

## **FAQ: Samsung 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 washing machine purchased from an 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 washing machine purchased from an 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 washing machine, Samsung will have to collect your eligible 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 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. Please note that Samsung is only able to help with simple installation of the new washing machine. You are responsible for any additional work (e.g. electrical, piping, structural or other rework) required, and Samsung is unable to assist on the same.

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

You can trade in any washing machine model purchased from an authorised reseller in Singapore.

**12. Can I make more than 1 purchase if I have only 1 eligible washing machine?**

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

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

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

**14. I have missed the trade-in promotion period, what can I do?**

The trade-in promotion is only valid from 4th August 17- 30th September 17, while stocks last.

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

For Samsung Top Load washing machine trade-in purchase, you can call 1800-SAMSUNG (726 7864) or email [washerpromo@samsung.com](mailto:washerpromo@samsung.com) to change your delivery date.

For Samsung Front Load / any brand washing machine trade-in purchase, please call the respective retail store that you made the purchase from to change your delivery date.

**16. 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.

**17. 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.

**18. What if my new washing machine is faulty?**

For Samsung Top Load washing machine trade-in purchase, you can call 1800-SAMSUNG (726 7864) or email [washerpromo@samsung.com](mailto:washerpromo@samsung.com) for assistance.

For Samsung Front Load / any brand washing machine trade-in purchase, please call the respective retail store that you made the purchase from for assistance.

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

You need to provide the brand and the model number of your existing eligible washing machine.

For Samsung Top Load washing machine, the model number can be found at top left corner of the Washing machine or at the back of the washing machine.

For Samsung Front load washing machine, the model number can be found printed around the front door or at the back of the washing machine.

You can also refer to <http://www.samsung.com/sg/support/skp/faq/1121858> .

**20. I have decided to opt for the cleaning and maintenance service instead of a trade-in.**

**What should I do?**

Cleaning and maintenance service is exclusively for all Samsung washing machines purchased from an authorised reseller in Singapore. You can log on to [www.samsung.com/sg/washpromo](http://www.samsung.com/sg/washpromo) to register via our online form or call in to our Customer care hotline 1800-SAMSUNG (726 7864) if you own an eligible Samsung washing machine.

**21. What are the trade-in offers available?**

For Samsung Top Load washing machine trade-in, we are offering 4 models for purchase as part of the trade-in offer: (1) WW90H5200EW Samsung Front Load washing machine 9kg at \$499, (2) WA11J5750SP Samsung Top Load washing machine 11kg at \$449, (3) WA10J5730SS Samsung Top Load washing machine 10kg at \$299 and (4) WA85F5S3QRY Samsung Top Load washing machine 8.5kg at \$239.

For Samsung Front Load washing machine or any brand washing machine trade-in, we are offering 2 models for purchase as part of the trade-in offer: (1) WW90H5200EW Samsung Front Load washing machine 9kg at \$799 and (2) WA11J5750SP Samsung Top Load washing machine 11kg at \$759. You can visit [www.samsung.com/sg/washerpromo](http://www.samsung.com/sg/washerpromo) for more information.

**22. Why are the Samsung Front Load/ other brand washing machine trade-in price offers different from Samsung Top Load Washing machine trade-in offers?**

This trade-in promotion is to encourage owners with Samsung Top Load washing machines that are not as water efficient to upgrade to a more water efficient Samsung washing machine. We are extending the promotion to Samsung Front Load washing machine and other brand washing machine owners in appreciation of the support from our customers.