

Samsung Flip Town @ Johor Bahru

Terms and Conditions

1. Introduction

- 1.1. The Samsung Flip Town @ Johor Bahru Event (“**Event**”) is organized by Samsung Malaysia Electronics (SME) Sdn Bhd (“**Samsung**”).
- 1.2. 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 Event only.
- 1.3. The Event is on a first come first served basis, and while stocks last.

2. Event Period

- 2.1. The Event will run for the periods as stated below or while promotional stocks last, whichever is earlier (“**Event Period**”). Samsung shall reserve the right to shorten, extend or cancel the Event Period at its sole discretion without any prior notice.

Location	Promotion	Event Period
Dona Bakehouse (Galaxy Space Hub) 14, Jalan Tan Hiok Nee, Bandar Johor Bahru, 80000 Johor Bahru, Johor	1. Flip Town Sticker 2. Coffee Redemption 3. Limited Edition Galaxy Z Flip5 Phone Case	29 Sep 2023 – 01 Oct 2023 10:00 AM – 5:00 PM
Offee Café 30, Jalan Dhoby, Bandar Johor Bahru, 80000 Johor Bahru, Johor	1. Galaxy Tote Bag 2. chuck’s Mask Giveaway 3. Brand collaboration exclusive merchandise 4. BTS Flipsuit Card Giveaway	

3. Eligibility

- 3.1. The Promotions are open to:
- (a) Malaysian Citizens and residents of Malaysia of 18 years old and above (as of 29 September 2023) based on their Malaysia Identity Card;
 - (b) Customer who fully comply with the “Promotion Mechanism” conditions below.

3.2. Employees, dealers or agents of Samsung or any of its group companies or their families or households or anyone connected to this Promotion are not eligible to participate in this Promotion.

3.3. By participating in this Promotion, each Customer (interchangeably referred to as “Customer”, “You” or “Your”) agrees to be bound by these Terms and Conditions.

4. Promotion Mechanism

4.1. Flip Town Sticker

4.1.1. Walk-in customers at the Event Location will be eligible to redeem Flip Town Sticker by following the steps below:

Step	Description
1	Customers to visit the Galaxy Space Hub at Dona Bakehouse at Jalan Tan Hiok Nee during the Event Period.
2	Customer to proceed to the registration booth to register and follow @GalaxySpaceMY on Instagram in order to redeem Flip Town Sticker.

4.1.2. Galaxy Space Stickers are eligible to all walk-in customers on a first come first serve basis and while stocks last. Samsung reserves right to modify the quantity at its sole discretion, without any prior notice.

4.1.3. Each customer is only eligible for one (1) Galaxy Space Sticker redemption

4.2. Coffee Redemption

4.2.1. Walk-in customers at the Event Location will be eligible to redeem one (1) coffee by following the steps below:

Step	Description
1	Customers to visit the Galaxy Space Hub at Dona Bakehouse at Jalan Tan Hiok Nee during the Event Period.
2	Customer proceed to registration booth at Galaxy Space Hub to register and follow @GalaxySpaceMY on Instagram to receive a mission card.
3	Customer completes the 2 stations on the mission card and upload one (1) photo to social media.
4	Customer to proceed to Dona Bakehouse at Jalan Tan Hiok Nee for coffee redemption upon successful verification by event crew.

4.2.2. The redemption is on a first come first served basis and while stocks last.

4.2.3. Free cup of coffee must be redeemed on the same day as mission card completion. Any redemption thereafter shall not be valid.

4.2.4. Valid for one (1) coffee redemption with one (1) completed mission card only.

4.2.5. Redemption is non-refundable and non-exchangeable for cash whether in part or full.

4.2.6. Products exclusion may apply.

4.2.7. Samsung management reserves the right to replace the redemption item with item(s) of similar value without prior notice.

4.3. Galaxy Space Tote Bag

4.3.1. Walk-in customers at the Event Location will be eligible to redeem one (1) Galaxy Space Tote Bag by following the steps below:

Step	Description
1	Customers to visit the Galaxy Space Hub at Dona Bakehouse at Jalan Tan Hiok Nee during the Event Period.
2	Customer proceed to registration booth at Galaxy Space Hub to register and follow @GalaxySpaceMY on Instagram to receive a mission card.
3	Customer completes the 5 stations on the mission card and upload one (1) photo to social media.
4	Customer to proceed to redemption counter at Offee Café at Jalan Dhoby for Galaxy Space Tote Bag redemption.

4.3.2. The redemption is on a first come first served basis and while stocks last.

4.3.3. Valid for one (1) Galaxy Space Tote Bag redemption per one (1) Customer with one (1) completed mission card only.

4.3.4. Redemption is non-refundable and non-exchangeable for cash whether in part or full.

4.3.5. Samsung management reserves the right to replace the redemption item with item(s) of similar value without prior notice.

4.4. Limited Edition Galaxy Z Flip5 Phone Case

4.4.1. Walk-in customers at the Event Location will be eligible to redeem limited edition Galaxy Z Flip5 Phone Case by following the steps below:

Step	Description
1	Customers to visit the Galaxy Space Hub at Dona Bakehouse at Jalan Tan Hiok Nee during the Event Period.
2	Customer to proceed to registration booth at Galaxy Space Hub to register and follow @GalaxySpaceMY on Instagram.
3	To redeem, customers are required to download redemption voucher from Samsung Members app and present it event crew at redemption counter in Galaxy Space Hub.

4.4.2. Limited Edition Galaxy Z Flip5 Phone Cases are limited to the first two-hundred (200) walk-in customers on a first come first served basis, and while stocks last. Samsung reserves the right to modify the quantity at its sole discretion, without any prior notice.

4.4.3. The redemption voucher is only open to Samsung Galaxy Z Flip5 users.

4.4.4. Each redemption voucher is only eligible for one (1) limited edition Galaxy Z Flip5 phone case redemption.

4.5. Brand Collaboration Exclusive Merchandises

4.5.1. Walk-in customers with selected Samsung mobile devices at the Event Location will be eligible to redeem one (1) exclusive brand collaboration merchandise by following the steps below:

Step	Description
1	Customers to visit the Galaxy Space Hub at Dona Bakehouse at Jalan Tan Hiok Nee during the Event Period.
2	Customer to proceed to the registration booth at Galaxy Space Hub to register and follow @GalaxySpaceMY on Instagram to receive a mission card.

3	To redeem, customer is required to download redemption voucher from Samsung Members app and present their completed mission card (with 4 completed stamps) to event crews.
4	Customer to proceed to redemption counter at Offee Café at Jalan Dhoby to redeem the exclusive brand collaboration merchandise.

4.5.2. The redemption is on a first come first served basis and while stocks last.

4.5.3. The redemption voucher is only open to selected Samsung mobile devices:

- a) Galaxy Z Series
- b) Galaxy S23 Series
- c) Galaxy S23 Series
- d) Galaxy S22 Series
- e) Galaxy S21 Series
- f) Galaxy S20 Series
- g) Galaxy Note20 Series

4.5.4. Valid for one (1) exclusive brand collaboration merchandise redemption of choice with one (1) completed mission card and one (1) redemption voucher only.

4.5.5. Redemption is non-refundable and non-exchangeable for cash whether in part or full.

4.5.6. Samsung management reserves the right to replace the redemption item with item(s) of similar value without prior notice.

4.6. chuck's Mask Giveaway

4.6.1. First forty (40) customers who completed the journey at the Event Location will be eligible to redeem one (1) piece of chuck's mask by following the steps below:

Step	Description
1	Customers to visit the Galaxy Space Hub at Dona Bakehouse at Jalan Tan Hiok Nee during the Event Period.
2	Customer to proceed to the registration booth at Galaxy Space Hub to register and follow @GalaxySpaceMY on Instagram to receive a mission card.
3	To redeem, customer is required to show their completed mission card (with 4 completed stamps) to the event crew.
4	Customer to proceed to redemption counter at Offee Café at Jalan Dhoby to redeem the exclusive brand collaboration merchandise.

4.6.2. The redemption is only valid to first forty (40) customers on a first come first served basis and while stocks last.

4.6.3. Valid for one (1) piece of chuck's mask redemption of choice with one (1) completed mission card only.

4.6.4. Redemption is non-refundable and non-exchangeable for cash whether in part or full.

4.6.5. Samsung management reserves the right to replace the redemption item with item(s) of similar value without prior notice.

4.7. BTS Flipsuit Card Giveaway

4.7.1. Walk-in customers at the Event Location will be eligible to redeem limited edition Galaxy Z Flip5 Limited Edition BTS FlipSuit Card by following the steps below:

Step	Description
1	Customers to visit the Galaxy Space Hub at Dona Bakehouse at Jalan Tan Hiok Nee during the Event Period.
2	Customer to proceed to the registration booth at Galaxy Space Hub to register and follow @GalaxySpaceMY on Instagram to receive a mission card.
3	Customers are required to take photos with BTS backdrop in Offee Café at Jalan Dhoby and upload one (1) photo to social media.
4	To redeem, customers are required to download redemption voucher from Samsung Members app and present the photo taken to event crew for verification.
5	Customer to proceed to redemption counter at Offee Café at Jalan Dhoby to redeem the BTS Flipsuit Card of choice.

4.7.2. The redemption is on a first come first served basis and while stocks last.

4.7.3. The redemption voucher is only open to Samsung Galaxy Z Flip5 users.

4.7.4. Each redemption voucher is only eligible for one (1) BTS Flipsuit Card redemption.

4.7.5. Redemption is non-refundable and non-exchangeable for cash whether in part or full.

4.7.6. Samsung management reserves the right to replace the redemption item with item(s) of similar value without prior notice.

5. Customer's Covenants

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

5.1. To submit fraudulent order, false, inaccurate, misleading, defamatory, or libelous information;

5.2. To distribute viruses or any other technologies that may harm Samsung, or the interests or property of other users;

5.3. To export the unit purchased except in compliance with the export control laws of relevant jurisdictions and in accordance with posted rules and restrictions;

5.4. 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.

6. Limitation of Liability

6.1. 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.

6.2. 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.

6.3. 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.

6.4. Customer shall assume full responsibility in case of any accident, damage or claim resulting from participating in this Promotion.

6.5. 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.

6.6. 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.

7. General

- 7.1. In the event Customer has queries with regard to this Event; please call Samsung Consumer Service at 1-800-88-9999.
- 7.2. By participating in this Event, Customer fully and unconditionally agrees to and accepts the Terms and Conditions stated herein and the decisions of Samsung on every aspect of this Event shall be final and binding.
- 7.3. This Event is not valid in conjunction with other promotions, vouchers or discounts.
- 7.4. All pictures and/or images of the Promotional Products found in any advertising and marketing materials are for illustration purposes only and actual item or colour may vary.
- 7.5. The indicated price is Recommended Retail Price (RRP). Both RRP and Promo RRP (if any) are subject to change without prior notice.
- 7.6. Free Gift(s), Rebate(s) and E-Voucher(s) if any, are on first come first served basis and while stocks last.
- 7.7. 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.
- 7.8. Free Gift(s), Rebate(s) and E-Voucher(s) if any, are only applicable for the purchase made under the Participating Stores during the Event Period.
- 7.9. Product display sets purchases, B2B purchases, staff purchases, EPP purchases, Customer Retention Program (CRP) purchase are not entitled to any Free Gift(s), Rebate(s) and/or E-Voucher(s).
- 7.10. 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.
- 7.11. 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.
- 7.12. Samsung reserves the rights to change the Free Gift(s) if any, with products of similar value without any prior notice.
- 7.13. 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.

- 7.14. 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.
- 7.15. 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.
- 7.16. 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.
- 7.17. 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 Event.
- 7.18. By participating in this Event, Customer agrees to release and hold Samsung and its employees, officers, directors, shareholders, agents, representatives, parent companies, affiliates, subsidiaries, licensees, advertising, promotion, and fulfillment 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.
- 7.19. 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.
- 7.20. During the Event 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>.
- 7.21. 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.

7.22. 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.