

FAQ: Samsung Top Load Washing Machine Trade-in Promotion

1. How do I trade-in?

You can make your trade-in purchase at major consumer electronic stores and Samsung authorized retailers in Singapore if you own a Samsung Top Load Washing Machine purchased from authorised reseller in Singapore.

2. Which electronic stores or authorised retailers are participating in this trade-in promotion?

Major consumer electronic stores and Samsung authorized retailers in Singapore are participating in this trade-in promotion.

3. What are the payment methods available?

It depends on the availability of the store payment methods.

4. Can I opt for cash on delivery?

No. Full payment must be made upon purchase.

5. How can I arrange for the trade-in/delivery?

You should arrange for the trade-in/delivery with the sales staff at the store when you make the purchase. Delivery slot is subject to availability based on a first-come-first-served basis.

6. Are there any delivery charges that I would need to pay on top of the trade-in purchase price?

No. There are no additional delivery charges on top of the trade-in purchase price.

7. How do I qualify for the trade-in promotion?

You qualify for the trade-in promotion if you own a Samsung Top Load washing machine purchased from authorised reseller in Singapore.

8. Will Samsung need to collect my old washing machine?

Yes. As your eligibility for the trade-in promotion is conditioned upon trade in of your eligible Samsung Top Load washing machine, Samsung will have to collect your eligible Samsung Top Load washing machine that you have registered for this trade-in promotion.

9. Will Samsung help to dispose of my old washing machine?

Yes, Samsung will help to dispose your old Samsung washing machine at no additional charge.

10. Will Samsung help to install my new washing machine?

Yes, Samsung will help to install your new Samsung washing machine at no additional charge.

11. Which models of washing machines can I trade-in?

You can trade in any Samsung Top Load washing machine purchased from authorised reseller in Singapore.

12. Why are not all washing machines included in this promotion?

We are running this promotion in appreciation of the support from our customers, and this promotion is applicable for Samsung Top Load washing machines that are not as water efficient so our customers can take the opportunity to upgrade to a more water efficient Samsung washing machine.

13. Can I trade-in my top load washing machine of any brand?

No, this trade in promotion is exclusively for Samsung Top Load washing machine owners.

14. Can I make more than 1 purchase if I have only 1 eligible top load washing machine?

No, this promotion is limited to 1 purchase per trade-in of each eligible Samsung Top Load washing machine.

15. Can I trade-in my dryer for a washing machine?

No, this trade-in promotion is only applicable to Samsung Top Load washing machines purchased from authorised resellers in Singapore.

16. Can I trade-in my front load washing machine?

No, this trade-in promotion is only applicable to Samsung Top Load washing machines purchased from authorised resellers in Singapore.

17. I have missed the trade-in period, what can I do?

The trade-in period is valid from 2nd May 17- 31st July 17 while stocks last.

18. I would like to change my delivery date. What should I do?

You can call 1800-SAMSUNG (7267864) or email washerpromo@samsung.com to change your delivery date.

19. The delivery guy is late. Who can I contact to check on the status of my delivery?

You can contact our Delivery Service Hotline @ 68676301 or 6867 6305 to check on the status of your delivery.

20. Can you collect my trade-in washing machine from one address and deliver the new washing machine to another address?

No, the delivery and collection address must be the same.

21. How can I cancel my order if I change my mind?

It depends on the cancellation policy of the retail store that you made the purchase from.

22. What if my new washing machine is faulty?

You can call 1800-SAMSUNG (7267864) or email to washerpromo@samsung.com for assistance.

23. I cannot find my washing machine model number. What should I do?

The model number can be found at top left corner of the Washing machine or at the back of the washing machine (<http://www.samsung.com/sg/support/skp/faq/1121858>).

24. I missed my appointment, can I reschedule?

You can call 1800-SAMSUNG (7267864) or email to washerpromo@samsung.com for rescheduling.

25. What information do I need to provide to complete the trade-in transaction?

You need to provide the model number of your existing eligible Samsung Top Load washing machine.

26. I have decided to opt for the cleaning and maintenance service instead of a trade-in. What should I do?

Please log on to www.samsung.com/sg/washpromo to register via our online form or call in to our Customer care hotline 1800-SAMSUNG (7267864).

27. What are the trade-in offers available?

We are offering 4 models for purchase as part of the trade-in offer: (1) WW90H5200EW Samsung Front Load washing machine at \$499, (2) WW70J4233KW Samsung Front Load washing machine at \$299, (3) WA10J5730SS Samsung Top Load washing machine at \$299 and (4) WA85F5S3QRY Samsung Top Load washing machine at \$239, when you trade in your existing Samsung Top Load washing machine. You can visit www.samsung.com/sg/washerpromo for more information.