

Samsung External EPP- Back To School Edu Promotion 2026
Terms and Conditions

1. Introduction

- 1.1 The Samsung External EPP – Back to School Edu Promotion 2026 (“**Promotion**”) is organized by Samsung Malaysia Electronics (SME) Sdn Bhd [Company No. 200301026766(629186-D)] (“**Samsung**”).
- 1.2 The sales transaction in the Promotion is between the Participating Stores (as defined below) 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 terms and conditions 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 Promotion only.
- 1.4 The Promotion is on a first come first served basis, and while stocks last.

2. Promotion Period

- 2.1 The Promotion will run for the period(s) as stated below or while promotion(s) stocks last, whichever is earlier (“**Promotion Period**”)

Promotion Title	Promotion Period
Galaxy S11 Series Promotion	18 June - 30 July 2026
Back to School Exclusive Voucher	18 June – 30 September 2026

- 2.2 Samsung reserves the right to shorten, extend or cancel the Promotion Period at its sole discretion without prior notice.

3. Eligibility

- 3.1 The Promotion is open to all Malaysian Citizens and residents of Malaysia of 18 years old and above (as of above commencement date) with Malaysia Identity Card/valid passport, who are valid Samsung EPP users.
- 3.2 Eligible Customers are as defined herein in relation to the Campaign and/or Promotion.

4. Participating Store (“Dealer”)

Participating Stores	EPP Sites
Samsung External EPP Online Store	epp_education

(Collectively known as the “**Participating Store**”)

5. Promotion Mechanics

5.1 Galaxy S11 Series Promotion

- 5.1.1 Eligible Samsung customer who participate in this Promotion during the relevant Promotion Period will be entitled to enjoy below discount up to 35% off for the purchase of those product in accordance with the terms and conditions set out herein.

SKU	Model	RRP (RM)	Discount (RM)	Promo Price (RM)
SM-X936BZSHXME	Galaxy Tab S11 Ultra 12GB_512GB 5G	7,299.00	35%	4,744.35
SM-X936BZSDXME	Galaxy Tab S11 Ultra 12GB_256GB 5G	6,499.00	35%	4,224.35
SM-X930NZAHXME	Galaxy Tab S11 Ultra 12GB_512GB WIFI	6,799.00	35%	4,419.35

SM-X930NZSDXME	Galaxy Tab S11 Ultra 12GB_256GB WIFI	5,999.00	35%	3,899.35
SM-X736BZAHXME	Galaxy Tab S11 12GB_256GB 5G	4,399.00	30%	3,079.30
SM-X730NZAHXME	Galaxy Tab S11 12GB_256GB WIFI	3,899.00	30%	2,729.30

- 5.1.2 This Promotion is on first come first served basis and while stocks last.
- 5.1.3 Samsung reserves the right to suspend or terminate or cancel the Promotion or change the participating models anytime without any prior notice. Samsung reserves the right to amend the participating models at its sole discretion without prior notice.
- 5.1.4 Unless otherwise stated, this Promotion is not stackable with other ongoing promotions/deals.

5.2 Back To School Exclusive Voucher

- 5.2.1 The 5% Off voucher code will be distributed to eligible customers during the relevant Promotion Period. Customer who received the 5% off voucher code will be eligible for the discount voucher on top of the discounted price of all Samsung Mobile Experience (MX) products except Samsung Galaxy Tab S11 Ultra, S11 and S10+. Customers must key in the voucher code provided at the Checkout Page before completing their purchase in order to enjoy the 5% discount with minimum purchase RM100.

5.2.2 How to enjoy the Promotion:

Step 1:	Log in Samsung EPP account If you do not have a Samsung EPP account, you will need to sign up for one. Your Samsung EPP account must be linked to whitelisted domain or the unique access code provided.
Step 2:	1. Add a minimum of one (1) participating Samsung MX product to cart and meet the minimum spending of RM100. 2. In the cart page, enter a valid 5% off voucher code in the voucher code box and select "Redeem".
Step 3:	Checkout and make payment accordingly

- 5.2.3 Voucher can only be redeemed once.
- 5.2.4 Voucher cannot be used redeem/purchase installation service(s) or Samsung Care+.
- 5.2.5 Voucher is only valid for within the Promotion Period as stated above.
- 5.2.6 Voucher cannot be used for purchases made on Samsung Online Store.
- 5.2.7 Voucher is not applicable to any on-going new product pre-order, product launch program.
- 5.2.8 The voucher code is stackable up to a maximum of 2 promo codes (i.e.: first purchase promo code) in a single transaction and not stackable for with other promo codes and pre-order purchase.
- 5.2.9 Voucher code are strictly not to be published, shared, or distributed on any social media platforms.
- 5.2.10 The Promotion is valid on first come first served basis and while stocks last.
- 5.2.11 Samsung reserves the right to suspend, terminate, cancel or amend the Promotion(s), Promotional Models, free gift(s) and voucher code at any time without any prior notice

5.3 Samsung External EPP Online Store Conduct

Customers must not:

- Request retailers to price match products obtained through the Participating Store; or
- Attempt to resell any products purchased through the Participating Store.

5.4 Publication of Promotions

Customers are prohibited from publishing, sharing, or posting any offers, promotions, or store-related content on any medium, including but not limited to social media platforms, websites, forums, or any other online or offline channels.

6. Payment

- 6.1 Customer acknowledges, understands and agrees that all transactions are between Customer and Dealer 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.
- 6.2 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.
- 6.3 Customer shall pay the full amount for the order directly to Dealer only.

7. Delivery

- 7.1 The fulfilment and delivery of the product is handled by Samsung SDS Malaysia Sdn Bhd ("SDS").
- 7.2 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.
- 7.3 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".
- 7.4 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.
- 7.5 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.

8. Customer's Covenants

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

- 8.1 To submit fraudulent order, false, inaccurate, misleading, defamatory, or libelous information;
- 8.2 To distribute viruses or any other technologies that may harm Samsung, or the interests or property of other users;
- 8.3 To export the unit purchased except in compliance with the export control laws of relevant jurisdictions and in accordance with posted rules and restrictions;
- 8.4 In the event if Samsung suspects or discovers that the Customer is abusing this Promotion 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.

9. Limitation of Liability

- 9.1 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.
- 9.2 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.
- 9.3 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.
- 9.4 Customer shall assume full responsibility in case of any accident, damage or claim resulting from participating in this Promotion.

- 9.5 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.
- 9.6 Warranty of the Promotional 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.

10. General

- 10.1 In the event Customer has queries with regard to this Promotion, please call Samsung Consumer Service at 1-800-88-9999.
- 10.2 By participating in this Promotion, Customer fully and unconditionally agrees to and accepts the Terms and Conditions stated herein and the decisions of Samsung on every aspect of this Promotion shall be final and binding.
- 10.3 This Promotion is not valid in conjunction with other promotions, vouchers or discounts.
- 10.4 All pictures and/or images of the Promotional Products found in any advertising, marketing materials are for illustration purposes only, and actual item or colour may vary.
- 10.5 The indicated price is Recommended Retail Price (RRP). Both RRP and Promo RRP (if any) are subject to change without prior notice.
- 10.6 Free Gift(s), Rebate(s) and E-Voucher(s) if any, are on first come first served basis and while stocks last.
- 10.7 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 promotional offers.
- 10.8 Free Gift(s), Rebate(s) and E-Voucher(s) if any, are only applicable for the purchase made under the Participating Stores during the Promotion Period.
- 10.9 Product display sets purchases, B2B purchases, staff purchases, Customer Retention Program (CRP) purchase are not entitled to any Free Gift(s), Rebate(s) and/or E-Voucher(s).
- 10.10 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.
- 10.11 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.
- 10.12 Samsung reserves the rights to change the Free Gift(s) if any, with products of similar value without any prior notice.
- 10.13 Samsung and/or Dealer reserves 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.
- 10.14 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.
- 10.15 In the event Customer returns the Promotional 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 Promotional Products.
- 10.16 In the event of any electronic, computer, operational and/or technical error affecting the details or pricing or quantity of the product or any promotion 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.
- 10.17 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 Promotion.
- 10.18 By participating in this Promotion, Customer agrees to release and hold Samsung and its employees, officers, directors, shareholders, agents, representatives, parent companies, affiliates, subsidiaries, licensees, advertising, promotion, and fulfilment agencies, and legal advisors, harmless from any and all losses, damages, rights, claims and actions of any kind in connection with the Promotion 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.

- 10.19 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.
- 10.20 During the Promotion 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 Promotion. By participating in the Promotion, 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>.
- 10.21 In the event of inconsistencies between the Terms and Conditions found elsewhere with regard to this Promotion (if any) and the Terms and Conditions herein, the latter shall prevail.
- 10.22 The Terms and Conditions of the Promotion shall be governed by and interpreted in accordance with Malaysian law and the parties submit to the exclusive jurisdiction of the Malaysian courts.