

**DA YEAR END PROMOTION
REDEMPTION PROCESS & FAQs**

Promotion Period: 1 November 2023 to 31 December 2023

Redemption Period: 1 November 2023 to 14 January 2024

For redemption of “**DA YEAR END PROMOTION**”, Customer is required to have an account with Samsung Redemption Portal. If you have an existing account, please proceed with the redemption submission process. For new Customer, please refer to below account registration steps.

Account Registration

Q1: What is Samsung Redemption Portal?

Samsung Redemption is customer redemption portal for you to submit your redemption claim/ contest participation, keep track on your redemption/contest status and view your redemption/contest 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 with online redemption claim. Log on to <https://samsung-redemption.com/customer/#/sasso/MY-gwp-1457> click “redeem now” 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-gwp-1457> click “redeem now” and click on ‘Find ID or Reset password?’

1. Find ID: The system will prompt you to enter your information that you filled in during account registration. System will show your email ID based on the detail provided.
2. Set a password: The system will prompt you to enter your email address for the account that needs to reset password and you will receive a reset email in the inbox of the email account 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.

Premium Gift Redemption Process

Q4: How do I participate in this redemption?

1. Following your purchase, visit <https://samsung-redemption.com/customer/#/sasso/MY-gwp-1457> and click “redeem now” to complete the redemption form and submit within redemption period.
2. 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. Email Address
- viii. Delivery Address
- ix. Contact Number
- x. Identity Card Number
- xi. Upload a copy of Proof of Purchase (the Receipt with Model Code)
- xii. Upload a copy of Product Serial Number
- xiii. Letter of authorization (if necessary)

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

Q5: How long is the Redemption Period? What if there was mistake in my redemption submission?

You must complete and submit your redemption from 1 November 2023 to 14 January 2024. In the event that your submission is incomplete, illegible or incorrect, you will receive a rejection email. You may resubmit your redemption request within the redemption period to get a new redemption ID. In the meantime, the previous submission will be deemed invalid.

Q6: How do I find my product serial number?

You can find your product Serial Number in the following ways:

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

Q7: How do I prepare my receipt for upload as part of the redemption process?

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

Q8: Can I submit redemption for multiple purchases under same invoice number?

You may submit up to 5 redemption submissions under the same invoice number provided each submission is for different product serial number under that 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 fridge	1
Customer B	1 unit of fridge + 1 unit of washing machine + 1 unit of vacuum (3 different serial numbers under the same invoice)	3
Customer C	1 unit of fridge + 1 unit of washing machine + 2 units of vacuum + 3 units of air-conditioner (7 different serial numbers under the same invoice)	Max 5 only

Q9: 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 account 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 on the redemption qualification.

Q10: I have received a rejection email due to incorrect/incomplete/illegible evidence. What does this mean?

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

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

You can login to Samsung Redemption Portal to resubmit the redemption request with a complete copy of the invoice.

Q11: I have qualified for the Free Gift, how do I redeem the Free Gift?

Eligible customer will receive notification by e-mail from the appointed fulfilment partner, Humanomics Sdn Bhd or other fulfilment partner duly appointed by Samsung (collectively “**Fulfilment Partner**”). Customer shall then reply to the Fulfilment Partner’s email to provide the necessary information (including name, contact numbers, email address, delivery address) for the purposes of fulfilment.