

2024 TV and Sound Device Launch Promotion – Samsung Employee Purchase Program

Terms and Conditions

1. Introduction

- 1.1 The 2024 TV and Sound Device Launch Promotion (“**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 Samsung EPP Store – Employee Purchase Programme 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 Promotion only.
- 1.4 The Promotion is on first come first served basis and while stocks last.

2. Promotion Period

- 2.1 The Promotion will run during the promotion period set out below or while promotional stocks last, whichever is earlier (“**Promotion Period**”).

Promotion Title	Promotion Period
2024 TV and Sound Device Launch Promotion	13 May – 30 June 2024

- 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 3 May 2024) with Malaysia Identity Card/ valid passport with access to the Samsung Employee Purchase Program; except Samsung's employees (and their immediate families), its related agencies, retailers and dealers.
- 3.2 Eligible Customers are as defined hereinunder in relation to the Campaign and/or Promotion.

4. Promotion Mechanism

By participating in the Promotion, Customer will be eligible to the following promotion(s):

4.1 2024 TV and Sound Device Launch Promotion

- 4.1.1 Customer who purchase the selected Samsung TV and Sound Device (“Participating Models”) during the relevant Promotion Period will be entitled to the following promotion:

Category	Participating Model	RRP (RM)	Discount	Promo Price (RM)
TV	QA85QN900DKXXM	46,999	25%	35,249.25
TV	QA75QN900DKXXM	30,999	25%	23,249.25
TV	QA85QN800DKXXM	32,999	25%	24,749.25
TV	QA75QN800DKXXM	24,999	25%	18,749.25
TV	QA77S95DAKXXM	32,999	40%	19,799.40
TV	QA65S95DAKXXM	17,999	40%	10,799.40
TV	QA77S90DAEXXM	28,999	25%	21,749.25
TV	QA65S90DAKXXM	15,999	25%	11,999.25
TV	QA98QN90DAKXXM	69,999	25%	52,499.25
TV	QA85QN90DAKXXM	24,999	25%	18,749.25
TV	QA75QN90DAKXXM	15,999	25%	11,999.25
TV	QA65QN90DAKXXM	12,299	25%	9,224.25
TV	QA85QN87DAKXXM	20,999	40%	12,599.40
TV	QA75QN87DAKXXM	13,999	40%	8,399.40
TV	QA65QN87DAKXXM	9,899	40%	5,939.40

TV	QA85QN85DBKXXM	18,599	25%	13,949.25
TV	QA75QN85DBKXXM	11,999	25%	8,999.25
TV	QA65QN85DBKXXM	8,299	25%	6,224.25
TV	QA98Q80CAKXXM	33,999	25%	25,499.25
TV	QA85Q80DAKXXM	15,999	25%	11,999.25
TV	QA75Q80DAKXXM	11,499	25%	8,624.25
TV	QA85Q70DAKXXM	14,199	40%	8,519.40
TV	QA75Q70DAKXXM	10,199	40%	6,119.40
TV	QA65Q70DAKXXM	6,199	40%	3,719.40
TV	QA85Q65DAKXXM	10,999	25%	8,249.25
TV	QA75Q65DAKXXM	6,999	25%	5,249.25
TV	QA85Q60DAKXXM	10,999	25%	8,249.25
TV	QA75Q60DAKXXM	6,799	25%	5,099.25
TV	QA85LS03DAKXXM	19,799	40%	11,879.40
TV	QA75LS03DAKXXM	12,399	40%	7,439.40
TV	QA65LS03DAKXXM	8,399	40%	5,039.40
TV	QA55LS03DAKXXM	6,199	25%	4,649.25
TV	UA98DU9000KXXM	17,999	25%	13,499.25
TV	UA85DU8000KXXM	8,999	25%	6,749.25
TV	UA85DU7000KXXM	8,299	25%	6,224.25
Sound Device	HW-Q990D/XM	6,499	35%	4,224.35
Sound Device	HW-Q930D/XM	4,999	25%	3,749.25
Sound Device	HW-Q800D/XM	3,999	25%	2,999.25
Sound Device	HW-Q700D/XM	2,999	25%	2,249.25
Sound Device	HW-LS60D/XM	1,999	35%	1,299.35

4.2 Free Basic Installation Service

4.2.1 For purchase of the Participating Model(s) during the Promotion Period, Customer will be further entitled to get free basic installation service subject to the following:-

- (a) one-time basic installation will take place at Customer's delivery location as identified in the invoice;
- (b) installation must be completed on the same day as delivery of the Promotional Products (no rescheduling of installation service);
- (c) excludes any optional/add-on services which are strictly matters between the installer and Customer, if any;
- (d) installation hours:
 - Monday to Friday: 10am – 7pm;
 - Saturday: 10am -2pm; excluding Sunday and public holidays.
- (e) coverage area:
 - only selected postcodes in West Malaysia as listed in **Appendix 1**.
 - please note that installation service involving apartment/condominium is subject to the building management's approval (to be secured by the Customer in advance).
- (f) not exchangeable for cash or other gifts/benefits.
- (g) limited units only on first come first served basis and while stocks last.

4.3 Free 2-Year Extended Warranty

4.3.1 During the Promotion Period, eligible Customer who purchased selected TV products as listed in **Appendix 2 ("Participating model")** at Samsung EPP Store – Employee Purchase Programme will be eligible for 2-year extended warranty on top of the existing 2-year warranty, as detailed in **Appendix 2**.

4.3.2 How to enjoy the TV Extended Warranty Campaign

Step 1	Visit the Samsung EPP Store – Employee Purchase Programme.
Step 2	Add any Promotional Product(s) to the cart.
Step 3	2-Year Extended Warranty will automatically be reflected in the cart page.
Step 4	Checkout and make payment accordingly.

4.3.3 Samsung reserves the right to suspend or terminate or cancel or vary the Promotion and Promotional Product(s) at its sole discretion anytime without any prior notice.

4.4 Trade-Up Rebate

4.4.1 For purchase made at Samsung EPP Store – Employee Purchase Programme, Customer will be further entitled to trade-up their old TV and enjoy instant trade-up rebate as listed in below table:

Category	Participating Model	Trade- Up Instant Rebate (RM)
TV	QA85QN900DKXXM	1250
TV	QA75QN900DKXXM	1250
TV	QA85QN800DKXXM	1250
TV	QA75QN800DKXXM	1250
TV	QA77S90DAEXXM	1250
TV	QA65S90DAKXXM	1000
TV	QA98QN90DAKXXM	1250
TV	QA85QN90DAKXXM	1250
TV	QA75QN90DAKXXM	1000
TV	QA65QN90DAKXXM	800
TV	QA85QN85DBKXXM	1000
TV	QA75QN85DBKXXM	800
TV	QA65QN85DBKXXM	600
TV	QA98Q80CAKXXM	1250
TV	QA85Q80DAKXXM	1000
TV	QA75Q80DAKXXM	800
TV	QA85Q65DAKXXM	800
TV	QA75Q65DAKXXM	400
TV	QA85Q60DAKXXM	800
TV	QA75Q60DAKXXM	400
TV	QA55LS03DAKXXM	400
TV	UA98DU9000KXXM	1000
TV	UA85DU8000KXXM	600
TV	UA85DU7000KXXM	600

4.4.2 Trade-up service is only available for selected postcodes in West Malaysia in **Appendix 1**.

4.4.3 How to enjoy Instant Trade-up Rebate:

Step 1	Visit Samsung EPP Store - Employee Purchase Program.
Step 2	Add any Participating Model during the Promotion Period to cart.
Step 3	Select trade-up option and complete the trade-up steps*.
Step 4	Rebate will automatically be reflected in the cart page.
Step 5	Checkout and make payment accordingly.

**Customers must complete the trade-up steps. Where Customers are unable to complete the trade-up steps, it means that Customers are not eligible for the Trade-up Rebate.*

- 4.4.4 Location exclusions may apply.
- 4.4.5 This Promotions is on a first come, first serve basis, while stocks last.
- 4.4.6 Samsung reserves the right to suspend, terminate, cancel the Promotion, or change the Promotional Products anytime without any prior notice.
- 4.4.7 Samsung reserves the right to amend the Promotional Products at its sole discretion without prior notice.

5. Payment

- 5.1 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.
- 5.2 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.
- 5.3 Customer shall pay the full amount for the order directly to Dealer only.

6. Delivery

- 6.1 The fulfilment and delivery of the product is handled by Samsung SDS Malaysia Sdn Bhd ("**SDS**").
- 6.2 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.
- 6.3 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".
- 6.4 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.
- 6.5 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.

7. Customer's Covenants

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

- 7.1 To submit fraudulent order, false, inaccurate, misleading, defamatory, or libelous information;
- 7.2 To distribute viruses or any other technologies that may harm Samsung, or the interests or property of other users;
- 7.3 To export the unit purchased except in compliance with the export control laws of relevant jurisdictions and in accordance with posted rules and restrictions;
- 7.4 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.

8. Limitation of Liability

- 8.1 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.
- 8.2 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.
- 8.3 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.
- 8.4 Customer shall assume full responsibility in case of any accident, damage or claim resulting from participating in this Promotion.

- 8.5 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.
- 8.6 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.

9. General

- 9.1 In the event Customer has queries with regard to this Promotion; please call Samsung Consumer Service at 1-800-88-9999.
- 9.2 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.
- 9.3 This Promotion is not valid in conjunction with other promotions, vouchers or discounts.
- 9.4 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.
- 9.5 The indicated price is Recommended Retail Price (RRP). Both RRP and Promo RRP (if any) are subject to change without prior notice.
- 9.6 Free Gift(s), Rebate(s) and E-Voucher(s) if any, are on first come first served basis and while stocks last.
- 9.7 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.
- 9.8 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.
- 9.9 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).
- 9.10 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.
- 9.11 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.
- 9.12 Samsung reserves the rights to change the Free Gift(s) if any, with products of similar value without any prior notice.
- 9.13 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.
- 9.14 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.
- 9.15 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.
- 9.16 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.
- 9.17 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.
- 9.18 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.

- 9.19 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.
- 9.20 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>.
- 9.21 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.
- 9.22 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.

APPENDIX 1
Installation service Coverage Area
(only selected postcodes in West Malaysia)

Kuala Lumpur
50000, 50050, 50080, 50088, 50100, 50150, 50200, 50250, 50300, 50350, 50400, 50450, 50460, 50470, 50480, 50490, 50500, 50502, 50504, 50505, 50506, 50507, 50508, 50512, 50514, 50515, 50519, 50528, 50529, 50530, 50532, 50534, 50536, 50540, 50544, 50546, 50548, 50550, 50551, 50552, 50554, 50556, 50560, 50562, 50564, 50566, 50568, 50572, 50576, 50578, 50580, 50582, 50586, 50588, 50590, 50592, 50594, 50596, 50598, 50599, 50600, 50603, 50604, 50605, 50608, 50609, 50610, 50612, 50614, 50620, 50621, 50622, 50623, 50626, 50632, 50634, 50636, 50638, 50640, 50642, 50644, 50646, 50648, 50650, 50652, 50653, 50656, 50658, 50660, 50661, 50662, 50664, 50666, 50668, 50670, 50672, 50673, 50676, 50677, 50678, 50680, 50682, 50684, 50688, 50694, 50700, 50702, 50704, 50706, 50708, 50710, 50712, 50714, 50716, 50718, 50720, 50722, 50724, 50726, 50728, 50730, 50732, 50734, 50736, 50738, 50740, 50742, 50744, 50746, 50748, 50750, 50752, 50754, 50758, 50760, 50762, 50764, 50766, 50768, 50770, 50772, 50774, 50776, 50778, 50780, 50782, 50784, 50786, 50788, 50790, 50792, 50794, 50796, 50798, 50800, 50802, 50804, 50806, 50808, 50810, 50812, 50814, 50816, 50818, 50901, 50902, 50903, 50904, 50906, 50907, 50908, 50909, 50910, 50911, 50912, 50913, 50914, 50915, 50916, 50917, 50918, 50919, 50920, 50921, 50922, 50923, 50924, 50925, 50926, 50927, 50928, 50929, 50930, 50931, 50932, 50933, 50934, 50935, 50936, 50937, 50938, 50939, 50940, 50941, 50942, 50943, 50944, 50945, 50946, 50947, 50948, 50949, 50950, 50988, 50989, 50990, 51000, 51100, 51200, 51700, 51990, 52000, 52100, 52200, 53000, 53100, 53200, 53300, 53700, 53800, 53990, 54000, 54100, 54200, 55000, 55100, 55200, 55300, 55700, 55710, 55720, 55900, 55902, 55904, 55906, 55908, 55910, 55912, 55914, 55916, 55918, 55920, 55922, 55924, 55926, 55928, 55930, 55932, 55934, 55990, 56000, 56100, 57000, 57100, 57700, 57990, 58000, 58100, 58200, 58700, 58990, 59000, 59100, 59200, 59700, 59800, 59990, 60000
Selangor
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Pulau Pinang
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Johor

79000, 79100, 79150, 79200, 79250, 79502, 79503, 79504, 79505, 79511, 79513, 79514, 79517, 79518, 79520, 79521, 79523, 79532, 79538, 79540, 79546, 79548, 79550, 79552, 79555, 79570, 79575, 79576, 79592, 79601, 79603, 79605, 79606, 79612, 79626, 79630, 79632, 79646, 79658, 79660, 79680, 79681, 79683, 80000, 80050, 80100, 80150, 80200, 80250, 80300, 80350, 80400, 80500, 80506, 80508, 80516, 80519, 80534, 80536, 80542, 80546, 80558, 80560, 80564, 80568, 80578, 80584, 80586, 80590, 80592, 80594, 80596, 80600, 80604, 80608, 80620, 80622, 80628, 80644, 80648, 80662, 80664, 80668, 80670, 80672, 80673, 80676, 80700, 80710, 80720, 80730, 80900, 80902, 80904, 80906, 80908, 80988, 80990, 81000, 81100, 81200, 81250, 81300, 81310, 81400, 81500, 81550, 81700, 81750, 81800, 82000, 82100, 82200, 82300, 83000, 83050, 83100, 83200, 83300, 83500, 83600, 83700, 84000, 84150, 84300, 84700, 84900, 85400, 86000, 86100, 86400, 86600, 86700, 86007

Perak

30000, 30010, 30020, 30100, 30200, 30250, 30300, 30350, 30450, 31000, 31150, 31200, 31250, 31300, 31350, 31400, 31450, 31500, 31550, 31560, 31600, 31610, 31650, 31700, 31750, 31800, 31850, 31900, 31910, 31950, 32800, 33100, 35300, 35350, 36600, 36750

Putrajaya

62000, 62007, 62050, 62100, 62150, 62200, 62250, 62300, 62502, 62504, 62505, 62506, 62510, 62512, 62514, 62516, 62517, 62518, 62519, 62520, 62522, 62524, 62526, 62527, 62530, 62532, 62536, 62540, 62542, 62546, 62550, 62551, 62570, 62574, 62576, 62582, 62584, 62590, 62592, 62594, 62596, 62602, 62604, 62605, 62606, 62616, 62618, 62620, 62623, 62624, 62628, 62630, 62632, 62648, 62652, 62654, 62662, 62668, 62670, 62674, 62675, 62676, 62677, 62686, 62692, 62988

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Negeri Sembilan
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Terengganu
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APPENDIX 2
Free 2-Year Extended Warranty

Category	Model code	Original Warranty Duration	After Extended Warranty Duration
TV	QA85QN900DKXXM	2 Years	4 Years
TV	QA75QN900DKXXM	2 Years	4 Years
TV	QA85QN800DKXXM	2 Years	4 Years
TV	QA75QN800DKXXM	2 Years	4 Years
TV	QA77S90DAEXXM	2 Years	4 Years
TV	QA65S90DAKXXM	2 Years	4 Years
TV	QA98QN90DAKXXM	2 Years	4 Years
TV	QA85QN90DAKXXM	2 Years	4 Years
TV	QA75QN90DAKXXM	2 Years	4 Years
TV	QA65QN90DAKXXM	2 Years	4 Years
TV	QA85QN85DBKXXM	2 Years	4 Years
TV	QA75QN85DBKXXM	2 Years	4 Years
TV	QA65QN85DBKXXM	2 Years	4 Years
TV	QA98Q80CAKXXM	2 Years	4 Years
TV	QA85Q80DAKXXM	2 Years	4 Years
TV	QA75Q80DAKXXM	2 Years	4 Years
TV	QA85Q65DAKXXM	2 Years	4 Years
TV	QA75Q65DAKXXM	2 Years	4 Years
TV	QA85Q60DAKXXM	2 Years	4 Years
TV	QA75Q60DAKXXM	2 Years	4 Years
TV	QA55LS03DAKXXM	2 Years	4 Years
TV	UA98DU9000KXXM	2 Years	4 Years
TV	UA85DU8000KXXM	2 Years	4 Years
TV	UA85DU7000KXXM	2 Years	4 Years