

# CE 2024 YEAR END PROMOTION

## CE 2024 YEAR END PROMOTION REDEMPTION PROCESS & FAQs

Promotion Period: 1 November 2024 – 31 December 2024 (“the Promotion Period”)

Redemption Period: 1 November 2024 – 15 January 2025 (“the Redemption Period”)

For redemption of “CE 2024 Year End Promotion” (“the Promotion”), customer is required to have a Samsung account in order to make redemption at Samsung Redemption Management System. If you have an existing account, please proceed with the redemption submission process. For new customer, please refer to below account registration steps.

### Samsung Account Registration

#### **Q1: What is Samsung Redemption Management System?**

Samsung Redemption Management System (“RMS 2.0”) is customer redemption portal for you to submit your redemption claim, keep track on your redemption status and view your redemption history.

Please note that you are required to register a Samsung account in order to proceed with online redemption claim.

#### **Q2: How to register a Samsung account?**

You are required to register a Samsung account in order to proceed online redemption claim. Log on to <https://samsung-redemption.com/customer/#/sasso/MY-gwp-2214> and click on “Sign up here”. Complete the registration form and you will receive an email notification to complete your account activation. Once the account is successfully activated, you may proceed to log into Samsung Redemption Portal for redemption submission.

#### **Q3: I forgot my ID/password. How do I reset it?**

Go to <https://samsung-redemption.com/customer/#/sasso/MY-gwp-2214> and click on ‘Find ID or Reset password?’

1. Find ID: The system will prompt you to fill up your information that you filled in during the account registration. System will show your email ID based on the detail(s) provided.
2. Set a password: The system will prompt you to enter your email address to reset password and you will receive email to reset password in the inbox of the email address you entered. Click the ‘Reset Password’ link in the email and you will be taken to the page where you can create a new password. Once you have completed the reset process, you will be able to sign in using your new password.

## **Free Gift and Touch 'n Go (“TNG”) eWallet Credit Redemption Process**

### **Q4: How to redeem my Free Gift and TNG eWallet credit after purchasing the TV / AV?**

Free Gift and TNG eWallet credit redemption shall be done via RMS 2.0 upon the purchase of the selected Promotional Products during the Redemption Period from the participating stores. Please refer to illustration below.

<b>Customer</b>	<b>Promotional Product(s) Purchased</b>	<b>Free Gifts</b>	<b>Redemption of free gift and TNG eWallet Credit</b>
Customer A purchase via <i>Samsung Online Store</i>	1 unit of NEO QLED 8K (QA75QN900DKXXM)	Samsung Music Frame	Customer is required to redeem the free gift through RMS 2.0.
Customer B purchase via <i>Participating Selected Outlets</i>	1 unit of NEO QLED 8K (QA75QN900DKXXM)	Samsung Music Frame	Customer is required to redeem the free gift through RMS 2.0.
Customer C purchase via <i>Samsung Online Store</i>	1 unit of Q Series Soundbar (HW-Q990D/XM) and 1 unit of NEO QLED 8K (QA75QN900DKXXM)	1 unit of Samsung Music Frame, 1 unit of Stanley Tumbler and TNG eWallet credit worth RM500	Customer is required to redeem the free gift(s) and TNG eWallet credit through RMS 2.0.
Customer D purchase via <i>Participating Selected Outlets</i>	1 unit of Q Series Soundbar (HW-Q990D/XM) and 1 unit of NEO QLED 8K (QA75QN900DKXXM)	1 unit of Samsung Music Frame, 1 unit of Stanley Tumbler and TNG eWallet credit worth RM500	Customer is required to redeem the free gift(s) and TNG eWallet credit through RMS 2.0.

### **Q5: How do I participate in this promotion?**

Purchase one of the promotional products between 1 November 2024 – 31 December 2024 at any Participating Stores (please refer to T&Cs for the participating stores). You are required to go through the terms and conditions of the Promotion and thereafter, register or sign in to your Samsung Account to submit the redemption form via RMS 2.0. Following your purchase, visit <https://samsung-redemption.com/customer/#/sasso/MY-gwp-2214> and click “redeem now” to complete the online redemption form and submit within redemption period.

You will need to enter the following information: -

- i. Email
- ii. Store of purchase
- iii. Date of purchase
- iv. Invoice number
- v. Model purchased Serial Number
- vi. Recipient Name
- vii. Delivery Address
- viii. Contact Number
- ix. Identified Number
- x. Upload a copy of Proof of Purchase (the Receipt with Model Code)

- xi. Upload a copy of Product Serial Number
- xii. Letter of authorization (If purchaser is appointing a representative to receive a gift on their behalf, the Letter of Authorization template is downloadable from the system.)

Please refer to the Terms and Conditions for full eligibility details at [Terms and Conditions](#) page.

**Q6: When is the Redemption Period?**

You must complete and submit your redemption form between 1 November 2024 – 15 January 2025. In the event that your submission is incomplete, illegible or incorrect, you will receive a rejection email. You are required to resubmit the redemption request within the Redemption Period to get a new redemption ID. Meantime, the previous submission will be deemed invalid and void.

**Q7: How do I find my product serial number?**

You can find your Television (“TV”) Serial Number in the following ways:

- i. Sticker at the back of the TV.
- ii. You can get the TV information from the TV menu. To get the info, press “**Menu**” on your remote control, choose “**Support**” and then choose “**Contact Samsung**”. The information will be displayed. Use arrow up and down key to find the serial number.

You can find your Digital Appliances (“DA”) Serial Number in the following ways:

- i. Sticker at the back of the product.
- ii. Alternatively, the product serial number can also be found on the sticker outside the packaging box.

**Q8: How do I prepare my Receipt for upload as part of the redemption process?**

- i. Supporting document must be in PDF form or in the form of an image (i.e.: jpg, jpeg or png format). Maximum size of each document is 5MB.
- ii. If you have a scanner, scan your receipt(s) and save to your computer then ready to upload.
- iii. If you do not have a scanner, take a picture with your mobile device and upload the image from your mobile device’s photo library.
- iv. Please ensure all the required details are clearly visible. Blurred or unclear receipt(s) may delay your redemption.

**Q9. Can I submit redemption for multiple purchases under same invoice number?**

You may submit up to maximum of 5 times submission for Air Conditioner Product (include Room Air Conditioner (RAC) and System Air Conditioner (SAC) range) and 5 times submission for Home Appliances product (including Refrigerator (REF), Washing Machine (WM), Air Cond Purifier (ACP), Vacuum Cleaner (VC) and Microwave (MWO), and 5 times submission for Television (TV) and Sound Device (AV) under the same invoice number provided each submission is for different products’ serial number(s) under the same invoice (i.e. multiple products purchased under one invoice). Please refer to the illustration below.

Customer	Eligible Model (Qty)	Redemption Submission
Customer A	1 unit of fridge	1

Customer B	1 unit of fridge + 1 unit of washing machine + 1 unit of vacuum (3 different serial numbers under the same invoice)	3
Customer C	1 unit of fridge + 1 unit of washing machine + 2 units of vacuum + 3 units of air-conditioner (7 different serial numbers under the same invoice)	7 [4 submissions for Home Appliances product (including Refrigerator, Washing Machine, Air Cond Purifier, Vacuum Cleaner or Microwave) and 3 submissions for Air Conditioner Product (include Room Air Conditioner and System Air Conditioner range.)]
Customer D	1 unit of fridge + 1 unit of washing machine + 2 units of vacuum + 2 units of microwave + 6 units of air-conditioner (12 different serial numbers under the same invoice)	Max 10 only [Max 5 submissions for Home Appliances product (including Refrigerator, Washing Machine, Air Cond Purifier, Vacuum Cleaner or Microwave) and max 5 submissions for Air Conditioner Product (include Room Air Conditioner and System Air Conditioner range.)]

**Q10: I have submitted a redemption form, what happens next?**

- i. An on-screen notification will be displayed confirming that your redemption form has been submitted and you will receive an email detailing your Redemption ID. Please check your email inbox (email address used to log in) for your notification related to this redemption.
- ii. You will receive notification by e-mail and/or phone call to inform you on your successful redemption.
- iii. In the case of AI points promotion, the TNG eWallet credits will be credited directly into your TNG eWallet account by the Fulfilment Partner based on the mobile number provided. Please ensure the mobile number provided is registered to a valid TNG eWallet account.

**Q11: How do I keep track of my redemption status?**

Please check your email inbox for notification related to this promotion. Alternatively, you can login <https://samsung-redemption.com/customer/#/sasso/MY-gwp-2214> and click on 'My Account' > 'Redemption History' to check the redemption status.

**Q12: I have entered incorrect details during the redemption process, what should I do?**

If you enter incorrect information at any point during the redemption process, please notify the support team immediately, kindly email the support team at [rms\\_support@samsung.com](mailto:rms_support@samsung.com).

Failure to enter correct details may result in your free gift(s) or TNG eWallet credit delivery being delayed or your claim being rejected.

**Q13: I have received a rejection email informing me of rejection reason due to Incorrect / Incomplete / Illegible Proof of Purchase, what does this mean?**

Please refer to the email we have sent you, it may be that the proof of purchase or the receipt(s) uploaded is not sufficient to process your claim due to, including but not limited to one or more of the following:

- i. Receipt does not match your redemption information;
- ii. Receipt does not show purchase date, products or retailer that you purchased from;
- iii. Uploaded document is not a receipt; and/or
- iv. Receipt is not legible.

You can login to RMS 2.0 to re-upload the valid and complete copy of receipt(s) by before the last day of Redemption Period, otherwise you will no longer be able to redeem your free gift(s) or TNG eWallet credit.

**Q14: I am entitled for the Free Gift(s), how do I redeem the Free Gift(s)?**

Eligible customer will receive notification by e-mail from the appointed fulfilment partner ("**Fulfilment Partner**"). Customer shall then reply to the Fulfilment Partner's email to provide the necessary information (including name, contact numbers, email address, delivery address) for the purposes of fulfilment.