

Samsung EPP Double 11 Voucher Campaign

Terms and Conditions

1. Introduction

- 1.1 The Samsung EPP Double 11 Voucher 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
Double 11 - Extra 11% off Promo	10 November 2025 – 13 November 2025
RAC Bundle EPP November Voucher Campaign	10 November 2025 – 13 November 2025
	24 November 2025 – 30 November 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 10 November 2025); except Samsung employees (and their immediate families), its related agencies, retailers and dealers.

4. Participating Stores ("**Dealer**")

No.	Participating Stores
(a)	Samsung Online Store for External EPP Only

5. Promotion Mechanism

By participating in the Promotion, Customer will be eligible for the following promotion(s) below.

5.1 Double 11- Extra 11% off Promo

5.1.1 By participating in the Promotion, customers will be eligible for the Promo Price on the participating models listed in **Appendix 1** ("**Participating Models**") and will be entitled to enjoy additional 11% off with the purchase of eligible model by applying the voucher code provided by Samsung.

5.1.2 How to enjoy the Double 11-Extra 11% off Promo

Step 1	Visit the Samsung Online Store for External EPP.
Step 2	Add any Participating Models in Appendix 1 to the cart.
Step 3	Apply the voucher code " SMARTEPP11 " and proceed to checkout.

Step 4	Discount will automatically be reflected in the cart.
Step 5	Checkout and make payment accordingly.

5.2 RAC Bundle EPP November Voucher Campaign

- 5.2.1 By participating in the Promotion, customers will be eligible for the Promo Price on the participating models listed in **Appendix 2 ("Promotional Products")**.
- 5.2.2 Customer will be entitled to enjoy additional 11% off with the purchase of any 2 or more air conditioners in a single transaction by applying the voucher code.
- 5.2.3 How to enjoy the promotion:

Step 1	Visit the Samsung Online Store for External EPP
Step 2	Add any Promotional Product to the cart and the Promo Price will be automatically reflected. When customer add any 2 units of Promotional Product and above, and apply voucher code " RACEX11 ", additional 11% off will be reflected in the cart.
Step 3	Checkout and make payment accordingly

- 5.3 The Promotional Products are on a first come first served basis, and while stocks last.
- 5.4 Samsung reserves the right to suspend or terminate or cancel the Promotion or change the Promotional Products anytime without any prior notice.
- 5.5 Samsung reserves the right to amend the Promotional Products at its sole discretion without prior notice.
- 5.6 Unless otherwise stated, the respective Promotions are not stackable with other ongoing promotions/deals and voucher

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, 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(s), 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.

Appendix 1
Participating Models

Smartphone List

SKU ID	Product Name	Color	RRP (RM)	Promo Price (RM)	Extra 11% off (RM)	Final Checkout Price (RM)
SM-S928BZKCXME	Galaxy S24 Ultra	TITANIUM BLACK	5,499.00	4,399.20	483.91	3,915.29
SM-S928BZTCXME	Galaxy S24 Ultra	TITANIUM GRAY	5,499.00	4,399.20	483.91	3,915.29
SM-A165FZADXME	Galaxy-A16	GRAY	659.00	527.20	57.99	469.21
SM-A165FZKDXME	Galaxy-A16 LTE	BLACK	659.00	527.20	57.99	469.21
SM-A566BZKSXME	Galaxy-A56 5G	BLACK	1,799.00	1,439.20	158.31	1,280.89
SM-A366BZKQXME	Galaxy-A36 5G	BLACK	1,299.00	1,039.20	114.31	924.89
SM-A266BZKDXME	Galaxy-A26 5G	BLACK	999.00	799.20	87.91	711.29

TV List

Model	Product Name	RRP (RM)	Promo Price (RM)	Extra 11% off (RM)	Final Checkout Price (RM)
QA65QN1EFAKXXM	65" Neo QLED QN1EF 4K Samsung Vision AI Smart TV (2025)	6,199.00	3,719.40	409.13	3310.27
QA55QN1EFAKXXM	55" Neo QLED QN1EF 4K Samsung Vision AI Smart TV (2025)	4,999.00	2,999.40	329.93	2669.47
QA65QN3EFAKXXM	65" Neo QLED QN3EF 4K Samsung Vision AI Smart TV (2025)	8,299.00	4,979.40	547.73	4431.67
QA55QN3EFAKXXM	55" Neo QLED QN3EF 4K Samsung Vision AI Smart TV (2025)	6,499.00	3,899.40	428.93	3470.47
QA85QEF1AKXXM	85" QLED QEF1 4K Samsung Vision AI Smart TV (2025)	9,999.00	5,999.40	659.93	5339.47
QA50QEF1AKXXM	50" QLED QEF1 4K Samsung Vision AI Smart TV (2025)	2,899.00	1,739.40	191.33	1548.07
UA85UE100FKXXM	85" Crystal UHD UE100F 4K Smart TV (2025)	8,899.00	5,339.40	587.33	4752.07
UA75UE100FKXXM	75" Crystal UHD UE100F 4K Smart TV (2025)	4,799.00	2,879.40	316.73	2562.67
UA65UE100FKXXM	65" Crystal UHD UE100F 4K Smart TV (2025)	3,399.00	2,039.40	224.33	1815.07

**Appendix 2:
Promotional Products**

RAC

Product Name	Model code	RRP (RM)	Discount value	Promo Price (RM)
S - Inverter	AR10AYHZBWKNME	1,799.00	40%	1,079.40
S - Inverter	AR13AYHZBWKNME	1,999.00	40%	1,199.40
WindFree™ Deluxe, 1.0HP	AR10BYFAMWKNME	2,239.00	40%	1,343.40
WindFree™ Deluxe, 1.5HP	AR13BYFAMWKNME	2,539.00	40%	1,523.40
WindFree™ Deluxe, 2.0HP	AR18BYFAMWKNME	3,839.00	45%	2,111.45
WindFree™ Deluxe, 2.5HP	AR24BYFAMWKNME	4,339.00	45%	2,386.45
WindFree™ Premium Plus, 1.0HP	AR10BYEAAWKNME	2,639.00	40%	1,583.40
WindFree™ Premium Plus, 1.5HP	AR13BYEAAWKNME	2,939.00	40%	1,763.40
WindFree™ Premium Plus, 2.0HP	AR18BYEAAWKNME	4,239.00	45%	2,331.45
WindFree™ Premium Plus, 2.5HP	AR24BYEAAWKNME	4,839.00	45%	2,661.45
Basic Inverter	AR40F09D0AMNME	1,799.00	45%	989.45
Basic Inverter	AR40F12D0AMNME	2,099.00	45%	1,154.45
Basic Inverter	AR40F18D0AMNME	3,399.00	40%	2,039.40