

Samsung Galaxy Tab S9FE 2023 Launch Offer Promotion | FAQs

What is the Launch Offer?

Purchase a participating Galaxy Tab S9FE 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.

Participating product			
Model	Bonus Gift	SKU Code	RRP
Galaxy Tab S9 FE (all SKUs)	Smart Book Cover (Black)	EF-BX710PBEGWW	\$129
Galaxy Tab S9 FE+ (all Skus)	Smart Book Cover (Black)	EF-BX810PBEGWW	\$149

For Samsung Online Purchases 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 Tablet. 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-tab-s9-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/
3. Follow the prompts to receive a promo code to your registered email address (“Promo Code”)
4. Visit 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 09:00 AM AEDT 12th October 2023 to 11:59 PM AEDT 19th November 2023
6. You must redeem your Promo Code for a Bonus Gift by no later than 11:59 PM AEDT 31th December 2023

I purchased my Galaxy Tab S9FE 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 Tablet. There is no need to apply for a Promo Code.

When does the promotion start?

- 00:01 AM AEDT 12th October 2023

When does the promotion end?

- 11:59 PM AEDT 1st November 2023

Who is eligible?

- Australian residents aged 18 years and over

What are the Participating Products?

Participating products for the Bonus Gift

Participating Products			
Product name	SKU	Description	Colour

Galaxy Tab S9 FE	SM-X510NLGAXSA	Tab S9 FE Wi-Fi 6GB/ 128GB	Mint
	SM-X510NLIAXSA	Tab S9 FE Wi-Fi 6GB/ 128GB	Lavender
	SM-X510NZAAXSA	Tab S9 FE Wi-Fi 6GB/ 128GB	Grey
	SM-X510NZAEXSA	Tab S9 FE Wi-Fi 8GB/ 256GB	Grey
	SM-X510NZSAXSA	Tab S9 FE Wi-Fi 6GB/ 128GB	Silver
	SM-X516BZAAATS	Tab S9 FE 5G 6GB/ 128GB	Grey
	SM-X516BLIAATS	Tab S9 FE 5G 6GB/ 128GB	Lavender
	SM-X516BZAEATS	Tab S9 FE 5G 8GB/ 256GB	Grey
Galaxy Tab S9 FE+	SM-X610NLGAXSA	Tab S9 FE+ Wi-Fi 8GB/ 128GB	Mint
	SM-X610NLIAXSA	Tab S9 FE+ Wi-Fi 8GB/ 128GB	Lavender
	SM-X610NZAAXSA	Tab S9 FE+ Wi-Fi 8GB/ 128GB	Grey
	SM-X610NZAEXSA	Tab S9 FE+ Wi-Fi 12GB/ 256GB	Grey
	SM-X610NZSAXSA	Tab S9 FE+ Wi-Fi 8GB/ 128GB	Silver
	SM-X616BZAAXSA	Tab S9 FE+ 5G 8GB/ 128GB	Grey
	SM-X616BZAEXSA	Tab S9 FE+ 5G 12GB/ 256GB	Grey

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)
- 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/>
- [Retravision](#)
- [BigW](#)
- Kogan.com (<https://www.kogan.com/au/samsung>)
- Amazon Australia (<https://www.amazon.com.au/samsung>)
- Mobile Citi

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)
- 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).

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 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 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 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 or call 1300 362 603, option 9, then 4.

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