

Samsung Sound Tower Pre Order Promotion

Terms and Conditions

1. Introduction

- 1.1 The Samsung Sound Tower Pre Order 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 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 period as stated below or while promotional stocks last, whichever is earlier (“**Pre Order Period**”):

Promotion Title	Pre Order Period
Samsung Sound Tower Pre Order Promotion	20 October 2025 – 2 November 2025

- 2.2 Samsung reserves the right to shorten, extend or cancel the Pre Order 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 20 October 2025) with Malaysia Identity Card/valid passport; except Samsung employees (and their immediate families), its related agencies, retailers and dealers.
- 3.2 The Promotion is open to Eligible Customer who purchased the Promotional Product during the Pre Order Period.

4. Participating Stores (“Dealers”)

No.	Participating Stores
a.	Samsung Online Store (https://www.samsung.com/my and Samsung Shop App)
b.	Endless Aisle (Online EA)
c.	Participating Selected Outlet
d.	Samsung Authorized Online Flagship Store (Tiktok, Shopee, and Lazada)

(collectively known as the “**Participating Stores**”)

5. Promotion Mechanism

5.1 Samsung Sound Tower Launch Pre Order

- 5.1.1 Customer who pre-ordered the Promotional Product during the Pre Order Period will be eligible to enjoy the following promotion price and free gift:

Promotional Product	RRP (RM)	Promotion Price (RM)	Free Gift	Free Gift RRP (RM)
MX-ST50F/XM	2,599	2,399	1 unit of 43" Full HD F6000 Smart TV (2025) (UA43F6000FKXXM)	1,699
MX-ST40F/XM	1,699	1,499	1 unit of 32" HD H5000 Smart TV (2025) (UA32H5000FKXXM)	999

5.1.2 Redemption period for the Free Gift starts from 20 October 2025 until 15 December 2025 ("**Redemption Period**"). For the purchase from Participating Selected Outlet, redemption of Free Gift shall be by way of Redemption Process stated in Clause 6 herein below. For purchase made via online platforms (i.e.: Participating Stores a., b. and d., Free Gift will be delivered together with the purchase of Promotional Product. Samsung reserves the right to amend the Redemption Period at any time as they deem fit without prior notice.

5.1.3 The availability of Free Gift is on a first come first served basis, and while stocks last.

5.1.4 Samsung reserves the right to suspend or terminate or cancel the Promotion or change the Promotional Product anytime without any prior notice.

5.1.5 Samsung reserves the right to amend, suspend or terminate or cancel the Free Gift at its sole discretion without prior notice.

5.1.6 For the avoidance of doubt, customer who purchase of Promotional Product during the Pre-Order Period, will be eligible to redeem Samsung Reservation+ (SR+) Voucher from 20 October 2025 until 2 November 2025 in accordance with the terms and condition set out [here](#).

5.2 Samsung Sound Tower Samsung Reservation+ (SR+) Voucher

5.2.1 During the Pre Order Period, the benefits above are stackable with SR+ voucher (worth up to RM200) except for Samsung Authorized Online Flagship Store (Shopee and Lazada) in which SR+ is not applicable therein. The redemption process for SR+ voucher is set out below.

Channel	Redemption Process for SR+ Voucher
Samsung Online Store	1. Visit any Samsung Online Store 2. Add any Promotional Product to the cart in Samsung Online Store during Pre Order Period. 3. Promotion Price will automatically be reflected. For Customer who purchased SR+ voucher and received a unique code to redeem SR+ voucher (worth up to RM200) for Pre Order, please apply the unique voucher code to redeem before check out. Discount will be reflected accordingly. 4. Checkout and make payment accordingly. Note: Customer who purchased the SR+ voucher in Samsung Online Store, the SR+ can only be redeemed the voucher in Samsung Online Store.
Endless Aisle	1. Walk into any Participating Selected Outlet. 2. Dealer will add any Promotional Product to the cart in Endless Aisle during Pre Order Period.

Channel	Redemption Process for SR+ Voucher
	- Promotion Price will automatically be reflected. For Customer who purchased SR+ voucher from dealer to entitle the SR+ voucher (worth up to RM200) for Pre Order, discount of the corresponding SR+ voucher will be deducted from the total bill upon full payment. - Checkout and make payment accordingly. Note: Customer who purchased the SR+ voucher Endless Aisle, the SR+ can only be redeemed the voucher in Endless Aisle.
Participating Selected Outlet	- Walk into any Participating Selected Outlet. - Purchase any of the Promotional Product during Pre Order Period. - Promotion Price will automatically apply. For Customer who purchased SR+ from dealer and received SR+ invoice/sales order to entitle the SR+ (worth up to RM200) for Pre Order, please show the SR+ invoice/sales order to floor salesperson then discount of the corresponding SR+ invoice/sales order will be deducted from the total bill. - Checkout and make payment accordingly. Note: Customer who purchased the SR+ in Participating Selected Outlet, the SR+ can only be redeemed the SR+ in Participating Selected Outlet.

- 5.3 Actual promotion(s) availability is subject to the respective Participating Stores. Customer is advised to check with point of sales to confirm the promotion type and/or availability prior to purchase.
- 5.4 Samsung reserves the right to suspend or terminate or cancel the Promotion or change the Promotional Product anytime without any prior notice.
- 5.5 The promotion(s) are on a first come first served basis, and while stocks last.
- 5.6 Samsung reserves the right to amend the Promotional Product at its sole discretion without prior notice.
- 5.7 Unless otherwise stated, during Pre-Order Period, the Promotion is not stackable with other ongoing promotions/deals.

6. Redemption Process for Free Gift

6.1 How to redeem the Free Gift during the Redemption Period:

Step 1	Go to https://samsung-redemption.com/customer/#!/sasso/MY-unified-316
Step 2	Register/ sign in to your Samsung Account. You will need to enter the following information: - - Email address - Store of purchase - Date of purchase - Invoice number - Model purchased serial number - Recipient name - Malaysia residential delivery address - Contact number - Identity card number - Upload a copy of proof of purchase (the invoice with model code)

	• Upload serial number image • Letter of authorization (If purchaser is appointing a representative to receive a gift on behalf of the purchaser, the Letter of Authorization template is downloadable from the system.)
Step 3	Read & accept the promotion T&C and marketing info
Step 4	Input all necessary purchase information
Step 5	Select corresponding gift(s)
Step 6	Input delivery details
Step 7	Upload documents (eg. product serial number, invoice, sales order (for mass merchant as supporting document etc.) Uploaded document must be a PDF document or in an image format (jpg, jpeg or png format). Maximum size of each document is 5MB. Any documents with unclear details may delay the redemption process. Any submission after the Redemption Period will be void.
Step 8	Double check all information summary and click submit. It is the responsibility of the purchaser to ensure all the details stated in the redemption form is accurate. Each email address/ recipients' name/ recipients' address/ mobile numbers/ invoice can only have a maximum of 5 times submission for Promotional Product, provided all the proof of purchase /receipt is valid. The information stated in the redemption form cannot be changed once is submitted.

- 6.2 Customer will be entitled for the redemption of Free Gift with purchase of eligible Promotional Product(s) from the Participating Stores subject to the terms and conditions above stated.
- 6.3 To be entitled for the Free Gift, Customer must ensure the name of the redemption submitter must be the same as the name of the purchaser of the invoice.
- 6.4 Sales Order (for mass merchant) serves as supporting document for multiple invoices. The sales order and the invoice(s) must be included as a single submission with the same purchase date when submitted.
- 6.5 The Free Gift is not redeemable for cash, not exchangeable, transferable, nor refundable, and cannot be used in conjunction with other promotional offers at the Promotion.
- 6.6 Samsung reserves the right to reject any purchaser/Customer redemption without any prior notice in the event of the following:
- redemption form is incomplete;
 - redemption form exceeds the maximum number of redemption;
 - receipt address is Samsung Partners outlet address;
 - delivery address is incomplete or wrong;
 - redemption form or any redemption documents appear to be fraudulent ;
 - redemption form is not accordance with the terms and conditions;
 - If Samsung believes the redemption is fraud or any irregular transaction or being manipulated in any whatsoever manner.
- 6.7 Samsung shall not be liable for any failure on the part of the Customer who fails to submit and/or resubmit the complete redemption form with all the supporting documents within the stipulated timeline and /or any delay or non-delivery, lost delivery, damaged or stolen Free Gift.
- 6.8 In the event Samsung found or suspected of fraud or any irregular transaction or cheating or hacking or tampering with the redemption process, operation or purchase submission or any violation of any of the Terms and Conditions by the Customer, Samsung reserves the right to request for further documents/information for verification as well as to recover any damages from such Customer to the fullest extent permitted by law.

- 6.9 Samsung reserves the right to cancel, forfeit, withdraw, suspend the title and ownership of Free Gift in the event there is any non-compliance with the terms and condition stated herein and shall recover any damages from such Customer to the fullest extent permitted by law.
- 6.10 Samsung reserves the right to request the original invoice, receipt and/or any supporting documents required from Customer for verification purpose. For the avoidance of doubt, Samsung reserves the right to determine if the supporting documents are sufficiently genuine for the purposes of the approval of the redemption.
- 6.11 Samsung may appoint 3rd party as fulfilment party (collectively **"Fulfilment Party"**). By providing your personal information including name, contact numbers, email address and other information to Samsung, Samsung can use and/or disclose to Fulfilment Party for the purposes of fulfilment (i.e. Sound bar).

7. Pre-Order Collection Period

- 7.1 For pre-order/purchase made during Promotion Period, the collection/delivery period is estimated to be from 20 October 2025 to 31 December 2025, or other timeline as determined by Samsung ("Pre-Order Collection/Delivery Period").
- 7.2 Actual collection/delivery period might differ subject to the stock availability of the respective Participating Stores, & Promotional Product(s) purchased and Free Gift. Customer is advised to check with point of sales on actual collection/delivery date prior or upon purchase of the Promotional Product(s). Free Gift may be delivered separately from the Promotional Product purchased.
- 7.3 In the event the Customer fails to collect the pre-ordered Promotional Product within the periods stated herein, the deposit amount (as stipulated by the relevant Participating Store) will be forfeited and the pre-order shall be null and void. For the avoidance of doubt, Customers will be charged the full amount for and upon pre-orders made through Samsung Online Store and Samsung Authorized Online Flagship Store.
- 7.4 Samsung reserves the right to change the Pre-Order Collection/Delivery Period without prior notice and shall not be liable for any changes to the same.

8. Payment

- 8.1 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.
- 8.2 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.
- 8.3 Customer shall pay the full amount for the order directly to Dealer only.

9. Delivery

- 9.1 The fulfilment and delivery of the product is handled by Samsung SDS Malaysia Sdn Bhd ("SDS").
- 9.2 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.
- 9.3 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".
- 9.4 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.
- 9.5 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.

10. Customer's Covenants

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

- 10.1 To submit fraudulent order, false, inaccurate, misleading, defamatory, or libelous information;
- 10.2 To distribute viruses or any other technologies that may harm Samsung, or the interests or property of other users;
- 10.3 To export the unit purchased except in compliance with the export control laws of relevant jurisdictions and in accordance with posted rules and restrictions;
- 10.4 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.

11. Limitation of Liability

- 11.1 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.
- 11.2 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.
- 11.3 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.
- 11.4 Customer shall assume full responsibility in case of any accident, damage or claim resulting from participating in this Promotion.
- 11.5 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.
- 11.6 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.

12. General

- 12.1 In the event Customer has queries with regard to this Promotion; please call Samsung Consumer Service at 1-800-88-9999.
- 12.2 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.
- 12.3 This Promotion is not valid in conjunction with other promotions, vouchers or discounts.
- 12.4 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.
- 12.5 The indicated price is Recommended Retail Price (RRP). Both RRP and Promo RRP (if any) are subject to change without prior notice.
- 12.6 Free Gift(s), Rebate(s) and E-Voucher(s) if any, are on first come first served basis and while stocks last.
- 12.7 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.
- 12.8 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.
- 12.9 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).
- 12.10 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.

- 12.11 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.
- 12.12 Samsung reserves the rights to change the Free Gift(s) if any, with products of similar value without any prior notice.
- 12.13 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.
- 12.14 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.
- 12.15 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.
- 12.16 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.
- 12.17 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.
- 12.18 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.
- 12.19 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.
- 12.20 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>.
- 12.21 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.
- 12.22 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.