the Offer caused by events outside their reasonable control

Neither Motorola nor e& shall be liable for any indirect, incidental, or consequential loss arising in connection with this Offer, except where liability cannot be excluded by applicable law.

14. Changes to the Offer

Motorola reserves the right to update, suspend, amend, or withdraw this Offer where reasonably necessary, including for legal, operational, technical, security or other circumstances beyond its control.

Any material updates or change to this Offer or these Terms and Conditions will be published on the Motorola redemption website. No change will adversely affect claims already validly submitted and successfully verified, except where such change is required by law, regulatory directions, fraud prevention requirements or circumstances beyond the reasonable control of Motorolas.

15. Governing Law and disputes

These Terms and Conditions shall be governed by the laws of the United Arab Emirates.

Any disputes arising out of or in connection with this Offer or Terms and Conditions shall be subject to the jurisdiction of the Dubai Courts, United Arab Emirates.

