

# DA ONE LAUNCH PRE ORDER

## REDEMPTION PROCESS & FAQs

Promotion Period: 21 March 2025 – 22 April 2025

Redemption Period: 21 March 2025 – 4 May 2025

For redemption of “CE DA ONE LAUNCH PRE ORDER” (“**the Promotion**”), customer is required to have a Samsung account in order to make redemption at Samsung Redemption Management System. If you have an existing account, please proceed with the redemption submission process. For new customer, please refer to below account registration steps.

### **Samsung Account Registration**

#### **Q1: What is Samsung Redemption Management System?**

Samsung Redemption Management System (“RMS 2.0”) is customer redemption portal for you to submit your redemption claim, keep track on your redemption status and view your redemption history.

Please note that you are required to register a Samsung account in order to proceed with online redemption claim.

#### **Q2: How to register a Samsung account?**

You are required to register a Samsung account in order to proceed online redemption claim. Log on to <https://samsung-redemption.com/customer/#/sasso/MY-unified-52> and click on “Sign up here”. Complete the registration form and you will receive an email notification to complete your account activation. Once the account is successfully activated, you may proceed to log into Samsung Redemption Portal for redemption submission.

#### **Q3: I forgot my ID/password. How do I reset it?**

Go to <https://samsung-redemption.com/customer/#/sasso/MY-unified-52> and click on ‘Find ID or Reset password?’

1. Find ID: The system will prompt you to fill up your information that you filled in during the account registration. System will show your email ID based on the detail(s) provided.
2. Set a password: The system will prompt you to enter your email address to reset password and you will receive email to reset password in the inbox of the email address you entered. Click the ‘Reset Password’ link in the email and you will be taken to the page where you can create a new password. Once you have completed the reset process, you will be able to sign in using your new password.

## **Touch 'n Go ("TnG") Credit Redemption Process**

### **Q4: How to redeem my TNG eWallet credit after purchasing the promotional products?**

TNG eWallet credit redemption shall be done via RMS 2.0 upon the purchase of the selected Promotional Products during the Redemption Period from the participating stores. Please refer to illustration below.

<b>Customer</b>	<b>Promotional Product(s) Purchased</b>	<b>TNG eWallet Credit</b>	<b>Redemption of TNG eWallet Credit</b>
Customer A purchase via <i>Samsung Online Store</i>	1 unit of Bespoke AI Jet Ultra (VS90F40DFG/ME)	TNG eWallet credit worth RM 300	Customer is required to redeem the TNG eWallet credit through RMS 2.0.
Customer B purchase via <i>Participating Selected Outlets</i>	1 unit of FSR (RS80F65GNFME) and 1 unit of 9"LCD (RS90F65DNFME)	TNG eWallet credit worth RM 1,700 (RM 800 + RM 900)	Customer is required to redeem the TNG eWallet credit through RMS 2.0.
Customer C purchase via <i>Samsung Online Store</i>	1 unit of FSR (RS80F65GNFME), 1 unit of 9"LCD (RS90F65DNFME) and 1 unit of Family Hub (RS90F65ANFME)	TNG eWallet credit worth RM 2,700 (RM 800 + RM 900 + RM 1,000)	Customer is required to redeem the free gift(s) and TNG eWallet credit through RMS 2.0.
Customer D purchase via <i>Participating Selected Outlets</i>	1 unit of Bespoke AI Jet Ultra (VS90F40DFG/ME), 1 unit of FSR (RS80F65GNFME), 1 unit of 9"LCD (RS90F65DNFME) and 1 unit of Family Hub (RS90F65ANFME)	TNG eWallet credit worth RM 3,000 (RM 300 + RM 800 + RM 900 + RM 1,000)	Customer is required to redeem the free gift(s) and TNG eWallet credit through RMS 2.0.

\* Please refer to the Terms and Conditions for full eligibility details regarding redemption for TNG eWallet credit.

### **Q5: How do I participate in this promotion?**

Purchase one of the promotional products between 21 March 2025 – 22 April 2025 at any Participating Stores (please refer to T&Cs for the participating stores). You are required to go through the terms and conditions of the Promotion and thereafter, register or sign in to your Samsung Account to submit the redemption form via RMS 2.0. Following your purchase, visit <https://samsung-redemption.com/customer/#/sasso/MY-unified-52> and click "redeem now" to complete the online redemption form and submit within redemption period.

You will need to enter the following information: -

- i. Email
- ii. Store of purchase
- iii. Date of purchase
- iv. Invoice number
- v. Model purchased Serial Number
- vi. Recipient Name
- vii. Delivery Address

- viii. Contact Number
- ix. Identified Number
- x. Upload a copy of Proof of Purchase (the Receipt with Model Code)
- xi. Upload a copy of Product Serial Number
- xii. Letter of authorization (If purchaser is appointing a representative to receive a gift on their behalf, the Letter of Authorization template is downloadable from the system.)

Please refer to the Terms and Conditions for full eligibility details at [Terms and Conditions](#) page.

**Q6: When is the Redemption Period?**

You must complete and submit your redemption form between 21 March 2025 – 4 May 2025. In the event that your submission is incomplete, illegible or incorrect, you will receive a rejection email. You are required to resubmit the redemption request within the Redemption Period to get a new redemption ID. Meantime, the previous submission will be deemed invalid and void.

**Q7: How do I find my product serial number?**

You can find your Digital Appliances (“DA”) Serial Number in the following ways:

- i. Sticker at the back of the product.
- ii. Alternatively, the product serial number can also be found on the sticker outside the packaging box.

**Q8: How do I prepare my Receipt for upload as part of the redemption process?**

- i. Supporting document must be in PDF form or in the form of an image (i.e.: jpg, jpeg or png format). Maximum size of each document is 5MB.
- ii. If you have a scanner, scan your receipt(s) and save to your computer then ready to upload.
- iii. If you do not have a scanner, take a picture with your mobile device and upload the image from your mobile device’s photo library.
- iv. Please ensure all the required details are clearly visible. Blurred or unclear receipt(s) may delay your redemption.

**Q9. Can I submit redemption for multiple purchases under same invoice number?**

You may submit up to maximum of 5 times submission for Promotional Products (i.e.: RS90F65ANFME, RS90F65DNFME, RS80F65GNFME, VS90F40DFG/ME) under the same invoice number provided each submission is for different products’ serial number(s) under the same invoice (i.e. multiple products purchased under one invoice). Please refer to the illustration below.

Customer	Eligible Model (Qty)	Redemption Submission
Customer A	1 unit of Bespoke AI Jet Ultra (VS90F40DFG/ME)	1
Customer B	1 unit of Bespoke AI Jet Ultra (VS90F40DFG/ME) + 1 unit of FSR (RS80F65GNFME) + 1 unit of 9”LCD (RS90F65DNFME) (3 different serial numbers under the same invoice)	3
Customer C	1 unit of Bespoke AI Jet Ultra (VS90F40DFG/ME) + 1 unit of FSR (RS80F65GNFME) + 1 unit of 9”LCD	4

	(RS90F65DNFME) + 1 unit of Family Hub (RS90F65ANFME) (4 different serial numbers under the same invoice)	
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**Q10: I have submitted a redemption form, what happens next?**

- i. An on-screen notification will be displayed confirming that your redemption form has been submitted and you will receive an email detailing your Redemption ID. Please check your email inbox (email address used to log in) for your notification related to this redemption.
- ii. You will receive notification by e-mail and/or phone call to inform you on your successful redemption.
- iii. The TNG eWallet credits will be credited directly into your TNG eWallet account by the Fulfilment Partner based on the mobile number provided. Please ensure the mobile number provided is registered to a valid TNG eWallet account.

**Q11: How do I keep track of my redemption status?**

Please check your email inbox for notification related to this promotion. Alternatively, you can login <https://samsung-redemption.com/customer/#/sasso/MY-unified-52> and click on 'My Account' > 'Redemption History' to check the redemption status.

**Q12: I have entered incorrect details during the redemption process, what should I do?**

If you enter incorrect information at any point during the redemption process, please notify the support team immediately, kindly email the support team at [rms\\_support@samsung.com](mailto:rms_support@samsung.com). Failure to enter correct details may result in your TNG eWallet credit delivery being delayed or your claim being rejected.

**Q13: I have received a rejection email informing me of rejection reason due to Incorrect / Incomplete / Illegible Proof of Purchase, what does this mean?**

Please refer to the email we have sent you, it may be that the proof of purchase or the receipt(s) uploaded is not sufficient to process your claim due to, including but not limited to one or more of the following:

- i. Receipt does not match your redemption information;
- ii. Receipt does not show purchase date, products or retailer that you purchased from;
- iii. Uploaded document is not a receipt; and/or
- iv. Receipt is not legible.

You can login to RMS 2.0 to re-upload the valid and complete copy of receipt(s) by before the last day of Redemption Period, otherwise you will no longer be able to redeem your TNG eWallet credit.