

# TV AV 2024 CNY PROMOTION

## TV AV 2024 CNY PROMOTION REDEMPTION PROCESS & FAQs

Promotion Period: 1 January 2024 – 29 February 2024

Redemption Period: 1 January 2024 – 15 March 2024

For redemption of “TV AV 2024 CNY 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?**

Samsung Redemption is customer redemption portal for you to submit your redemption claim, keep track on your redemption status and view your redemption history.

#### **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-gwp-1433> 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 activated successfully, you may proceed to log into Samsung Redemption.

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

Go to <https://samsung-redemption.com/customer/#/sasso/MY-gwp-1433> 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 account that need to reset password and you will receive 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.

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

### **Q4: What should I do to get my TnG credit after purchasing the TV / AV?**

TnG credit redemption is done through Samsung Redemption System (RMS 2.0) upon the purchase of Promotional TV / AV models. Please refer to illustration below.

<b>Customer</b>	<b>Purchased Promotional Model</b>	<b>Free Gifts</b>	<b>Redemption through</b>
Customer A	1 unit of NEO QLED 8K (QA75QN900CKXXM)	TnG credit worth RM500	Customer to redeem the TnG credit through RMS 2.0.
Customer B purchase through <i>Samsung Online Store, Samsung Authorised Online Store</i>	1 unit of NEO QLED 8K (QA75QN900CKXXM)	TnG credit worth RM500	Customer to redeem the TnG credit through RMS 2.0.
Customer C	1 unit of Q Series Soundbar (HW-Q990C/XM)	TnG credit worth RM300	Customer to redeem the TnG credit through RMS 2.0.
Customer D purchase through <i>Samsung Online Store, Samsung Authorised Online Store</i>	1 unit of Q Series Soundbar (HW-Q990C/XM)	TnG credit worth RM300	Customer to redeem the TnG credit through RMS 2.0.

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

Purchase one of the promotional products between 15 November 2023 – 31 December 2023 at any Participating Stores (please refer to T&C for details of participating stores). You are required to register or sign in to Samsung Account to submit the redemption at RMS system 2.0. Following your purchase, visit <https://samsung-redemption.com/customer/#/sasso/MY-gwp-1433> 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 necessary)

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

**Q6: How long is the Redemption Period?**

You must complete and submit your redemption form between 1 January 2024 – 15 March 2024. 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 to get a new redemption ID. Meantime, the previous submission will be deemed invalid.

**Q7: How do I find my TV / AV Serial number?**

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

- i. Sticker at the back of the TV.
- ii. You can get the TV information from the TV menu. To get the info, press “**Menu**” on your remote control, choose “**Support**” and then choose “**Contact Samsung**”. The information will be displayed. Use arrow up and down key to find the serial number.

**Q8: 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 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 device’s photo library.
- iv. Please ensure all the required details are clearly visible. Blurred or unclear receipt may delay your redemption.

**Q9: I have submitted a redemption form, what happens next?**

- i. An on-screen notification will be displayed confirming your redemption request has been submitted and you will receive an email detailing your Redemption ID.
- ii. Please check your email inbox (email account used to log in) for your notification related to this promotion. You will receive an email notification on validation status and delivery tracking number. Thereafter, your redemption request will be processed by our fulfilment partner within 21 business days from your submission date and free gift will be delivered to you.

**Q10: 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-gwp-1433> and click “redeem now” > click on ‘My Account’ > ‘Redemption History’ to check the redemption status.

**Q11: 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 free gift delivery being delayed or your claim being rejected.

**Q12: 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 (the Receipt) uploaded is not sufficient to process your claim due 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,
- iv. Receipt is not legible.

You can login to Samsung Redemption to re-upload the valid and complete copy of receipt by before the last date of Free Gift redemption period, otherwise you will no longer be able to redeem your free gift.

**Q13: I have qualified for the TnG credit voucher, when should I redeem the voucher?**

The redemption must be completed within 14 working days upon receiving notification by appointed fulfilment party (JCMS Pro Rewards), failing which the redemption will be disqualified.