

Samsung Galaxy S24 Series Pre-Order Campaign

Terms and Conditions

1. Introduction

1.1 The Samsung Galaxy S24 Series Pre-Order Campaign ("**Promotion**") is organized by Samsung Malaysia Electronics (SME) Sdn Bhd ("**Samsung**").

1.1.1 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.

1.1.2 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.

1.1.3 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
a. Pre-Order Campaign	18 January – 6 February 2024
b. Samsung Galaxy S24 Family Purchase with Purchase ("PWP") Eco-System Product Promotion	
c. Samsung Galaxy S24 Series Purchase with Purchase ("PWP") Galaxy Buds Promotion	
d. Samsung Galaxy S24 Series Purchase with Purchase ("PWP") Up to 45% off Branded Mobile Accessories Promotion	
e. Samsung Galaxy S24 Series Purchase with Purchase ("PWP") 30% off Samsung Care+ Promotion	

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 18 January 2024) with Malaysia Identity Card; except Samsung employees (and their immediate families), its related agencies, retailers and dealers.

3.2 Eligible Customers are as defined hereinunder in relation to the Campaign and/or Promotion.

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

Table 1

No.	Participating Stores
a.	Samsung Online Store (https://www.samsung.com/my)
b.	All Samsung Experience Stores (SES)
c.	Selected Samsung Authorized Retailers
d.	All Senheng, Grand Senheng & senQ stores Online stores: https://www.senheng.com.my/ and https://www.senq.com.my/ Senheng & Grand Senheng offline stores: https://www.senheng.com.my/store-locator SenQ offline stores: https://www.senq.com.my/store-locator
e.	All Urban Republic Stores
f.	Selected AEON stores (i.e. AEON Taman Maluri, AEON Ampang Utara2 (AU2), AEON Mid Valley, AEON IOI Mall)
g.	All Best Denki stores
h.	All Courts Malaysia stores
i.	All Harvey Norman stores; (more particularly set out as link below) https://www.harveynorman.com.my/customer-services/store-finder.html
j.	Samsung Authorized Online Flagship Store (Shopee & Lazada)

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

Table 2

Promotion Title	Participating Stores
a. Pre-Order Campaign	All Participating Stores as listed above
b. Samsung Galaxy S24 Family Purchase with Purchase (“PWP”) Eco-System Product Promotion	All Participating Stores as listed above except j
c. Samsung Galaxy S24 Series Purchase with Purchase (“PWP”) Galaxy Buds Promotion	All Participating Stores as listed above except j
d. Samsung Galaxy S24 Series Purchase with Purchase (“PWP”) Up to 45% off Branded Mobile Accessories Promotion	All Participating Stores as listed above except j
e. Samsung Galaxy S24 Series Purchase with Purchase (“PWP”) 30% off Samsung Care+ Promotion	a, b, c, e, f and j (Samsung Authorized Partner-Mobile) only

5. Promotion Mechanism

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

5.1 Samsung Galaxy S24 Series Pre-Order Promotion

5.1.1 By Participating in the Pre-Order Promotion, Customer who purchased or pre-ordered Samsung Galaxy S24 Series (“**Participating Models**”) during the relevant Promotion Period will be entitled to redeem the following exclusive gifts (“**Pre-Order Gifts**”).

5.1.2 Pre-Order Gifts (s) are subject to channels as listed below:

Channel	Participating Models	RRP (RM)	Pre-Order Gifts	Units
Samsung Online Store	Galaxy S24 512GB	4,599	RM500 off RRP	29,818
	Galaxy S24+ 512GB	5,399		
	Galaxy S24 Ultra 512GB	6,799	Samsung.com e-Voucher ("Pre-Order e-voucher") worth RM500	
	Galaxy S24 Ultra 1TB	7,799		
Others	Galaxy S24 512GB	4,599	RM500 off RRP	
	Galaxy S24+ 512GB	5,399		
	Galaxy S24 Ultra 512GB	6,799	FREE Galaxy Buds2 Pro worth RM549	
	Galaxy S24 Ultra 1TB	7,799		

- 5.1.3 This Promotion is limited to the units stated above, on a first come, first serve basis.
- 5.1.4 All exclusive gifts are available for collection or delivery, together with the purchased Participating Model(s) on a first come first served basis, and while stocks last.
- 5.1.5 Free gift(s) / 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 of the free gifts prior to purchase.
- 5.1.6 Pre-order Gifts are stackable with ROI discount.
- 5.1.7 The following are the steps for Pre-Order e-voucher redemption for pre-order Customers who choose to pre-order the Participating Models on **Samsung Online Store**:

Step 1: During purchase of the pre-order device	Customer will be redirected to a product add-on page after selecting the Participating Model(s).
Step 2: Select an Eligible Device	Select the desired products within the list below and add them to cart to begin the ordering process. a. Galaxy Tab Series b. Galaxy Watch Series c. Galaxy Buds Series d. Samsung Branded Mobile Accessories
Step 3: Make payment for the order	The Pre-Order e-voucher value will be deducted automatically from the total order value at the checkout page. Note: For the avoidance of doubt, the Pre-Order e-voucher value only applies to the add-on items. The Pre-Order e-voucher value cannot be applied to the Participating Models. Further note that: a. The balance credit of the e-voucher will not be refunded or re-usable for the next purchase in the event that the total cost of the purchased item is lower than the total e-voucher value.

	b. Customer is required to pay the balance payment if the value of the purchased item exceeds the e-voucher value. You will be directed to iPay88's website to make payment for the pre-order. You will be required to make full payment for the pre-order. Upon successful payment, you will receive an e-Receipt from iPay88 indicating that payment has been made, and an Order Confirmation e-mail from Samsung. Any payment made is not refundable and not transferrable.
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5.2 Samsung Galaxy S24 Series Purchase with Purchase (“PWP”) Eco-System Product Promo

5.2.1 Customers will be entitled to purchase up to a maximum of two (2) units of selected Samsung Eco-System Product (“**PWP Eco Product**”) with up to RM700 discount with every purchase of one (1) unit of the Samsung Galaxy S24 Series during the Promotion Period:

Table 1

Participating Models	PWP Wearables	Discount Value (RM)
Samsung Galaxy S24 Series	1 st PWP item (select a product from Table 2)	200
	2 nd PWP item (select a product from Table 2)	500
	Note: 2nd PWP item cannot be from the same category with 1st PWP item.	

Table 2

Category	Model Code	PWP Eco Product	RRP (RM)
A	SM-R920	Galaxy Watch5 Pro BT	1,599
	SM-R925	Galaxy Watch5 Pro LTE	1,899
	SM-R930	Galaxy Watch6 40mm BT	1,099
	SM-R935	Galaxy Watch6 40mm LTE	1,399
	SM-R940	Galaxy Watch6 44mm BT	1,199
	SM-R945	Galaxy Watch6 44mm LTE	1,499
	SM-R950	Galaxy Watch6 Classic 43mm BT	1,399
	SM-R955	Galaxy Watch6 Classic 43mm LTE	1,699
	SM-R960	Galaxy Watch6 Classic 47mm BT	1,499
	SM-R965	Galaxy Watch6 Classic 47mm LTE	1,799
B	SM-X510	Galaxy Tab S9 FE WIFI (6+128GB)	2,099
	SM-X516	Galaxy Tab S9 FE 5G (6+128GB)	2,699
	SM-X510	Galaxy Tab S9 FE WIFI (8+256GB)	2,399
	SM-X516	Galaxy Tab S9 FE 5G (8+256GB)	2,999

SM-X610	Galaxy Tab S9 FE+ WIFI (8+128GB)	2,799
SM-X616	Galaxy Tab S9 FE+ 5G (8+128GB)	3,399
SM-X610	Galaxy Tab S9 FE+ WIFI (12+256GB)	3,099
SM-X616	Galaxy Tab S9 FE+ 5G (12+256GB)	3,699
SM-X710	Galaxy Tab S9 WIFI (12+128GB)	3,699
SM-X716	Galaxy Tab S9 5G (12+128GB)	4,349
SM-X710	Galaxy Tab S9 WIFI (12+256GB)	4,199
SM-X716	Galaxy Tab S9 5G (12+256GB)	4,849
SM-X810	Galaxy Tab S9+ WIFI (12+256GB)	4,599
SM-X816	Galaxy Tab S9+ 5G (12+256GB)	5,249
SM-X810	Galaxy Tab S9+ WIFI (12+512GB)	5,199
SM-X816	Galaxy Tab S9+ 5G (12+512GB)	5,849
SM-X910	Galaxy Tab S9 Ultra WIFI(12+256GB)	5,999
SM-X916	Galaxy Tab S9 Ultra 5G (12+256GB)	6,649
SM-X910	Galaxy Tab S9 Ultra WIFI(12+512GB)	6,499
SM-X916	Galaxy Tab S9 Ultra 5G (12+512GB)	7,149

5.2.2 Journey to enjoy PWP promotion:

In-Store Purchase:

Step 1: Purchase Galaxy S24 Series	Customer walks into the Participating Store to purchase any unit of Samsung Galaxy S24 Series.
Step 2: Purchase PWP Items	Customer is entitled to enjoy PWP of selected Samsung Eco-System Product (maximum 2 units) <i>Note: Participating Model(s) and PWP item(s) must be in a single receipt/transaction.</i>

Samsung Online Store purchase:

Step 1: Visit to Samsung Online Store	Visit the Samsung Online Store (www.samsung.com.my)
Step 2: Purchase Galaxy S24 Series	Add any of the Samsung Galaxy S24 Series into your cart.
Step 3: Apply PWP Items	Add a maximum of two (2) units of selected Samsung Eco-System product to the cart and the promo will be applied automatically <i>Note: Participating Model(s) and PWP item(s) must be in a single receipt/transaction.</i>
Step 4:	Checkout and make payment accordingly

Checkout and make payment	
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- 5.2.3 This PWP Promotion is limited to the first 15,540 Customers nationwide.
- 5.2.4 The 2nd PWP item discount will only apply when Customer adds into cart the second PWP item from a different category (refer to Table 2) from the 1st PWP item.
- 5.2.5 The PWP Promotion is on a first come first served basis, and while stocks last.
- 5.2.6 This Promotion is not stackable with any existing Galaxy Tab and/or Galaxy Watch promotion(s).
- 5.2.7 Subject to the above, this promotion is stackable with all other promotions **under this Campaign**.
- 5.2.8 Samsung reserves the right to suspend, terminate, cancel the Promotion, or change the Promotional Products anytime without any prior notice.
- 5.2.9 Samsung reserves the right to amend the Promotional Products at its sole discretion without prior notice.

5.3 Samsung Galaxy S24 Family Purchase with Purchase (“PWP”) Galaxy Buds Promotion

- 5.3.1 Customers will be entitled to purchase a maximum of one (1) unit of selected Galaxy Buds with RM100 discount with every purchase of one (1) unit of the Samsung Galaxy S24 Series during the Promotion Period:

Participating Models	PWP Buds	Discount (RM)	RRP (RM)	PWP Price after discount (RM)
Samsung Galaxy S24 Series	Galaxy Buds FE	100	399	299
	Galaxy Buds2		499	399

- 5.3.2 Journey to enjoy PWP promotion:

In-Store Purchase:

Step 1: Purchase Galaxy S24 Series	Customer walks into the Participating Store to purchase a unit of Samsung Galaxy S24 Series.
Step 2: Purchase PWP Items	Customer is entitled to enjoy PWP of selected Samsung Buds Product (maximum 1 unit) <i>Note: Participating Model(s) and PWP item(s) must be in a single receipt/transaction.</i>

Samsung Online Store purchase:

Step 1: Visit to Samsung Online Store	Visit the Samsung Online Store (www.samsung.com.my)
Step 2: Purchase Galaxy S24 Series	Add any of the Samsung Galaxy S24 Series into your cart

Step 3: Apply PWP Items	Add a maximum of one (1) unit of selected Galaxy Buds to the cart and the promo will be applied automatically <i>Note: Participating Model(s) and PWP item(s) must be in a single receipt/transaction.</i>
Step 4: Checkout and make payment	Checkout and make payment accordingly

- 5.3.3 This PWP Promotion is limited to the first **6,270** Customers nationwide.
- 5.3.4 The PWP Promotion is on a first come first served basis, and while stocks last.
- 5.3.5 This Promotion is not stackable with any existing Galaxy Buds FE promotion(s).
- 5.3.6 Subject to the above, this promotion is stackable with all other promotions **under this Campaign**.
- 5.3.7 Samsung reserves the right to suspend, terminate, cancel the Promotion, or change the Promotional Products anytime without any prior notice.
- 5.3.8 Samsung reserves the right to amend the Promotional Products at its sole discretion without prior notice.

5.4 Samsung Galaxy S24 Series Purchase with Purchase (“PWP”) Up to 45% off Branded Mobile Accessories Promotion

- 5.4.1 Customers will be entitled to purchase up to a maximum of two (2) units of selected Samsung Branded Mobile Accessories (“**PWP Accessories**”) at up to 45% discount with every purchase of one (1) unit of the Samsung Galaxy S24 Series during the Promotion Period:

Participating Models	PWP Accessories	RRP (RM)	PWP Price (RM)
Samsung Galaxy S24 Series	Standing Grip Case	189	132.30
	Flipsuit Case	179	99.00
	Silicone Case	109	76.30
	Screen Protector	99	69.30
	Clear Gadget Case	199	139.30
	Smart View Wallet Case	189	132.30
	Vegan Leather Case	219	153.30
	Clear Case	99	69.30
	Shield Case	189	132.30
	S Pen	229	160.30
	Flipsuit Card	69	41.40
	Artist Collab Case	189	119.00
	Galaxy SmartTag2	149	104.30
	Galaxy SmartTag2 (4 Pack)	499	349.30
	15W Power Adapter (without Cable)	59	41.30
	15W Power Adapter (with Cable)	89	62.30

	25W Power Adapter (without Cable) EP-T2510	89	62.30
	25W Power Adapter (with Cable) EP-T2510	139	97.30
	25W Power Adapter (without Cable) EP-TA800	79	55.30
	25W Power Adapter (with Cable) EP-TA800	129	90.30
	Adapter 35W (without Cable)	99	69.30
	Adapter 45W (with Cable)	199	139.30
	Adapter 65W (without Cable)	249	174.30

5.4.2 Journey to enjoy PWP promotion:

In-Store Purchase:

Step 1: Purchase Galaxy S24 Series	Customer walks into the Participating Store to purchase a unit of Samsung Galaxy S24 Series
Step 2: Purchase PWP Items	Customer is entitled to enjoy PWP of selected Samsung Branded Mobile Accessories (maximum 2 units) <i>Note: Participating Model(s) and PWP item(s) must be in a single receipt/transaction.</i>

Samsung Online Store purchase:

Step 1: Visit to Samsung Online Store	Visit the Samsung Online Store (www.samsung.com.my)
Step 2: Purchase Galaxy S24 Series	Add any of Samsung Galaxy S24 Series to the cart
Step 3: Apply PWP Items	Add a maximum of two (2) units of selected Samsung Branded Mobile Accessories to the cart and promotion price will be applied automatically. <i>Note: Participating Model(s) and PWP item(s) must be in a single receipt/transaction.</i>
Step 4: Checkout and make payment	Checkout and make payment accordingly

5.4.3 This PWP Promotion is limited to the first 17,000 Customers nationwide.

5.4.4 The PWP Promotion is on a first come first served basis, and while stocks last.

- 5.4.5 Unless stated otherwise, this promotion is stackable with all other promotions under this Campaign.
- 5.4.6 Samsung reserves the right to suspend, terminate, cancel the Promotion, or change the Promotional Products anytime without any prior notice.
- 5.4.7 Samsung reserves the right to amend the Promotional Products at its sole discretion without prior notice.

5.5 Samsung Galaxy S24 Series Purchase with Purchase (“PWP”) 30% off Samsung Care+ Promotion

5.5.1 Customers will be entitled to purchase maximum one (1) Samsung Care+ Participating Products at 30% discount with every purchase of one (1) unit of the Participating Models during the Promotion Period.

5.5.2 The discounted Price List is as per below :

Model Name	Model Code	Samsung Care+ Participating Products			
		1 year accidental & liquid damage with device support service		2 years accidental & liquid damage and extended warranty with device support service	
		RRP (RM)	RRP after 30% off (RM)	RRP (RM)	RRP after 30% off (RM)
Galaxy S24	SM-S921B	369.00	258.30	659.00	461.30
Galaxy S24+	SM-S926B				
Galaxy S24 Ultra	SM-S928B				

5.5.3 Journey to enjoy PWP Promotion :

Step 1: Purchase Participating Models	Customer purchase the preferred Participating Models from: a. Samsung Online Store: Visit Samsung Online Store https://www.samsung.com/my/mobile/ and add the Participating Models to cart. b. In-Store Purchase: Walk-in to Participating Stores and purchase the Participating Models.
Step 2: Purchase Samsung Care+ Participating Product	Customer purchase the Samsung Care+ Participating Product with 30% discount: a. Samsung Online Store: Upon Step 1(a), select the Samsung Care+ Participating Product. Check out both selected Participating Models and Samsung Care+ Participating Product in the same transaction and make payment. b. Samsung Online Portal: Visit https://shop.samsung.com/my/samsung-care-standalone , key in your IMEI, select the Samsung Care+ Participating Product. Once confirmed, check out and make payment. c. In-Store Purchase: Walk-in to Participating Stores and purchase.
	Note :

	• One (1) device IMEI valid for one (1) Samsung Care+ Participating Product only. Samsung Care+ must be purchased within 30 days of your device activation. • If you wish to purchase Samsung Care+ after purchasing the Participating Models, kindly purchase it from Samsung Online Portal at https://shop.samsung.com/my/samsung-care-standalone. Refer Step 2 (b).
Step 3: Samsung Care+ registration	Samsung Care+ will be activated based on the purchase from : a. Samsung Online Store: automatically upon device ship-out; or b. Samsung Care+ Online Portal: automatically upon order status “Completed”; or a. In-Store Purchase: Staff from Participating Stores perform registration via Samsung Care+ Retail Portal on behalf of Customer during Samsung Care+ Participating Product purchase date.
Step 4: Samsung Care+ Subscription	Customer will receive an SMS and email confirmation within seven (7) working days upon Samsung Care+ activated. Customer can login to Samsung Members app within fourteen (14) days to check the details upon successful registration. Samsung Care+ plan will be effective on the registration date.

5.5.4 The Promotional Products are on a first come first served basis, and while stocks last.

5.5.5 Unless stated otherwise, this promotion is stackable with all other promotions under this Campaign.

6 Pre-Order Collection Period

6.1 The Pre-Order Collection Period for purchases made during Promotion Period is from 7 February to 29 February 2024. Pre-Order Collection Period is subject to change.

6.2 Actual collection date might differ subject to the stock availability of the respective Participating Stores & Participating Model purchased. Customer is advised to check with point of sales on actual collection date prior or upon purchase of the Participating Model(s).

6.3 In the event the Customer fails to collect the Pre-Ordered Participating Model within the periods stated herein, the deposit amount (as stipulated by the relevant Participating Store) will be forfeited and the pre-order shall be declared null and void. For the avoidance of doubt, Customers will be charged the full amount for and upon pre-orders made through the Samsung Online Store.

6.4 Samsung reserves the right to change the Pre-Order Collection or Delivery Period without prior notice and shall not be liable for any changes to the Pre-Order Collection or Delivery Period.

7 Payment

7.1 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.

- 7.2 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.
- 7.3 Customer shall pay the full amount for the order directly to Dealer only.

8 Delivery

- 8.1 The fulfilment and delivery of the product is handled by Samsung SDS Malaysia Sdn Bhd ("SDS").
- 8.2 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.
- 8.3 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".
- 8.4 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.
- 8.5 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.

9 Customer's Covenants

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

- 9.1 To submit fraudulent order, false, inaccurate, misleading, defamatory, or libelous information;
- 9.2 To distribute viruses or any other technologies that may harm Samsung, or the interests or property of other users;
- 9.3 To export the unit purchased except in compliance with the export control laws of relevant jurisdictions and in accordance with posted rules and restrictions;
- 9.4 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.

10 Limitation of Liability

- 10.1 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.
- 10.2 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.

- 10.3 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.
- 10.4 Customer shall assume full responsibility in case of any accident, damage or claim resulting from participating in this Promotion.
- 10.5 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.
- 10.6 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.

11 General

- 11.1 In the event Customer has queries with regard to this Promotion; please call Samsung Consumer Service at 1-800-88-9999.
- 11.2 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.
- 11.3 This Promotion is not valid in conjunction with other promotions, vouchers or discounts.
- 11.4 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.
- 11.5 The indicated price is Recommended Retail Price (RRP). Both RRP and Promo RRP (if any) are subject to change without prior notice.
- 11.6 Free Gift(s), Rebate(s) and E-Voucher(s) if any, are on first come first served basis and while stocks last.
- 11.7 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.
- 11.8 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.
- 11.9 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).
- 11.10 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.
- 11.11 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.
- 11.12 Samsung reserves the rights to change the Free Gift(s) if any, with products of similar value without any prior notice.

- 11.13 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.
- 11.14 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.
- 11.15 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.
- 11.16 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.
- 11.17 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.
- 11.18 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.
- 11.19 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.
- 11.20 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>.
- 11.21 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.
- 11.22 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.