

## Samsung Service Fiesta

### Terms and Conditions

Samsung Member's Day ("Campaign") is organized by Samsung Malaysia Electronics (SME) Sdn Bhd ("Organiser or SME") at the selected Authorized Service Centers (defined below) only.

### **Campaign Period**

- The Campaign will commence from 8 Aug 2022 to 14 Aug 2022 ("Campaign Period").
- Samsung reserves the right to shorten, extend or cancel the Promotion Period at its sole discretion without prior notice.

### **Eligibility**

- Applicable for walk-in Samsung smartphones customers who purchase Samsung smartphone in Malaysia.
- Residents of Malaysian and non-Malaysian of aged 18 years and above.
- Employees, dealers, collection points, reseller, distributors and agents of the Organiser or any of its group companies or anyone connected to this Campaign are not eligible.

### **How to Participate**

Targeted Customers are entitled to enjoy the services after completing the following steps:

Step 1: Visit/ Walk-in to selected Authorized Service Centers as listed in Appendix 1.
Step 2: Enjoy all the service(s) below after filling up the Registration of Interest (ROI) form. <ul style="list-style-type: none"><li>• Free device sanitization service</li><li>• Free diagnostics check up</li><li>• Free software update</li><li>• Free labour charge for any repair after the checkup result.</li></ul>
Step 3: Get a complimentary mystery gift on the same day.

Note:

- (i) Complimentary mystery gift shall be on a "first come first served" basis and while stocks last at Participating Service Centers within the Campaign Period. Customer can only redeem one complimentary mystery gift.
- (ii) Free labour charge is only available for the first 1,000 customers nationwide, on a "first come first served basis" during the Campaign Period.
- (iii) Free labour charge for repair does not include the cost of the parts. Customers would still be required to pay the cost for the relevant parts. Customer is advised to check with point of sales to confirm the costs involved prior to repair.

## **Campaign Terms and Conditions**

1. Each Customer is entitled to redeem the free service(s) and mystery gift only one (1) time during the Campaign Period. The Customer is required to show their Malaysia Identity Card or Passport prior to the commencement of the smartphone health check-up.
2. Labour Charge Waiver
  - a) This waiver is only applicable to Customer who carry in Samsung smartphone(s) that is out-of-warranty to the selected Authorized Service Centers during the Campaign Period.
  - b) The labour charge waiver can only be redeemed once for one device only.
  - c) Please note that the Customer is required to pay the part price as mentioned in the quotation provided by the selected Authorized Service Centers, failing which selected the Authorized Service Centers reserve the right not to repair the smartphone.
3. Part Warranty
  - a) Repair must be done by selected Samsung Authorized Service Center within Malaysia only.
  - b) Customer is required to make payment for the part replacement, failing which the selected Authorized Service Centers reserve the right not to repair the smartphone.
  - c) Only applies to SAMSUNG products purchased through the SAMSUNG E-Store or a SAMSUNG Authorized reseller in Malaysia.
  - d) Part(s) replaced during the repair shall be entitled to 90 days parts warranty starting from the date of collection ("Part Warranty Period").
  - e) All replaced parts shall then become SAMSUNG's property.

- f) In the event, you undergo unauthorized repair during the Part Warranty Period, the 90 days parts warranty will be void immediately. Samsung or selected Authorized Service Centre shall not be liable or responsible to honour the warranty thereafter.
- g) Any mishandling/accidental damage/cosmetic damage will void the 90 days part warranty immediately.

## **General Terms and Conditions**

1. This Campaign is not valid with other promotions, vouchers, discounts and/or privileges card unless otherwise stated.
2. No cash alternatives or refunds will be offered.
3. SME reserves the right to modify the terms and conditions without prior notice. In case of any dispute directly or indirectly arising from the Promotion, SME reserves the right to make the final decision.
4. Customers shall back up his/her data from the device before submitting it for diagnosis or repair. SME or the selected Authorized Service Centre shall not be responsible for any data loss during the inspection or repair process.
5. SME will not assume any responsibility or liability for the diagnosis/repair works performed by the selected Authorized Service Center and SME expressly excludes and disclaims any representations, warranties or endorsement, implied or express, written or oral, in respect of the diagnosis/repair works. Any dispute arising from or in connection with the diagnosis/repair works carried out by the selected Authorized Samsung Service Centre shall be resolved by the customers directly with the respective Samsung Service Centre.
6. By participating in the Campaign, the customers are deemed to have agreed and consented to the collection, processing, use, disclosure and retention by Samsung of your personal data in the manner as set out in the Personal Data Notice which can be viewed at [www.samsung.com/my/info/privacy.html](http://www.samsung.com/my/info/privacy.html).
7. By participating in the Campaign, each customer agrees to be bound by these Terms and Conditions. All rules and regulations and instructions issued by Samsung from time to time will be deemed incorporated in these Terms and Conditions. Samsung reserves the right to amend the Terms and Conditions at any time, without prior notice.
8. The terms and conditions shall be governed by the laws of Malaysia and any disputes arising out of or in connection with this Redemption shall be referred to the exclusive jurisdiction of the courts of Malaysia.

## Appendix 1

### Selected Samsung Authorized Service Centers

State	Location	Address	Normal Business Hours
JOHOR	JB Molek Square	27, Jalan Molek 1/5A, Taman Molek (Molek Square), 81100 Johor Bahru, Johor.	Mon - Fri : 0900 - 1800, Sat : 0900 - 1300
JOHOR	Batu Pahat Mall	Lot G-23A, Ground Floor, Batu Pahat Mall, Batu Pahat, 83000 Johor.	Thu - Tue : 1100 - 2000
KELANTAN	Kota Bahru	PT 523 (Ground Floor),Jalan Jambatan Sultan Yahya Petra,Kampung Sireh, Bawah Lembah,15050 , Kota Bharu, Kelantan.	Sat - Wed : 1000 - 1900, Thur 1000 - 1400
KUALA LUMPUR	Plaza Low Yat	Lot 4-37, 4th Floor, Plaza Lowyat, No.7 Jalan Bintang, Off Jln Bukit Bintang, 55100 Kuala Lumpur.	Mon - Sun : 1030-2000
KUALA LUMPUR	The Garden	LOT T-242A,T-242B & 243, 3rd Floor The Gardens Lingkaran Syed Putra 59200 Kuala Lumpur.	Mon - Sun : 1000 - 2200
KUALA LUMPUR	Pavilion	Lot 1.19.00 Level 1, Pavilion Kuala Lumpur, 168 Jalan Bukit Bintang, 55100 Kuala Lumpur	Mon - Sun : 1000 - 2200
KUALA LUMPUR	Pandan Indah	L2/23D, Ground Floor, Pandan Kapital Shopping Complex, Persiaran MPAJ, Jalan Pandan Utama, Pandan Indah 55100, Kuala Lumpur.	Mon - Sat : 1000 - 1900
MELAKA	Melaka	No 12, Jalan Lagenda 3, Taman 1 Lagenda, 75400 Melaka	Mon - Sat : 1000 - 1900
NEGERI SEMBILAN	Seremban	F-17, First Floor, Terminal One Shopping Complex, Seremban, 70000 Negeri Sembilan.	Mon - Sat : 1000 - 1900
PAHANG	Kuantan	B-18 & 20, Ground & First Floor, Lorong Haji Ahmad 10, 25000 Kuantan, Pahang.	Mon - Fri : 0900 - 1800, Sat : 0900 - 1300
PENANG	Gravitas	B2-1-22, Elevate Gravitas, Jalan Baru, 13700 Perai, Pulau Pinang	Mon - Sun : 1000 - 1900
PENANG	Gurney Plaza	170-3-29, 3RD FLOOR GURNEY PLAZA, PERSIARAN GURNEY, 10250 PENANG	Mon-Sun : 1000 - 2200
PENANG	E-Gate	1-02-11, 1-02-12 & 1-02-13, E Gate, Lebuh Tunku Kudin 2, 11700 Gelugor, Penang.	Mon - Fri : 0900 - 1800, Sat : 0900 - 1300
PERAK	Ipoh	Lot G6 Tingkat Bawah, Jalan Hospital, Angsana Ipoh Mall,, 30450 Ipoh.	Mon - Sun : 1100 - 2000
SABAH	Kota Kinabalu	No. H-0-2, Block H, Ground Floor, Karamunsing Capital, 88300 Kota Kinabalu, Sabah.	Mon - Fri : 0900 - 1800, Sat : 0900 - 1300
SARAWAK	Kuching	Ground Floor No.1, Song Plaza, Lot 12168, Block 16, KCLD, Jalan Tun Jugah, 93350 Kuching, Sarawak.	Mon - Fri : 0900 - 1800, Sat : 0900 - 1300
SELANGOR	Sunway Pyramid	F1-32, First Floor Sunway Pyramid Shopping Mall, 3, Jalan PJS 11/15, Bandar Sunway, 47515 Petaling Jaya, Selangor	Mon - Sun : 1000 - 2200
SELANGOR	The Mines	L4-07(1)(P), Level 4, The Mines, Jalan Dulang, Mines Resort City, Seri Kembangan, 43300, Selangor	Mon-Sun : 1000 - 2000

SELANGOR	Setia City Mall	Lot LG 61, Lower GF, Setia City Mall, No.7, Persiaran Setia Dagang, Bandar Setia Alam, Section U13, 40170 Shah Alam, Selangor	Thurs-Tues : 1100-2000
SELANGOR	I-City Mall	Lot L2-25, Level 2, Central i-City Mall, Jalan Multimedia 7/AH, City Park, 40000 Shah Alam, Selangor	Thurs-Tues : 1100-2000
SELANGOR	1 Utama	2ND Floor New Wing 1 Utama Shopping Centre 1 Lebuhr Bdr Utama	Mon - Sun : 1000 - 2200
TERENGGANU	Smart Mobile	PT 18100, Ground Floor, Kompleks Perniagaan Sura Gate, 23000 Dungun, Terengganu.	Sat - Thu : 1000 - 2100
TERENGGANU	KTCC Mall	Lot G-42, Ground Floor KTCC Mall, Muar SELATAN,, 20000 Terengganu Darul Iman.	Sat - Thurs : 1000 - 1800