

Samsung - HBO Go Redemption Campaign

Terms and Conditions

1. Introduction

- 1.1 The Samsung – HBO GO Redemption (“**Campaign**”) is organized by Samsung Malaysia Electronics (SME) Sdn Bhd (“**Samsung**”).
- 1.2 The sales transaction in the Campaign is between Samsung Online Store and Customer. Samsung only provides the recommended retail price ("RRP") and/or redemption guidance on this site.
- 1.3 Customer agrees to comply with all the above when accessing or using this site. The scope of these Terms and Conditions is limited to Samsung's role of hosting this site and organizing this Campaign only.
- 1.4 The Campaign is on first come first served basis and while stocks last.

2. Campaign Period

- 2.1 The Campaign will run from 12th Dec 2022 to 31st Mar 2023 or while Campaign stocks last, whichever is earlier (“**Campaign Period**”). Samsung reserves the right to amend, shorten, extend or cancel the Campaign Period at its sole discretion without prior notice.

3. Redemption Period

- 3.1 Redemption period starts from 12th Dec 2022 to 31st Mar 2023 (“**Redemption Period**”). No extension of redemption period will be allowed. Samsung reserves the right to amend the period at any time as they deem fit without prior notice.

4. Eligibility

- 4.1 The Campaign is open to all Malaysian citizens and/or residents of Malaysia of 18 years old and above (as of 15th Aug 2022) with Malaysia Identity Card; except Samsung's employees (and their immediate families), its related agencies, retailers and dealers.

5. Campaign Mechanism

By participating in the Campaign (please refer to Appendix 1 for participation details), Customer will be eligible to the following Campaign(s):

- 5.1 With every purchase of Samsung Products (“**Campaign Products**”) as stated in Appendix 1, Customer may redeem HBO Go E-voucher (One (1) HBO Go E-voucher entitles for six (6) months of HBO Go subscription) as stated in the Appendix 1.
- 5.2 The Campaign Products, Free Gift and/or E-voucher redemption are on first come first served basis and while stocks last.
- 5.3 Samsung reserves the right to suspend or terminate or cancel the Campaign or change/amend the Campaign Products at its sole discretion anytime without any prior notice.

6. Redemption Process

- 6.1 Customer is required to register or sign in to Samsung Account to submit the redemption at Samsung Redemption Management System. For the purpose of this Campaign, a Samsung Account is required.
- 6.2 Visit <https://www.samsung.com/my/offer/redemption/>, search for the HBO Go Redemption and click “redeem now” to complete the online redemption form and submit within the Redemption Period. Customer 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. Identification Number
 - x. Upload a copy of Proof of Purchase (the Receipt with Model Code)

- 6.3 Uploaded document must be a PDF document or in an image format (jpg, jpeg or png format). Maximum size of each document is 5MB. Any documents with unclear details may delay the redemption process. Any submission after the Redemption Period will be void.
- 6.4 The redemption request will be processed by Samsung fulfilment partner within 10 business days from redemption submission date and the HBO Go E-voucher will be delivered to Customer's e-mail within 30 business from submission date.
- 6.5 The HBO Go E-voucher are not redeemable for cash, not exchangeable, transferable, nor refundable, and cannot be used in conjunction with other Campaign offers.
- 6.6 It is the responsibility of the purchaser to ensure all the details stated in the redemption form is accurate. Each email address/ recipients' name/ recipients' address/ mobile numbers/ invoice can only have a maximum of 1 time submission per Campaign provided all the proof of purchase/receipt is valid. The information stated in the redemption form cannot be changed once it is submitted.
- 6.7 Samsung reserves the right to reject any purchaser/customer redemption without any prior notice in the event of the following:
 - i. redemption form is incomplete;
 - ii. redemption form exceeds the maximum number of redemption;
 - iii. receipt address is Samsung Partners outlet address;
 - iv. delivery address is incomplete or wrong or non-acceptance of the parcel;
 - v. redemption form or any redemption documents appears to be fraudulent;
 - vi. redemption form is not in accordance with the terms and conditions;
 - vii. if Samsung believes the redemption is fraud or any irregular transaction or being manipulated in any whatsoever manner.
- 6.8 If any of the redemption item(s) are returned to Samsung or the Appointed Delivery Service Provider "unclaimed", Samsung will email to the customer to arrange for re-delivery of the redemption item subject to Customer's reply to the said email within the stipulated timeline.
- 6.9 Samsung shall not be liable for any failure on the part of the Customer who fails to submit and/or resubmit the complete redemption form with all the supporting documents within the stipulated timeline and /or any delay or non-delivery, lost delivery, damaged or stolen HBO Go E-voucher.
- 6.10 In the event of any discrepancies in the information that Customer has submitted for the redemption of HBO Go E-voucher and for any reasons whatsoever, Samsung shall not be responsible for any loss or costs arising from such discrepancies howsoever caused.
- 6.11 In the event Samsung found or suspected of fraud or any irregular transaction or cheating or hacking or tampering with the redemption process, operation or purchase submission or any violation of any of the Terms and Conditions by the Customer, Samsung reserves the right to recover any damages from such Customer to the fullest extent permitted by law.
- 6.12 Samsung reserves the right to cancel, forfeit, withdraw, suspend the title and ownership of HBO Go E-voucher in the event there is any non-compliance with the terms and condition stated herein and shall recover any damages from such Customer to the fullest extent permitted by law.
- 6.13 Samsung reserves the right to request the original invoice, receipt and/or any supporting documents required from Customer for verification purpose. For the avoidance of doubt, Samsung reserves the right to determine if the supporting documents are sufficiently genuine for the purposes of the approval of the redemption.
- 6.14 For HBO Go E-voucher, Customer will receive notification by e-mail. By providing your personal information including name, contact numbers, email address and other information to Samsung, Samsung can use and/or disclose to third (3rd) party vendor or service provider.
- 6.15 HBO Go E-voucher will be delivered to customer in the form of a unique code that can be redeemed in the respective HBO Go Asia Website through mobile (<https://www.hbogoasia.my>) or mobile app. The redemption must be completed by 31st Mar 2023 upon receiving of unique code failing which the redemption will be considered as null and void. Samsung shall not be liable if customer fails to redeem within the stipulated time.
- 6.16 Samsung will not be responsible for the HBO Go E-voucher usage terms and condition. The usage terms and conditions shall be subject to the original E-voucher vendor.

7. Payment

- 7.1 Customer acknowledges, understands and agrees that all transactions are between Customer and Samsung Online Store only. Samsung only acts as the coordinating party and is not involved or a party of any monetary/sale and purchase of this order transaction.
- 7.2 Customer is not allowed to cancel the order, change the selected device colour or model, or the selected outlet once Customer has successfully completed and confirmed the payment transaction.
- 7.3 Customer shall pay the full amount for the order directly to Samsung Online Store only.

8. Delivery

- 8.1 Order will be delivered within 5-7 working days for Peninsular Malaysia; and 1-2 weeks for East Malaysia subject to stock availability.
- 8.2 The fulfilment and delivery of the product is handled by Samsung SDS Malaysia Sdn Bhd ("SDS").
- 8.3 SDS reserves the right to appoint a third (3rd) party vendor or service provider to handle the fulfilment or making available of the product and delivery of the product to you. By providing your personal information including name, delivery address, contact numbers, email address and other information to SDS, SDS can use and/or disclose to such third (3rd) party vendor or service provider for the purposes of delivery service.
- 8.4 To accept the item, the Customer or the authorised representative or the recipient is required to present identification, i.e. NRIC or Passport to the delivery personnel, failing which the delivery personnel have the right to refuse delivery and will return the product to SDS as "unclaimed".
- 8.5 The proof of delivery of product must be in the form of written acknowledgement of receipt of the product by the Customer, the authorised representative or the recipient. If the delivery address is an office address, an acknowledgement by any office staff will be treated as good acknowledgement of the item.
- 8.6 The time for delivery of the product is between the Customer and SDS. Samsung shall not be liable for any delay in delivery of the product howsoever caused.

9. Customer's Covenants

In connection to this Campaign, Customer will not use this site:

- 9.1 To submit fraudulent order, false, inaccurate, misleading, defamatory, or libelous information;
- 9.2 To distribute viruses or any other technologies that may harm Samsung, or the interests or property of other users;
- 9.3 To export the unit purchased except in compliance with the export control laws of relevant jurisdictions and in accordance with posted rules and restrictions;
- 9.4 In the event if Samsung suspects or discovers that the Customer is abusing this Campaign and/or Samsung in any of the ways mentioned above or otherwise, Samsung may, at our sole discretion, take necessary steps to prevent and mitigate such abuse such as limiting, suspending, or terminating the Customer's user account(s) and access to this site, delaying or removing hosted content, removing any special status associated with Customer account(s), reducing or eliminating any discounts, and taking technical and/or legal steps to prevent Customer from using this site.

10. Limitation of Liability

- 10.1 Samsung uses its reasonable effort to keep its site safe, secure, and functioning properly, but Samsung does not guarantee the continuous operation of or access to this site.
- 10.2 Customer agrees that he/she is making use of this site at his/her own risk, and that it is being provided to Consumer on an "AS IS" and "AS AVAILABLE" basis.
- 10.3 To the extent permitted by applicable law, Samsung excludes all express or implied warranties, terms and conditions including, but not limited to, implied warranties of merchantability, fitness for a particular purpose, and non-infringement.
- 10.4 Customer shall assume full responsibility in case of any accident, damage or claim resulting from participating in this Campaign.
- 10.5 Customer shall be deemed to be able to perform legally binding contract upon his/her submission of the order and there shall not be any refund or costs whatsoever arising from his/her violation of the minimum age stated herein.
- 10.6 Warranty of the Campaign Product is subject to standard product warranty coverage as per terms and conditions stated in the official corporate website at <http://www.samsung.com/my/support/warranty>. Customer is advised to check the website from time to time and stay informed for any changes on the terms and conditions of the warranty.

11. General

- 11.1 In the event Customer has queries with regard to this Campaign; please call Samsung Consumer Service at 1-800-88-9999.
- 11.2 By participating in this Campaign, Customer fully and unconditionally agrees to and accepts the Terms and Conditions stated herein and the decisions of Samsung on every aspect of this Campaign shall be final and binding.
- 11.3 This Campaign is not valid in conjunction with other Campaigns, vouchers or discounts.
- 11.4 All pictures and/or images of the Campaign Products found in any advertising and marketing materials are for illustration purposes only and actual item or colour may vary.
- 11.5 The indicated price is RRP. Both RRP and Promo RRP (if any) are subject to change without prior notice.
- 11.6 Free Gift(s), Rebate(s) and E-Voucher(s) if any, are on first come first served basis and while stocks last.
- 11.7 Free Gift(s), Rebate(s) and E-Voucher(s) if any, are not redeemable for cash, not exchangeable or transferable and cannot be used in conjunction with other Campaign offers.
- 11.8 Free Gift(s), Rebate(s) and E-Voucher(s) if any, are only applicable for the purchase made under the Participating Stores during the Campaign Period.
- 11.9 Product display sets purchases, B2B purchases and Customer Retention Program (CRP) are not entitled to any Free Gift(s), Rebate(s) and/or E-Voucher(s).
- 11.10 Only purchases from Samsung Online Store are entitled to redeem the E-voucher (limited to one (1) E-voucher redemption per Samsung account).
- 11.11 Samsung reserves the right to disqualify or reject any submissions/ redemptions for Order or Free Gift(s), Rebate(s) and/or E-Voucher(s) in its sole discretion without prior notice, limit or cancel quantities purchased per person or per order. These restrictions may include order placed by or under the same Customer's account or orders that use the same billing address or delivery address.
- 11.12 Samsung reserves the right to amend these Terms and Conditions without prior notice to the extent permitted by law. Changes to the Terms and Conditions shall become effective as soon as they are displayed in Samsung's website.
- 11.13 Samsung reserves the rights to change the Free Gift(s) if any, with products of similar value without any prior notice.
- 11.14 Samsung and/or Dealer reserve the right to cancel any order without any prior notice. For the avoidance of doubt, any cancellation of orders will not entitle the Customer to any compensation against Samsung and/or Dealer for any losses or damages directly or indirectly that may be suffered or incurred by the Customer as a result of the cancellation.
- 11.15 In the event any Free Gift(s) are being awarded to the Customer having provided false or mistaken identity or information, Samsung reserves the right to revoke the Customer's eligibility for the said Free Gift(s) and recover any damages from such Customer to the fullest extent permitted by law.
- 11.16 In the event Customer returns the Campaign Products purchased, subject to Samsung's standard product warranty coverage and return policy, Customer shall return any Free Gift(s) received together with the purchase of the Campaign Products.
- 11.17 In the event of any electronic, computer, operational and/or technical error affecting the details or pricing or quantity of the product or any Campaign on the website, Samsung or Dealer reserves the absolute rights to rectify such error and/or cancel any transaction which has been entered into in reliance of the said error.
- 11.18 Samsung shall not be liable in any way for any costs, expenses, damages, liability or injury arising out of or in any way connected with the Campaign.
- 11.19 By participating in this Campaign, Customer agrees to release and hold Samsung and its employees, officers, directors, shareholders, agents, representatives, parent companies, affiliates, subsidiaries, licensees, advertising, Campaign, and fulfilment agencies, and legal advisors, harmless from any and all losses, damages, rights, claims and actions of any kind in connection with the Campaign or resulting from acceptance, possession, use or misuse of the Free Gift, or travel to or from any gift-related activity, including without limitation, personal injury, death, and property damage, and claims based on publicity rights, defamation, or invasion of privacy.
- 11.20 In case of any dispute, Samsung reserves the right to make the final decision. Samsung's decision is final and no further correspondence or appeal will be entertained.

- 11.21 During the Campaign Period, Samsung may collect consumers information including personal information in the form of, among others, survey forms, (whether on our own or by appointed service provided) taken during the Campaign. By participating in the Campaign, you agree that the collection of such information will be processed, handled and use in accordance with the Samsung Privacy Policy at <http://www.samsung.com/my/info/privacy.html>.
- 11.22 In the event of inconsistencies between the Terms and Conditions found elsewhere with regard to this Campaign (if any) and the Terms and Conditions herein, the latter shall prevail.
- 11.23 The Terms and Conditions of the Campaign shall be governed by and interpreted in accordance with Malaysian law and the parties submit to the exclusive jurisdiction of the Malaysian courts.

APPENDIX 1
CAMPAIGN PRODUCTS
(Purchase of selected models will be entitled to redeem HBO Go voucher)

Model	Segment	RRP	Entitled for HBO GO worth (RM)
MNA110MS1ACXXM	Micro LED	699,999	209.40
QA98QN90AAKXXM	Neo QLED	49,999	209.40
QA85QN900BKXXM	Neo QLED	49,999	209.40
QA85QN800BKXXM	Neo QLED	33,999	209.40
QA85QN90BAKXXM	Neo QLED	27,299	209.40
QA85QN85BAKXXM	Neo QLED	23,299	209.40
QA85LS03BAKXXM	LTV	19,299	209.40
QA85Q80BAKXXM	QLED	17,299	209.40
QA85Q70BAKXXM	QLED	14,599	209.40
QA85Q65BAKXXM	QLED	13,399	209.40
QA85Q60BAKXXM	QLED	13,299	209.40
QA75QN900BKXXM	Neo QLED	29,999	209.40
QA75QN800BKXXM	Neo QLED	24,999	209.40
QA75QN95BAKXXM	Neo QLED	20,999	209.40
QA75QN85BAKXXM	Neo QLED	14,999	209.40
QA75LS03BAKXXM	LTV	12,999	209.40
QA75Q80BAKXXM	QLED	11,999	209.40
QA75Q70BAKXXM	QLED	10,399	209.40

QA75Q65BAKXXM	QLED	9,299	209.40
QA75Q63BAKXXM	QLED	9,299	209.40
QA75Q60BAKXXM	QLED	9,199	209.40
QA65QN900BKXXM	Neo QLED	22,499	209.40
QA65QN800BKXXM	Neo QLED	17,499	209.40
QA65QN95BAKXXM	Neo QLED	13,899	209.40
QA65QN85BAKXXM	Neo QLED	10,999	209.40
QA65S95BAKXXM	OLED	15,599	209.40
QA65LS03BAKXXM	LTV	9,299	209.40
QA65LS01BAKXXM	LTV	9,299	209.40
QA65Q80BAKXXM	QLED	7,899	209.40
QA65Q70BAKXXM	QLED	6,399	209.40
QA65Q65BAKXXM	QLED	5,499	209.40
QA65Q63BAKXXM	QLED	5,499	209.40
QA65Q60BAKXXM	QLED	5,399	209.40
QA55QN700BKXXM	Neo QLED	12,499	209.40
QA55QN95BAKXXM	Neo QLED	9,599	209.40
QA55QN85BAKXXM	Neo QLED	7,999	209.40
QA55S95BAKXXM	OLED	11,599	209.40
QA55LS03BAKXXM	LTV	6,999	209.40
QA55LS01BAKXXM	LTV	6,999	209.40
QA55Q80BAKXXM	QLED	5,899	209.40
QA55Q70BAKXXM	QLED	4,899	209.40

QA55Q65BAKXXM	QLED	4,499	209.40
QA55Q63BAKXXM	QLED	4,499	209.40
QA55Q60BAKXXM	QLED	4,399	209.40
QA50QN90BAKXXM	Neo QLED	5,999	209.40
QA50LS03BAKXXM	LTV	5,999	209.40
QA50LS01BAKXXM	LTV	5,999	209.40
QA50Q80BAKXXM	LTV	5,499	209.40
QA50Q65BAKXXM	QLED	4,099	209.40
QA50Q63BAKXXM	QLED	4,099	209.40
QA50Q60BAKXXM	QLED	3,999	209.40
QA43LS05BBKXXM	LTV	5,999	209.40
QA43LS03BAKXXM	LTV	4,999	209.40
QA43LS01BAKXXM	LTV	4,999	209.40
QA43Q65BAKXXM	QLED	3,199	209.40
QA43Q60BAKXXM	QLED	3,099	209.40
QA32LS03BBKXXM	LTV	2,999	209.40
SP-LSP9TKAXXM	LTV	39,999	209.40
SP-LSP7TKAXXM	LTV	24,999	209.40
SP-LSP3BLAXXM	LTV (FHD)	4,999	209.40
UA85BU8000KXXM	UHD	11,999	209.40
UA75BU8500KXXM	UHD	8,099	209.40
UA75BU8000KXXM	UHD	7,999	209.40
UA75AU7700KXXM	UHD	7,699	209.40

UA75AU7000KXXM	UHD	7,499	209.40
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Note: Only models that are listed in this table are entitled for the HBO Go E-voucher redemption (6 months subscription).