

## Samsung Soundbar & Sub-woofer Qantas Points Promotion Frequently Asked Questions

These Frequently Asked Questions provide information in respect of the Samsung Soundbar & Sub-woofer Qantas Points Promotion, which is governed by terms and conditions available at [www.samsung.com/au/promotions/soundbar-qantas/T&CS](http://www.samsung.com/au/promotions/soundbar-qantas/T&CS) ("**Terms and Conditions**"). In the event of any inconsistency between these FAQs and the Terms and Conditions, the Terms and Conditions prevail.

Capitalised terms in these FAQs have the meanings given in the Terms and Conditions.

### What is the offer?

The offer is for Eligible Qantas Frequent Flyer and Qantas Business Rewards members who purchase Participating Products from a Participating Retail Store from 3 July to earn either 5,000 or 10,000 Qantas Points depending on the Participating Product purchased.

### What is a Participating Product?

Participating Products are the following Soundbar and Sub-woofer models:

Product name	Participating Product
Series 7 HW-MS750 Soundbar Sound+*	HW-MS750/XY
Series 6 HW-MS650 Soundbar Sound+	HW-MS650/XY
Series 6 HW-MS6501 Curved Soundbar Sound+	HW-MS6501/XY
Series 7 SWA-W700 Sub Sound+*	SWA-W700/XY
Series 9 HW-K950 with Dolby Atmos	HW-K950/XY
Series 8 HW-850 with Dolby Atmos	HW-K850/XY

**\*Note: Sound+ HW-MS750/XY & SWA-W700/XY are new models to be released on or after 1 August 2017.**

### What is a Participating Retail Store?

A Participating Retail Store is any of the following:

1. AVA Distribution
2. Betta Home Living;
3. Bing Lee;
4. Bi-Rite;
5. BVS Marketing
6. Camberwell Electrics;
7. Costco;
8. Coogans;

9. Domayne;
10. Global Rez
11. Harvey Norman;
12. HC Distributors
13. JB Hi-Fi;
14. Joyce Mayne;
15. Kambo's;
16. Mitchell and Brown;
17. Myer;
18. Nothern City Electrical
19. Radio Rentals;
20. Regional Health Care
21. Retravision;
22. RT Edwards;
23. Spartan Electrical;
24. The Good Guys;
25. Video Pro;
26. Westan Australia
27. Whitfords of Five Dock;
28. Winnings/Appliances Online;
29. World's Best Technology
30. XIT Distribution
31. Yardley Hospitality
32. 2nds World.

**What is the Qantas Frequent Flyer program?**

The Qantas Frequent Flyer program an airline loyalty program that rewards its members with Qantas Points in many ways, both in the air and on the ground. For more information on the Qantas Frequent Flyer program and how to earn and redeem Qantas Points, visit [www.qantaspoints.com](http://www.qantaspoints.com).

**What is the Qantas Business Rewards program?**

Qantas Business Rewards is a loyalty program designed to reward Australia-based small to medium sized businesses with an ABN, for their everyday business expenses. Qantas Business Rewards Members earn Qantas Points on over 40 partners in key business spend categories including travel, technology, fuel, credit cards, insurance, stationery and more. Qantas Points earned by the business can be transferred to any Qantas Frequent Flyer account to reward the business owner or staff. Qantas Points can be redeemed for flights, upgrades or over 7,000 items at the [Qantas Store](#) . All you need to join Qantas Business Rewards is an ABN. As a Samsung customer, your business can join for free at [qantasbusinessrewards.com/samsungfree](http://qantasbusinessrewards.com/samsungfree)

**Will I earn Qantas Points into my Qantas Frequent Flyer or Qantas Business Rewards account?**

If you are purchasing products for yourself as an individual, you can claim Qantas Points for your Qantas Frequent Flyer account. If you are purchasing products for your business, you can claim Qantas Points for your business' Qantas Business Rewards account.

The table below sets out the Qantas Points available for each Participating Product based on the model number:

Product name	Participating Product	Qantas Points
Series 7 HW-MS750 Soundbar Sound+*	HW-MS750/XY	5,000
Series 6 HW-MS650 Soundbar Sound+	HW-MS650/XY	5,000
Series 6 HW-MS6501 Curved Soundbar Sound+	HW-MS6501/XY	5,000
Series 7 SWA-W700 Sub Sound+*	SWA-W700/XY	5,000
Series 9 HW-K950 with Dolby Atmos	HW-K950/XY	10,000
Series 8 HW-850 with Dolby Atmos	HW-K850/XY	10,000

**\*Note: Sound+ HW-MS750/XY & SWA-W700/XY are new models to be released on or after 1 August 2017.**

#### When does the promotion start?

9:00am (AEST) on Monday, 3 July 2017

#### When does the promotion end?

11.59pm (AEST) on Thursday, 31 August 2017

#### Who is eligible to earn Qantas Points?

The promotion is open to:

1. Qantas Frequent Flyer members who are aged 18 or over. If under the age of 18 you will need to gain consent of a legal parent or guardian. If you are not a Qantas Frequent Flyer member you can join for free today at [qantaspoints.com/freejoin\\_samsung](http://qantaspoints.com/freejoin_samsung).
2. Qantas Business Rewards Members whose principal place of business is Australia with less than 200 employees, that do not re-sell (including retail) Samsung products and did not purchase the products through an enterprise agreement. If your business is not a Qantas Business Rewards Member your business can join for free today at [qantasbusinessrewards.com/samsungfree](http://qantasbusinessrewards.com/samsungfree).

#### What does purchase mean?

Payment in full in cash for the Participating Product during the Promotional Period or purchasing the product by entering a final and binding finance agreement in relation to the Participating Product during the Promotional Period.

#### Should I register my claim if I have only paid a deposit on my Participating Product?

No. You must pay for your Participating Product in full prior to registering your claim, and you must pay for your Participating Product in full during the Promotional Period.

### How do I register my claim?

1. Purchase a Participating Product (by making payment in full) from a Participating Retail Store during the Promotional Period, subject to clause 7 of the full terms and conditions. Visit the 'Terms & Conditions' page [www.samsung.com/au/promotions/soundbar-qantas/T&CS](http://www.samsung.com/au/promotions/soundbar-qantas/T&CS) to view the full T&C's.
2. Visit [www.samsung.com/au/promotions/soundbar-qantas](http://www.samsung.com/au/promotions/soundbar-qantas) click on the promotion page ("Website") follow the prompts to the online claim form ("Online Claim Form").
3. Fill in and submit the Online Claim Form, including providing any and all required information and documents which will include:
  - a. providing a valid serial number for the Participating Product
  - b. uploading a photo of the Participating Product showing the serial number; and
  - c. uploading a copy of the original tax invoice;
4. Make sure you submit the completed Online Claim Form within 6 months of purchasing the Participating Product;

### Where is my Participating Product's serial number located?

The serial number is a 15 character sequence made up of letters and numbers following 'S/N' located on a sticker on the back of the Soundbar or Sub-Woofer. For example: S/N 1AB123CD456789D. Please do not provide the serial number as shown on the product's packaging as this is not a 15 character sequence.

### Can I register my claim if I am not a Qantas Frequent Flyer or Qantas Business Rewards Member?

No, you must be a Qantas Frequent Flyer or Qantas Business Rewards Member to register your claim. If you are not a Qantas Frequent Flyer member you can join for free today at [www.qantaspoints.com/freejoinsamsung](http://www.qantaspoints.com/freejoinsamsung). If your business is not a Qantas Business Rewards Member your business can join for free today at [qantasbusinessrewards.com/samsungfree](http://qantasbusinessrewards.com/samsungfree).

### How do I join Qantas Frequent Flyer or Qantas Business Rewards?

Samsung customers can join for free. Simply visit [www.qantaspoints.com/freejoinsamsung](http://www.qantaspoints.com/freejoinsamsung) to join Qantas Frequent Flyer or [qantasbusinessrewards.com/samsungfree](http://qantasbusinessrewards.com/samsungfree) to sign your business up to Qantas Business Rewards. You'll receive your Qantas Frequent Flyer & Qantas Business Rewards number instantly upon joining. Your Qantas Business Rewards membership number is your business' ABN.

### Can I provide my Qantas Frequent Flyer or Qantas Business Rewards membership number after I have registered my claim?

No, you must provide your Qantas Frequent Flyer or Qantas Business Rewards membership number during your claim registration.

### What do I do if I have forgotten my Qantas Frequent Flyer or Qantas Business Rewards membership number?

If you have forgotten your Qantas Frequent Flyer membership number, you can find it:

- on your Qantas Frequent Flyer membership card;

- at the top of your monthly Qantas Frequent Flyer; or
- at the top of most emails sent to you by Qantas Frequent Flyer.

Your Qantas Business Rewards membership number is your business' ABN. You can find it at the top of most emails sent to you by Qantas Business Rewards, or by logging in to Qantas Business Rewards at [qantas.com/business](https://qantas.com/business).

You can also contact the [Qantas Frequent Flyer Service Centre](#) or Qantas Business Rewards Service Centre for assistance.

**Can I register a claim in a different name to my Qantas Frequent Flyer account name?**

The first name and surname of your Qantas Points claim must exactly match that of your Qantas Frequent Flyer account. If you register your claim with a different first name and surname to that of your Qantas Frequent Flyer account, your claim will be deemed invalid and we will not be able to credit your account with Qantas Points until your claim name matches your Qantas Frequent Flyer account name.

**Can I register a claim with a different ABN to the ABN registered to my Qantas Business Rewards account?**

The ABN in your Qantas Points claim must exactly match that registered to your Qantas Business Rewards account. If you register your Qantas Points claim with a different ABN to that of your Qantas Business Rewards account, and your claim is deemed invalid, we will not be able to credit your account with Qantas Points until your claim ABN matches your Qantas Frequent Flyer account name.

**How do I provide a copy of my tax invoice?**

You must upload a legible photo of scanned copy of your tax invoice when completing the Online Claim Form.

**How do I provide my Participating Product's serial number and a photo of my Participating Product's serial number?**

You must provide your Participating Product's serial number and a photo of your Participating Product's serial number at the same time. You can provide your serial number and serial number photo when completing the Online Claim Form, provided the Participating Product is delivered and its serial number submitted no later than 6 months after purchasing the Participating Product. After this date the claim page will close and claims for Qantas Points cannot be submitted. If you cannot submit your claim within the 6 month period because the product is on back order or there is a delivery delay caused by Samsung, the relevant Participating Retail Store, or their distributors, please contact customer support.

**Can I provide a photo of my Participating Product's serial number separately to providing my Participating Product's serial number?**

No. You must provide your Participating Product's serial number and a photo of your Participating Product's serial number at the same time.

**Do I need to register within the redemption dates of purchasing the Participating Product if my Participating Product is on back order?**

You must complete the Online Claim Form within 6 months of purchasing your Participating Product, where purchase means payment in full during the Promotional Period. You must wait until your

participating product arrives before submitting a claim. If you do not register your claim within this period, your claim may be deemed invalid. If you do not make full payment or enter a valid and binding finance agreement within the promotional period, the claim will be invalid. However, if you cannot submit your claim within the 6 month period because the product is on back order or there is a delivery delay caused by Samsung, the relevant Participating Retail Store, or their distributors, please contact customer support.

**What happens if the serial number photo that I provide is not a photo of my Participating Product's serial number?**

You will receive a notification email to your registered email address requesting you re-supply your serial number and serial number photo. Once you receive this email you will have to resubmit within 14 days by responding to the customer service team via email provided to be eligible to receive the Qantas Points. If you do not re-supply your serial number and serial number photo within this period, your claim may be deemed invalid.

**What happens if the serial number from the Participating Product that I provide is incorrect?**

If you do not provide the serial number of your Participating Product using the Online Claim Form in the process of your Eligible Entry, you will not be able to submit the Online Claim Form.

**What happens if there is an outstanding issue with the copy of the tax invoice that I provide?**

You will receive a notification email to your registered email address advising you what information may be missing or illegible. Once you receive this email you will have to supply a copy of the tax invoice correcting the issue by responding to the customer service team via email provided within 14 days after receiving that email to be eligible to receive the Qantas Points. If you do not supply a copy of your tax invoice correcting the issue within this period, your claim may be deemed invalid.

**What happens if the serial number photo that I provide is not a photo of my Participating Product's serial number and there is an outstanding issue with the copy of the tax invoice that I provide?**

You will receive a notification email to your registered email address advising you of both issues. Once you receive this email you will have to supply your serial number, your serial number photo and a copy of the tax invoice correcting the issue by responding to the customer service team via email provided to be eligible to receive the Qantas Points within 14 days after receiving that email. If you do not supply your serial number, your serial number photo and a copy of the tax invoice correcting the issue within this period, your claim may be deemed invalid.

**How will I know that my claim has been deemed valid?**

Once your claim has been validated, we will contact you by email to confirm that your claim was successful. Qantas will then endeavour to, within 30 days of that notification email, credit your Qantas Frequent Flyer Account or Qantas Business Rewards Account with your Qantas Points

**How will I know that my claim has been deemed invalid?**

You will receive a notification email to your registered email address advising you that your claim has been deemed invalid and the reason why your claim was deemed invalid.

**How long will it take to receive my Qantas Points?**

Your Qantas Points, will be credited to your Qantas Frequent Flyer or Qantas Business Rewards account

within 30 days of receiving the email notifying you that your claim has been deemed valid.

**How will I know that my Qantas Frequent Flyer or Qantas Business Rewards account has been credited with Qantas Points?**

You can check your Qantas Points balance by logging into your Qantas Frequent Flyer account at <https://www.qantas.com/au/en.html> or Qantas Business Rewards at [qantasbusinessrewards.com](https://qantasbusinessrewards.com)

**Who do I contact if I have any questions relating to my Qantas Frequent Flyer or Qantas Business Rewards account, or how to use my Qantas Points?**

For enquiries regarding Qantas Frequent Flyer, use the Qantas Frequent Flyer Form <https://www.qantaspoints.com/about/contact-us>

Alternatively, you can call the Qantas Frequent Flyer Service Centre on 13 11 31 between 7am and 7pm (AEST) Monday to Saturday. Please have your Qantas Frequent Flyer number and PIN available when calling.

For enquiries regarding Qantas Business Rewards, call the Qantas Business Rewards Service Centre on 13 74 78 between 7am and 7pm (AEST) Monday to Saturday. Please have your Qantas Business Rewards membership number (your business' ABN) available when calling.

**Can I claim more than once?**

Yes. You can claim Qantas Points on the purchase of an unlimited number of Participating Products during the Promotion Period.

**If the Participating Product is returned, will I have to give back the Qantas Points?**

If a Participating Product submitted as part of a claim is returned for a refund or exchange, that claim is disqualified from this Promotion and is not entitled to receive Qantas Points. If the Participating Product submitted as part of a claim is returned for a refund or exchange and the claimant has already received Qantas Points from Qantas as part of their Eligible Claim, Qantas may reclaim those Qantas Points from the claimant without compensation.

**Where can I find the terms and conditions for this Promotion?**

Online at [www.samsung.com/au/promotions/soundbar-qantas/T&CS](http://www.samsung.com/au/promotions/soundbar-qantas/T&CS)

**Who is the Promoter?**

Samsung Electronics Australia Pty Ltd ABN 63 002 915 648 of 3 Murray Rose Avenue, Sydney Olympic Park, NSW 2127.

**Who will have access to my personal information from the Promotion?**

The Promoter collects personal information in order to conduct the Promotion and may, for this purpose, disclose such information to third parties, including, but not limited to, agents, contractors, service providers, offer suppliers and, as required, to Australian regulatory authorities. Validity of a claim is conditional on providing this information. The Promoter may, for an indefinite period, unless otherwise advised, use the information for promotional, marketing, publicity, research and profiling purposes, including sending electronic messages or telephoning the claimant. Claimants should direct any request to access, update or correct information to the Promoter. All claims become the property of the Promoter. The Terms and Conditions are deemed to incorporate the Promoter's privacy policy and by entering the

Promotion, claimants accept the terms and conditions of the Promoter's privacy policy. For further details see the Promoter's privacy policy at [www.samsung.com/au](http://www.samsung.com/au)

**Should I contact Samsung Support to discuss my promotional claim?**

No. Please contact the Promotion's customer service (details directly below) as Samsung Support is a different department and they cannot assist you with your promotional claim.

**How can I contact promotion customer service?**

Email: [gantas@promotions-samsung.com](mailto:gantas@promotions-samsung.com)

Phone: 1800 900 730.