

DA ONE LAUNCH Samsung Reservation+ (SR+)

REDEMPTION PROCESS & FAQs

Promotion Period: 12 March 2025 – 25 March 2025

Redemption Period: 26 March 2025 – 22 April 2025 (also known as “Pre-order Period”)

For redemption of “DA One Launch Samsung Reservation+” (“SR+”) (“the Promotion”), customer who purchased SR+ voucher at SR+ Buy Page or purchased SR+ at Participating Selected Outlet, refer to the frequently asked questions below:

Samsung SR+ FAQ

Q1: What am I buying?

Spend RM 100 to receive a SR+ voucher/invoice/sales order worth RM400 (“SR+ voucher”) between Promotion Period and redeem RM400 towards the purchase of any new promotional products (i.e.: RS90F65ANFME, RS90F65DNFME, RS80F65GNFME and VS90F40DFG/ME) (“Promotional Products”) between Pre-Order Period. RM400 SR+ will be valid until 22 April 2025.

The Offer is redeemable at Samsung Online Stores (<https://www.samsung.com/my> and Samsung Shop App), Endless Aisle (Online EA) and Participating Selected Outlet.

The SR+ voucher can only be redeemed for the purchase of the Promotional Products during the Pre-Order Period. Strictly apply the RM400 SR+ on the Promotional Product only.

Q2: What happens if I don't use the SR+ sent to me?

After the Pre Order Period, the redemption of the SR+ voucher will lapsed. However, customer who purchased in Samsung Online Store and Endless Aisle, the SR+ voucher with original purchase value of RM100 will be valid for used from 23 April 2025 and will expires in 22 July 2025. With the SR+ voucher value of RM100, customer can purchase any refrigerator and vacuum stick products in <https://www.samsung.com/my>.

The SR+ voucher purchased from Participating Selected Outlet is only applicable for purchase of Promotional Products during Pre-Order Period only and not valid after the Pre-Order Period.

Q3: Can I change my mind after purchasing the SR+ voucher?

The RM100 order for SR+ voucher is non-refundable..

Q4: When will I receive my SR+ voucher?

In most cases the SR+ voucher will be received within 24 hours after purchasing the SR+ voucher via Samsung Online Store and Endless Aisle, though delays may occur.

SR+ voucher purchased in Participating Selected Outlet will be received on the spot from the floor sales-person.

Q5: What should I do if I didn't receive the SR+ voucher when purchased via Samsung Online Store and Endless Aisle?

Please check your spam or junk folders for the SR+ voucher email and if it has been more than 72 hours after purchased, please contact our customer service team on 1800-88-9999.

Q6: How do I use my SR+ voucher?

Samsung Online Stores and Endless Aisle (Online EA)

Once you receive your SR+ voucher via email copy it exactly as it is provided including capitalization and dashes then paste this into the 'promo code' field in the cart page during checkout to receive the discount off of the cart total.

Participating Selected Outlet

Customer purchased the SR+ voucher in Participating Selected Outlet. Then customer show the SR+ invoice/sales order to floor sales-person at the point of purchase during checkout to receive the discount off of the total bill.

Q7: What do I do if my SR+ voucher is not working via Samsung Online Store and Endless Aisle?

Please ensure that you have copied the code exactly as it is provided in the email sent to you and that you have not used the SR+ voucher on another purchase.

Should the SR+ voucher still not be working please contact our customer service team on 1800-88-9999.

Q8: Can I use Samsung Rewards points to purchase the SR+ voucher via Samsung Online Store and Endless Aisle?

Samsung Rewards points may not be used to purchase the SR+ voucher, only upfront payment of RM100 will be accepted towards the purchase of the SR+ voucher.