

## **Samsung Galaxy S23FE 2023 Launch Offer Promotion | FAQs**

### **What is the Launch Offer?**

Purchase a participating Galaxy S23FE Series (**Participating Product**) from a Participating Retail Store, the Samsung Online Store (<https://shop.samsung.com/au/>) or selected Samsung Enhanced Partnership Portals and you will be entitled to receive a Bonus Gift (the Bonus Gift) as outlined below.

<b>Participating product</b>	<b>Bonus Gift</b>	<b>SKU Code</b>	<b>RRP</b>
<b>Galaxy S23 FE (all SKUs)</b>	4 x Pack Smart Tag2	EI-T5600KWE GAU	\$169.00
	Battery Pack - 10,000 mAh, 25W PD, Two Type C ports	EB-P3400XUEGWW	\$69.00

### **For Samsung Online Purchases and select Samsung Enhanced Partnership Portal Purchases**

If the purchase was made on the Samsung Online Store (<https://shop.samsung.com/au/>) or selected Samsung Partnership Portals, the Bonus Gift will be automatically added to your cart during the checkout process and dispatched with the Phone. There is no need to apply for a Promo Code.

**For Retail Purchases** – if the purchase was made at a Participating Retail Store, to be eligible to receive the Bonus Gift you must strictly adhere to the **Bonus Gift Claim Process** within the Redemption Period.

### **How do I get my Bonus Gift when purchasing a Participating Product from a Participating Retailer other than the Samsung Online Store or Samsung Enhanced Partnership Portal?**

To receive your bonus gift you must follow the Bonus Gift Claim Process outlined below:

1. Purchase a Participating Product during the Promotional Period from a Participating Retailer Keep your valid proof of purchase (as outlined below) and IMEI/Serial number for all Participating Products
2. Provide a copy of your proof of purchase and IMEI through the redemption portal [www.samsung.com/au/offer/galaxy-fe-offers/galaxy-s23-fe-redeem/](http://www.samsung.com/au/offer/galaxy-fe-offers/galaxy-s23-fe-redeem/)
  - a. Instructions on how to find IMEI/Serial number can be found at [www.samsung.com/au/support/mobile-devices/how-to-find-phone-model-number-serial-number-or-imei-number/](http://www.samsung.com/au/support/mobile-devices/how-to-find-phone-model-number-serial-number-or-imei-number/)
3. Follow the prompts to receive a promo code to your registered email address (“Promo Code”)
4. Visit [www.samsung.com/au/shop-gift/](http://www.samsung.com/au/shop-gift/) (“Samsung eStore”) to select your Bonus Gift, and once it has been added to your cart, add the Promo Code, exactly as it is displayed, to the promo code field and click apply
5. You may claim your Promo Code from 00:01 AM AEDT 12<sup>th</sup> October 2023 to 11:59 PM AEDT 19<sup>th</sup> November 2023
6. You must redeem your Promo Code for a Bonus Gift by no later than 11:59 PM AEDT 31<sup>st</sup> December 2023

### **I purchased my Galaxy S23FE through the Samsung Online Store or select Samsung Partnership Portals. Do I need to submit a claim for a Promo Code to redeem my Bonus Gift?**

No, if the purchase was made on the Samsung Online Store or through select Samsung Partnership portals the Bonus Gift will be automatically added to your cart and dispatched with the Phone. There is no need to apply for a Promo Code.

### **When does the promotion start?**

- 00:01 AM AEDT 12<sup>th</sup> October 2023

### **When does the promotion end?**

- 11:59 PM AEDT 1<sup>st</sup> November 2023

### **Who is eligible?**

- Australian residents aged 18 years and over

### **What are the Participating Products?**

Participating products for the Bonus Gift

<b>Participating Products</b>			
<b>Product name</b>	<b>SKU</b>	<b>Memory Variant</b>	<b>Colour</b>

<b>Galaxy S23 FE</b>	SM-S711BZAEATS	8GB + 256GB	Graphite
	SM-S711BZWEATS	8GB + 256GB	Cream
	SM-S711BLGEATS	8GB + 256GB	Mint
	SM-S711BZPEATS	8GB + 256GB	Purple
	SM-S711BZAAATS	8GB + 128GB	Graphite
	SM-S711BZWAATS	8GB + 128GB	Cream
	SM-S711BLGAATS	8GB + 128GB	Mint
	SM-S711BZPAATS	8GB + 128GB	Purple
<b>Galaxy S23 FE Samsung ECom exclusive colours</b>	SM-S711BZBEATS	8GB + 256GB	Indigo
	SM-S711BZOEATS	8GB + 256GB	Tangerine
	SM-S711BZBAATS	8GB + 128GB	Indigo
	SM-S711BZOAATS	8GB + 128GB	Tangerine

#### Who are the Participating Retail Stores?

- Samsung Retail Stores (Samsung-branded physical stores or studios in Australia, a list of which is available at the URL [www.samsung.com/au/samsungstore](http://www.samsung.com/au/samsungstore))
- Telstra & Telstra Partners
- Optus & Optus Partners
- Vodafone & Vodafone Partners
- Harvey Norman
- Joyce Mayne
- Domayne
- JB Hi-Fi
- The Good Guys
- Officeworks
- Bing Lee
- Costco
- Qantas Q Store - <https://marketplace.qantas.com/au>
- eBay - <https://www.ebay.com.au/str/samsungaustralia>
- Flybuys Rewards <https://experience.flybuys.com.au/rewards/store/>
- [Retravisio](#)
- [BigW](#)
- Kogan.com (<https://www.kogan.com/au/samsung>)
- Amazon Australia (<https://www.amazon.com.au/samsung>)
- Mobile Citi
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**Note:** Samsung recommends that, prior to purchasing a Participating Product, entrants verify with the retailer that the retailer is a Participating Retailer for the purposes of this promotion.

#### Which are the Participating Samsung Partnership Portals?

The following list of Samsung Enhanced Partnership Portals are included in this promotion

- Samsung's Government Store ([https://shop.samsung.com/au/multistore/aepp/government\\_au/login/multistore](https://shop.samsung.com/au/multistore/aepp/government_au/login/multistore))
- Samsung Mobile for Business - <https://www.samsung.com/au/business/> and
- Samsung Education Store ([https://shop.samsung.com/au/multistore/aepp/samsung\\_education\\_au/login/multistore](https://shop.samsung.com/au/multistore/aepp/samsung_education_au/login/multistore)).

#### Is there a limit for the promotion?

- There is a limit of (5) claims for the Bonus gift under this promotion per Eligible Customer

#### Can I transfer or redeem the Bonus Gift for cash?

No, the Bonus Gift is not transferable and cannot be redeemed for cash.

#### I haven't received my Promo Code yet

You should allow at least ten (10) days from the date you submit your claim for delivery of the PromoCode. If you still haven't received your Promo Code, contact our team [Telco-promos@samsung.com](mailto:Telco-promos@samsung.com) or phone: 1300 362 603, option 9, then 5.

**I haven't received my Bonus Gift yet**

You should allow at least sixty (60) days for delivery of the Bonus Gift from the date you receive notification from the Samsung eStore that they have completed your claim. If you still haven't received your Bonus Gift, contact our team [onlinesupport@samsung.com](mailto:onlinesupport@samsung.com) or call 1300 362 603.

**I have more questions – who do I contact?**

If you are having trouble submitting information relating to your proof of purchase and obtaining a Promo Code, contact our team at [Telco-promos@samsung.com](mailto:Telco-promos@samsung.com) or phone: 1300 362 603, option 9, then 5.

If you are having trouble applying your Promo Code when selecting your Bonus Gift or have a question about delivery of your Bonus Gift, contact our team [onlinesupport@samsung.com](mailto:onlinesupport@samsung.com) or call 1300 362 603, option 9, then 4.

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