

2025 Smart Monitor Launch Campaign

Terms and Conditions

1. Introduction

- 1.1 The 2025 Smart Monitor Launch 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
Hand-raiser for 2025 Smart Monitor	1 June 2025 - 14 June 2025
Samsung Registration + (SR+) Voucher for 2025 Smart Monitor	1 June 2025 – 14 June 2025
Pre Order for 2025 Smart Monitor	15 June 2025 - 30 June 2025
Launch for 2025 Smart Monitor	1 July 2025 - 15 July 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 the commencement date of the respective Promotion Period above) with Malaysia Identity Card/valid passport; except Samsung employees (and their immediate families), its related agencies, retailers and dealers.

4. Participating Stores ("Dealer")

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

(collectively known as the "**Participating Stores**").

5. Promotion Mechanism

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

5.1 Hand-raiser for 2025 Odyssey Monitors

- 5.1.1 Customer who registers interest (by completing and submitting the online hand raiser form during the Promotion Period) will be eligible to receive a generic code to redeem Hand-Raiser Voucher.

- 5.1.2 Redemption of the Hand-Raiser Voucher is only valid from 15 June 2025 - 30 June 2025 (“**Redemption Period**” or “**Pre Order Period**”). Hand-raiser Voucher is redeemable at Samsung Online Store or Samsung Authorized Online Flagship Store only.
- 5.1.3 Each Customer is only eligible to redeem one (1) Hand-Raiser Voucher during the Redemption Period.
- 5.1.4 The Hand Raiser Voucher is only valid for pre-order of the new promotional products listed below (“**Promotional Products**”) during the Pre Order Period, details as set out below:

Promotional Products	Value of Hand-Raiser Voucher
LS32FM902SEXXS	RM200
LS32FM803UEXXS	RM200
LS43FM702UEXXS	RM200
LS32FM701UEXXS	RM200
LS32FM700UEXXS	RM200

5.1.5 How to enjoy **Hand-raiser (HR) for 2025 Smart Monitor**

Step 1	Register interest by completing and submitting the online hand-raiser form.
Step 2	Customer will receive Hand-Raiser Voucher via email.
Step 2	Add any “Promotional Products” to the cart in Samsung Online Store or Samsung Authorized Online Flagship Store during Promotional Period.
Step 3	Insert the Hand-Raiser Voucher code during check out. Checkout and make payment accordingly.

- 5.1.6 The Hand Raiser Voucher is not exchangeable for cash, not transferable, nor refundable, and cannot be used in conjunction with other promotional offers.
- 5.1.7 By registering interest, Customer agrees to receive marketing communication from Samsung regarding the Hand Raiser Voucher.

5.2 **Samsung Registration + (SR+) Voucher (Applicable for Samsung Online Store only)**

- 5.2.1 With purchase of RM100 SR+ Voucher from Samsung Online Store during the relevant Promotion Period, customer will be entitled up to RM500 voucher to purchase Promotion Product during the Pre Order Period.
- 5.2.2 During the Pre Order Period, the benefit below is stackable with either HR voucher (worth RM200) or **SR+ voucher (RM200-RM500)** or both together at Samsung Online Store only.
- 5.2.3 The value of SR+ voucher for each Promotional Product is listed as below:

Promotional Product	Value of SR+ Voucher
LS32FM902SEXXS	RM500
LS32FM803UEXXS	RM300
LS43FM702UEXXS	RM300
LS32FM701UEXXS	RM200
LS32FM700UEXXS	RM200

- 5.2.4 The redemption process for HR voucher and/or SR+ voucher for the purchase made in **Samsung Online Store** are set out below:

Step 1	Visit Samsung Online Store.
Step 2	Add any “Promotional Products” to the cart in Samsung Online Store during Pre Order Period.
Step 3	<p>(a) (Without HR voucher code and SR+ voucher code): Discount will automatically be reflected.</p> <p>(b) (With HR voucher code only): For Customer who registered interest and received a generic code to redeem the HR voucher (worth RM200) for Pre Order, please apply the generic code to redeem before check out. Discount will be reflected accordingly.</p>

	<p>(c) (With SR+ voucher code only): For Customer who purchased SR+ voucher from Samsung Online Store and received a unique code to redeem SR+ voucher (worth RM200-RM500) for Pre Order, please apply the unique voucher code to redeem before check out. Discount will be reflected accordingly.</p> <p>(d) (With HR voucher code and SR+ voucher code): Customer who registered interest and received a generic code to redeem the HR voucher (worth RM200) and also purchased SR+ voucher and received a unique code to redeem SR+ voucher (worth RM200-RM500) for Pre Order, please apply the both generic code and unique voucher code to redeem before check out. Discount will be reflected accordingly.</p>
Step 4	Checkout and make payment accordingly.

5.2 Pre Order for 2025 Smart Monitor

5.2.1 On top of the Hand-raiser voucher and/or SR+ voucher (if applicable), Customer who pre-ordered the Promotional Product during the Pre Order Period at the Participating Stores will be eligible to redeem a free 3rd party stand worth RM799 ("**Free Gift**") via Samsung Redemption Portal with the redemption process set out in Clause 5.4 hereinbelow.

5.3 Launch for 2025 Smart Monitor

5.3.1 Customer who purchases the Promotional Products during the relevant Promotion Period at the Participating Stores will be eligible to redeem a Free Gift via Samsung Redemption Portal with the redemption process set out in Clause 5.4 hereinbelow.

5.4 Redemption Process for Free Gift

Step 1	Go to – https://samsung-redemption.com/customer/#!/sasso/MY-unified-127
Step 2	<p>Register/ sign in to your Samsung Account. You will need to enter the following information: -</p> <ul style="list-style-type: none"> • Email • Store of purchase • Date of purchase • Invoice number • Model purchased serial number • Recipient name • Email address • Delivery address • Contact number (Must be eligible TNG account if redeeming TNG eWallet credit) • Identity card number • Upload a copy of proof of purchase (the receipt 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	<p>Upload documents (eg. product serial number, invoice, sales order (for mass merchant as supporting document etc.)</p> <p>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</p>

	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 provided all the proof of purchase /receipt is valid. The information stated in the redemption form cannot be changed once is submitted.

- 5.5 Free Gift is redeemable from Samsung Redemption Portal from 15 June 2025 until 31 July 2025.
- 5.6 Free Gift is only limited to 100 units. Free Gift will be given in random colour.
- 5.7 Customer is required to attach proof of purchase for the Promotional Products (i.e.: invoice & product serial number image) for redemption of a Free Gift during the Pre order & Launch period.
- 5.8 Customer must ensure the name of the redemption submitter must be the same as the name of the purchaser of the invoice (if not Letter of Authorization must be provided).
- 5.9 Samsung reserves the right to reject any purchaser/Customer redemption without any prior notice in the event of the following:
- (a) redemption form is incomplete;
 - (b) redemption form exceeds the maximum number of redemption (i.e. 5 times);
 - (c) receipt address is Samsung Partners outlet address;
 - (d) delivery address is incomplete or wrong;
 - (e) redemption form or any redemption documents appear to be fraudulent;
 - (f) If Samsung believes the redemption is fraud or any irregular transaction or being manipulated in any whatsoever manner.
- 5.10 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.
- 5.11 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.
- 5.12 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.
- 5.13 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.
- 5.14 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.
- 5.15 If any of the redemption item(s) are returned to Samsung or the Appointed Delivery Service Provider "unclaimed", Samsung may in its absolute discretion:
- (a) email to the Customer to arrange for re-delivery of the redemption item subject to Customer reply to the said email within the stipulated timeline. Samsung may impose a delivery charges on the re-delivery; or
 - (b) revoke and/or cancel the redemption.
- 5.16 Samsung reserves the right to suspend or terminate or cancel the Promotion or change the Promotional Products or Free Gift anytime without any prior notice.
- 5.17 The promotion(s) are on a first come first served basis, and while stocks last.
- 5.18 Samsung reserves the right to amend the Promotional Products at its sole discretion without prior notice.

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, staff purchases, EPP 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, 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.