

Samsung Galaxy S Series Promotion

Terms and Conditions

1. Introduction

- 1.1 The Samsung Galaxy S Series 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 periods as stated below or while promotional stocks last, whichever is earlier (“**Promotion Period**”):

Promotion Title	Promotion Period
(a) Samsung Galaxy S Series Rebate Promotion	4 May 2026 – 21 June 2026
(b) Samsung Galaxy S Series Bank Card Offer	4 May 2026 – 21 June 2026
(c) Galaxy Forever – Upgrade to Galaxy S26 Series	6 March 2026 – 31 May 2026

- 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 respective commencement date of the Promotion Period) 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

Table 1

No.	Participating Stores	Channel
a.	Samsung Online Store (https://www.samsung.com/my) and Samsung Shop App	Online
b.	All Samsung Experience Stores (SES)	In-Store
c.	Samsung Authorized Retailers (SPS)	
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.	All ThunderMatch stores	

(Collectively known as the “Participating Stores” or “Dealers”)

Table 2

Promotion Title	Participating Stores
Samsung Galaxy S Series Rebate Promotion	All Participating Stores as listed above except a.
Samsung Galaxy S Series Banks Card Offer	a only.
Galaxy Forever – Upgrade to Galaxy S26 Series	All Participating Stores as listed above except a.

5. Promotion Mechanism

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

5.1 Samsung Galaxy S Series Rebate Promotion

5.1.1 Customer who purchased any of the participating models set out below (“Participating Models”) from the Participating Stores during the relevant Promotion Period will be eligible to get rebate worth up to RM800:

Channel	Participating Models	RRP (RM)	Rebate (RM)	Promo Price (after rebate) (RM)	Limit (Units)
In- Store	Galaxy S26 Ultra 1TB	7,999	800	7,199	30,000
	Galaxy S26 Ultra 512GB	6,799	800	5,999	
	Galaxy S26 Ultra 256GB	5,999	400	5,599	
	Galaxy S26+ 512GB	6,199	800	5,399	
	Galaxy S26+ 256GB	5,399	400	4,999	
	Galaxy S26 512GB	5,199	800	4,399	
	Galaxy S26 256GB	4,399	400	3,999	
	Galaxy S25 Ultra 1TB	7,499	200	7,299	
	Galaxy S25 Ultra 512GB	6,299	200	6,099	
	Galaxy S25 512GB	4,799	200	4,599	

5.1.2 This Promotion is limited to total units stated above on a first come first served basis, and while stocks last.

5.1.3 This Promotion is stackable with all other promotions under this Promotion unless stated otherwise.

5.2 Samsung Galaxy S Series Banks Card Offer

5.2.1 Eligible Customer who purchased any of the participating models listed below (“Participating Models”) from the Participating Stores during the relevant Promotion Period using CIMB Bank Berhad, Malayan Banking Berhad or RHB Bank Berhad debit or credit card* will be eligible to get instant rebate up to RM800, details as set out below:

Channel	Participating Models	RRP (RM)	Rebate (RM)	Promo Price (after rebate) (RM)	Limit (Units)
Online	Galaxy S26 Ultra 1TB	7,999	800	7,199	14,000
	Galaxy S26 Ultra 512GB	6,799	800	5,999	
	Galaxy S26 Ultra 256GB	5,999	400	5,599	
	Galaxy S26+ 512GB	6,199	800	5,399	
	Galaxy S26+ 256GB	5,399	400	4,999	
	Galaxy S26 512GB	5,199	800	4,399	
	Galaxy S26 256GB	4,399	400	3,999	
	Galaxy S25 Ultra 1TB	7,499	200	7,299	
	Galaxy S25 Ultra 512GB	6,299	200	6,099	
	Galaxy S25 512GB	4,799	200	4,599	

* Payment using Samsung Pay or other digital wallet is excluded from this Promotion.

5.2.2 This Promotion is limited to the total units stated above on a first come first served basis, and while stocks last.

5.2.3 The Promotion is stackable with all other promotions under this Promotion unless stated otherwise.

5.3 Galaxy Forever – Upgrade to Galaxy S26 Series Promotion

5.3.1 Customers with existing devices in section 3 of Appendix A (“**Existing Device**”) who signed-up/pre-registered as Galaxy Forever member during the sign-up period in section 2 of Appendix A (“**Sign-Up Period**”) are eligible for the residual value in Table 1, Appendix A (“**Residual Value**”) to be used to purchase the participating models listed below (“**Participating Models**”) from the Participating Stores during the relevant Promotion Period:

Participating Models	Storage	RRP
Galaxy S26 Ultra	1TB	RM7,999
Galaxy S26 Ultra	512GB	RM6,799
Galaxy S26 Ultra	256GB	RM5,999
Galaxy S26+	512GB	RM6,199
Galaxy S26+	256GB	RM5,399
Galaxy S26	512GB	RM5,199
Galaxy S26	256GB	RM4,399

5.3.2 Steps to sign-up/pre-register for the Promotion:

Step	Description
Step 1	Eligible Customer with Existing Device to sign-up/pre-register as Galaxy Forever member in Samsung Member app under the “Benefits” section during the Sign Up Period. Note: Eligible Customer will be directed to fulfilment partner, Remobie Technologies Sdn Bhd’s (“ Fulfilment Partner ”) site to complete the sign-up/pre-registration.
Step 2	Upon successful enrolment/sign-up, Galaxy Forever Card with unique Member ID is added to eligible Customer’ Samsung Wallet.
Step 3	Eligible Customer to visit any Participating Stores during the Promotion Period and present the Existing Device with Galaxy Forever Card for assessment and trade-in.
Step 4	The Existing Device will be diagnosed, assessed and graded at the Participating Stores using the Fulfilment Party’s diagnosis tool. Note: <ul style="list-style-type: none"> • Subject to minimum device conditions below (“Minimum Device Conditions”) • The condition assessment and result are strictly between the eligible Customer and Fulfilment Party and subject to the Fulfilment Party’s terms and conditions.
Step 5	Eligible customer to purchase any of the Participating Models from the Participating Stores during the Promotion Period. Based on the condition, eligible Customer will be offered the Residual Value for the trade-in/sale of the Existing Device to the Fulfilment Party. The Residual Value shall be utilised for the purpose of purchasing the Participating Models wherein the Residual Value will be set off against the purchase price of the Participating Models. Note: [1] Personal device locks (PIN, passcode, fingerprint, facial) and accounts must be deleted before the handover. [2] The trade-in/sale of the Existing Device to the Fulfilment Party is strictly between the eligible Customer and Fulfilment Party and subject to the Fulfilment Party’s terms and conditions.

Step	Description
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- 5.3.3 Minimum Device Condition:
During the upgrade journey, the Existing Device shall be assessed (including functional and physical assessments). The Existing Device that does not meet the Minimum Device Conditions details below will not eligible for the Program.

Items	Minimum Device Condition
Turn ON/OFF	Device can be turned on
Product Locks	Device is logged out of personal account e.g. Google Account/ Samsung Account and Passcode
Sim card reading	Device can make and receive calls through cellular network
Back & Side Cover	No cracks or dent
Screen condition	All screens do not show watermark, black spot, white spot, burn spots, green colouring, line, flashing when brightness is adjusted to max and on different color backgrounds. All screens display colour normally.
Touch screen	Touch function work properly in all screen areas
Screens/ Cover	No cracked/ chipped screen
Buttons Functionality	Buttons are responsive and fully functional
Fingerprint/ Face scanner	Fingerprint & face scanner can be detected upon unlocking the device
Camera	All cameras can focus and take photos normally and no cracks in the lens
Speaker/ Microphone Defect	All speakers can produce clear sound & microphones can pick up the sound clearly
Battery and charging	Device can to hold charges and be charged normally
Protector film	Factory's installed screen protector file is in a good shape with no bubble or visible crease
Unfold flat	Device can be unfolded completely flat
Sensors	Sensors function properly (e.g. proximity and gyroscopic sensors)
Wi-Fi/ Bluetooth	Device can connect to wi-fi/ bluetooth normally
Missing Parts	Device does not have any missing original parts (e.g. screws, buttons, sim tray, rubber feet)

- 5.3.4 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 under this Program.
- 5.3.5 Samsung will not be responsible for the fulfilment/trade-in transaction between the Fulfilment Party and Customer. The trade-in subject to the Fulfilment Party's terms and conditions which the Customer shall adhere to. Samsung is merely acting as the coordinator for the trade-in transaction.
- 5.3.6 Official replacement devices (e.g. warranty claim) with official documentation are eligible for the Program.
- 5.3.7 Eligible Customers shall ensure that all customer data backup is completed and their SIM card is removed from the Existing Device prior to the handover to the Fulfilment Party through the Participating Stores. Upon such handover, the data in the Existing Device shall be deemed as deleted/lost and cannot be recovered/restored. Samsung, the Participating Stores and the Fulfilment Party shall not be held liable for any loss including personal data arising from the Program.
- 5.3.8 The final payment for the Participating Models to be made by the Customer will depend on the Participating Models purchased and the Existing Device traded-in (including the conditions).
- 5.3.9 This Promotion is not stackable with other on trade in/trade up program.
- 5.4 All Promotion(s), Participating Model(s), rebate(s) and free gift(s) are limited to the quantity stated above on first come first served basis and while stocks last.
- 5.5 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. Samsung reserves the right to deliver or allow for collection separately, if necessary.
- 5.6 Samsung reserves the right to suspend, terminate, cancel or amend the Promotion(s), Participating Model(s), rebate and free gift(s) at any time without any prior notice.
 - 5.7 Unless otherwise stated, the respective Promotions are not stackable with other ongoing promotions/deals.

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

- 8.1 In connection to this Promotion, Customer will not use this site:
- 8.2 To submit fraudulent order, false, inaccurate, misleading, defamatory, or libelous information;
- 8.3 To distribute viruses or any other technologies that may harm Samsung, or the interests or property of other users;
- 8.4 To export the unit purchased except in compliance with the export control laws of relevant jurisdictions and in accordance with posted rules and restrictions;
- 8.5 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.

APPENDIX A

Section No.	Item	Particulars
1.	Promotion	Galaxy Forever Program - Upgrade to Galaxy S26 Series Promotion
2.	Sign Up Period	6 March 2026 – 31 May 2026
3.	Existing Device	See Table 1 below and subject to the following requirements: (a) Malaysian IMEI only; (b) free from contract/encumbrance (devices subject to Operator device contract plan are excluded); (c) real demo/display devices are excluded.
4.	Residual Value	See Table 1 below.

Table 1:

Existing Device	Variant	RRP	Residual Value*
Galaxy S23	8GB/128GB	RM3,899	Up to RM1,120
Galaxy S23	8GB/256GB	RM4,199	Up to RM1,370
Galaxy S23+	8GB/256GB	RM4,699	Up to RM1,430
Galaxy S23+	8GB/512GB	RM5,199	Up to RM1,680
Galaxy S23 Ultra	12GB/256GB	RM5,699	Up to RM1,700
Galaxy S23 Ultra	12GB/512GB	RM6,199	Up to RM1,910
Galaxy S23 Ultra	12GB/1TB	RM7,199	Up to RM2,260
Galaxy S24	8GB/256GB	RM4,099	Up to RM1,842
Galaxy S24	8GB/512GB	RM4,599	Up to RM2,156
Galaxy S24+	12GB/256GB	RM4,899	Up to RM2,252
Galaxy S24+	12GB/512GB	RM5,399	Up to RM2,526
Galaxy S24 Ultra	12GB/256GB	RM6,299	Up to RM2,630
Galaxy S24 Ultra	12GB/512GB	RM6,799	Up to RM2,884
Galaxy S24 Ultra	12GB/1TB	RM7,799	Up to RM3,290
Galaxy S25	8GB/256GB	RM3,999	Up to RM2,340
Galaxy S25	8GB/512GB	RM4,599	Up to RM2,750
Galaxy S25+	12GB/256GB	RM4,999	Up to RM3,060
Galaxy S25+	12GB/512GB	RM5,599	Up to RM3,490
Galaxy S25 Ultra	12GB/256GB	RM5,999	Up to RM3,220
Galaxy S25 Ultra	12GB/512GB	RM6,599	Up to RM3,700
Galaxy S25 Ultra	12GB/1TB	RM7,799	Up to RM4,450

*subject to Existing Device condition.