

Samsung SEP eDM Campaign

Terms and Conditions

1. Introduction

- 1.1 The Samsung SEP eDM Campaign (“**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 periods as stated below or while promotional stocks last, whichever is earlier (“**Promotion Period**”):

Promotion Title	Promotion Period
SEP eDM Campaign	17 th March 2025 – 31 st May 2025

- 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 and above (as of 17th March 2025); except Samsung employees (and their immediate families), its related agencies, retailers and dealers.

4. Participating Stores (“**Dealer**”)

No.	Participating Stores
a.	Samsung Endless Aisle (https://www.samsung.com/my/multistore/my_ea_sep/)
b.	Samsung Online Store (https://www.samsung.com/my)

5. Promotion Mechanism

5.1 Samsung SEP eDM Campaign

- 5.1.1 By Participating in the Promotion, Customer who receives the RM200 voucher via email may redeem the voucher with purchase selected Promotional Product set out in **Appendix 2** herein via Samsung Endless Aisle (EA) platform or Samsung.com.
- 5.1.2 Voucher is only limited to 100 units.

5.1.3 How to enjoy the Promotion in Samsung EA Platform

Step 1	Customer receive initial email with “Get Voucher” button
Step 2	Customer who click the “Get Voucher” button in initial email will automatically receive second email with a voucher code
Step 3	Customer visit Samsung dealers set out in Appendix 1 herein and apply the voucher code at Samsung EA platform to purchase selected Promotional Product set out in Appendix 2 herein

5.1.4 How to enjoy the Promotion in Samsung.com

Step 1	Customer receive initial email with “Get Voucher” button
Step 2	Customer who clicks the “Get Voucher” button in initial email will automatically receive second email with a voucher code
Step 3	Customer apply the voucher code at Samsung.com to purchase selected Samsung product set out in Appendix 2 herein

- 5.2 The Promotional Products and Voucher(s) Redemption are on a first come first served basis, and while stocks last.
- 5.3 Samsung reserves the right to suspend or terminate or cancel the Promotion or change the Promotional Products anytime without any prior notice.
- 5.4 Samsung reserves the right to amend the Promotional Products at its sole discretion without prior notice.

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 and 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, EPP 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.

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Appendix 1

No.	Participating Stores
1	A.E.S SALES & SERVICE @ TAMAN MUTIARA EMAS
2	A.E.S SALES & SERVICE @ PLENTONG

3	BAN HIN BEE @BAYAN BARU, BUKIT JAMBUL
4	BAN HUAT ELECTRICAL SALES & SERVICE @ BAGAN AJAM
5	BM SALES & SERVICES @BATU PAHAT
6	C L KHOON ELECTRONICS@PALM ROAD, KUCHING
7	C. S. E. BEST POINT FURNITURE & ELECTRIC@CHAI LENG PARK
8	CHOP HOCK LEONG @ SUNGAI BESAR
9	DARSON ELECTRONICS @JALAN PENJARA
10	DARSON ELECTRONICS @ TAMAN NUSA BESTARI
11	DARSON ELECTRONICS @ SANDAKAN
12	DESA HOME THEATRE@KEPONG
13	DINOR MARKETING@INDAHPURA, KULAI
14	DINOR MARKETING@TAMAN JOHOR, KEMPAS
15	E.S.H ELECTRICAL SDN BHD@SS2, PETALING JAYA
16	E.S.H ELECTRICAL SDN BHD@EMPIRE SHOPPING GALLERY, SUBANG JAYA
17	E.S.H ELECTRICAL@EKOCHERAS MALL, CHERAS
18	E.S.H ELECTRICAL SDN BHD@ BANGSAR SHOPPING CENTRE
19	ELEKTRONIK KECK SENG @ BUKIT INDAH
20	FOTOCHARLIE @ YONG PENG
21	G-ORANGE HOME MART@TUNJUNG, JALAN KUALA KRAI, KOTA BAHRU
22	G-ORANGE HOME MART SDN. BHD. (KAMPUNG BANGGOL)
23	G-ORANEG MALL GUA MUSANG, Kelantan
24	HENG HENG ELECTRIC@MASJID TANAH
25	HENG HENG ELECTRIC@SUNGAI UDANG
26	HOCK LOONG ELECTRICAL CORPORATION@JALAN PASIR PUTEH, IPOH
27	HWA LIAN TRADING@BATU GAJAH
28	K.H. ENTERPRISE@PELITA COMMERCIAL CENTRE, MIRI
29	KIONG HUO ELECTRICAL@SIBU PAHLAWAN
30	KUAN SING ELECTRICAL@PARK CITY COMMERCIAL SQUARE, BINTULU
31	LAGENDA TECH ELECTRONIC@SG PETANI
32	LIONMAS FURNISHERS@JALAN GENUANG, SEGAMAT
33	LIONMAS FURNISHERS@PLAZA PELANGI
34	LIONMAS FURNISHERS@TAMAN UNGKU TUN AMINAH, SKUDAI
35	LIONMAS FURNISHERS@JALAN RAYA, KULAI
36	LIONMAS FURNISHERS@PONTIAN
37	NANG HONG SALES & SERVICES@AVENUE TAMAN KORPORAT, NILAI
38	NANG HONG SALES & SERVICES@CENTRAL BUSINESS PARK, SEREMBAN 2
39	NANG HONG SALES & SERVICES@JALAN DATO BANDAR TUNGGAL, SEREMBAN
40	NGIE ANN @ KUCHING
41	NGIE ANN TRADING_ ASSAR COMMERCIAL CENTRE
42	ORION ELECTRONIC@LANGKAWI
43	PERABOT SUNGAI RAMBAI@MALACCA TOWN

44	SENG HUAT ELECTRICAL & HOME APPLIANCES@JALAN PAYA KELADI, KUALA TERENGGANU
45	GRAND SIMEE IPOH
46	SIMEES HOME ELECTRIC@MEDAN IPOH
47	SING KWANG ELECTRONIC CENTRE@LABUAN
48	SING KWANG ELECTRONIC CENTRE@PUTATAN, KOTA KINABALU
49	SIONG HOW ELECTRICAL & ELECTRONIC@JALAN MATANG, KUCHING
50	SIONG HOW ELECTRICAL & ELECTRONIC@MJC, KUCHING
51	SS AUDIO SDN BHD_TAMAN MOUNT AUSTIN
52	SS AUDIO SDN BHD@BANDAR PERMAS JAYA, MASAI
53	STY ELECTRIC AUDIO@BATU BARENDAM
54	STY ELECTRIC AUDIO@JALAN MERIAM, MUAR
55	SUPER GALAXY_JALAN DAMAI
56	SUPREME HOME APPLIANCES@BANDAR BARU AMPANG
57	SUPREME HOME APPLIANCES@WANGSA WALK MALL
58	SUPREME HOME APPLIANCES@KEPONG
59	SURIA JERAI ELECTRICAL@ PEKAN SIMPANG KUALA, ALOR SETOR
60	SURAI JERAI @ BANDAR BARU AYER ITAM
61	SYARIKAT ELEKTRIK SIANG@JALAN STATION, BUKIT MERTAJAM
62	SYARIKAT ELEKTRIK SIANG@SIMPANG AMPAT
63	SYARIKAT HIAP HUAT LETRIK@BANDAR INDERAPURA, JERANTUT
64	TBM @3 DAMANSARA, PJ
65	TBM @ TROPICANA GARDENS MALL
66	TANRADIO.COM @KOTA TINGGI
67	TBC ELEKTRIK@KUALA SELANGOR
68	TONG SIN ELECTRIC@KLUANG
69	VISION ELECTRICAL (M) SDN BHD (SHAH ALAM_SEK U3)
70	WAH LEE CHAIN-STORE @ PENANG JELUTONG
71	WAH LEE CHAIN-STORE @ KULIM LANDMARK CENTRAL
72	WENG HING ELECTRONICS@SELAYANG BARU
73	WING MING ELECTRICAL@PORT KLANG
74	XINGLEE ELECTRICAL & HIFI CENTRE@TELUK INTAN

Appendix 2

Product Category	Promotional Products	RRP(RM)
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TV	65" QLED QE1D 4K Smart TV QA65QE1DAKXXM	4,499.00
TV	75" QLED QE1D 4K Smart TV QA75QE1DAKXXM	6,799.00
TV	65" Crystal UHD DUE800 4K Smart TV UA65DUE800KXXM	3,599.00
TV	75" Crystal UHD DUE800 4K Smart TV UA75DUE800KXXM	5,099.00
AV	B-Series Soundbar HW-B650D 3.1 Inch with Sub Woofer HW-B650D/XM	1,499.00
Laundry	13 kg Bespoke AI™ Laundry Front-load Washer WW13BB944DGBFQ	9,498.00
	10 kg Bespoke AI™ Laundry Front-load Dryer DV10BB9440GBFQ	
	BESPOKE Laundry Stacking Kit SKK-SRV/SA	
Laundry	12/7 kg Bespoke AI™ Laundry Front-load Washer Dryer WD12DB8B85GBFQ	5,299.00
Refrigerator	667L Bespoke Refrigerator FDR RF59CB0T08A/ME	7,999.00
Refrigerator	476L Bespoke Refrigerator TMF RT47CB664422ME	3,399.00

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