

Samsung Galaxy Fix+ Program

1. Introduction

- 1.1 The Samsung Galaxy Fix+ Program ("**Program**") is organized by Samsung Malaysia Electronics (SME) Sdn Bhd [Company No. 200301026766(629186-D)] ("**Samsung**"). for model Galaxy S series ("**Product**"). These terms and conditions are the terms and conditions that apply to the Program ("**Terms and Conditions**")
- 1.2 The program applies to purchases on the Official Samsung Online Endless Aisle (EA) store through Samsung Authorised Service
- 1.3 Customer agrees to comply with all the terms and conditions. The scope of these Terms and Conditions is limited to Samsung's role of organizing this Program only.

2. Program Period

- 2.1 The Program will run from 01 July 2026 to 31 December 2026 while stocks last, whichever is earlier ("**Program Period**").

3. Eligibility

- 3.1 The Program is open to all all Malaysian citizens and residents of Malaysia of 18 years old and above (as of 01 July 2026). ("**Customer**").

4. Participating Service Partners ("Service Centre**")**

No.	Participating Stores
a.	Endless Aisle (Samsung Online EA at authorised service centers listed in the Appendix enclosed herein)

- 4.1 The list of Service Center is subject to change at any time according to Samsung policy.

5. Program Mechanism

- 5.1 By participating in the Program, Customer will be entitled to purchase Samsung Galaxy Fix+ package for below Supported Models ("**Product**") with the package details stated therein.

No	Product	Price (MYR)	Package
1	GALAXY S23	658.80	1) Free Device Diagnosis 2) OLED Glass Replacement 3) Adhesive Tape Replacement 4) Labour
2	GALAXY S23 PLUS	756.00	
3	GALAXY S23 ULTRA	950.40	
4	GALAXY S23 FE	556.20	
5	GALAXY S24	658.80	
6	GALAXY S24 PLUS	756.00	
7	GALAXY S24 ULTRA	950.40	
8	GALAXY S24 FE	556.20	
9	GALAXY S25	658.80	
10	GALAXY S25 PLUS	756.00	
11	GALAXY S25 ULTRA	950.40	
12	GALAXY S25 FE	556.20	

- 5.2 To enjoy benefits under this program, the customer must follow the steps below:

Step 1	Customer browse Repair Cost Estimator (RCE) from Samsung Official Website Support page
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Step 2	RCE recommend customer to visit service center for free-of-charge (FOC) diagnostic
Step 3	Service Center provides FOC diagnostic and confirm whether the device condition meet the Program purchase guideline
Step 4	Service Center assists customer to purchase the Samsung Galaxy Fix+ package through Samsung Online EA. Customer check out and make payment for the purchase.
Step 5	Once the purchase is completed, customer must redeem the purchase package within 14 days from the date of purchase, at the original service center of purchase
Step 6	Service Center will proceed repair after customer send in the device.

- 5.3 This Program only covers Product repairs for damage to the screen, which includes functional and physical damage as follows:
- Cracked screen
 - Broken screen
 - Greenline
 - Dead screen
 - Dot pixel
- 5.4 The Service Center will inform the customer of the repair status reasonably from time to time.
- 5.5 The repair completion time is subject to parts availability at the time of service. Customer is to check the availability on the parts at Service Center.
- 5.6 If additional defects unrelated to the screen, or price changes, are found during the repair process, the Service Center will notify the customer. Any additional parts required will incur extra charges. If the customer approves, these repairs will be handled under a new service order after the screen repair is completed.
- 5.7 Warranty of the repair under this Program is subject to ninety (90) days parts warranty coverage as per the Service Order Sheet.
- 5.8 This Program cannot be transferred to another party and/or moved to another Samsung device.
- 5.9 This Program does not cover the following conditions of the customer device:
- Product that is counterfeit and not manufactured by Samsung.
 - Overseas Samsung devices, unless the device specifications match the Malaysia device.
 - Claims made after the 14-day claim/use period has ended.
 - Fraud, attempted fraud, or failure to disclose changes to the Product that affect eligibility under this Program.

6. Data & Privacy

- 6.1 Customers must remove SIM and memory cards before the device pickup.
- 6.2 Customer shall remove all Customer's data, including downloaded Applications ("Apps") before submitting the Product for diagnosis/repair. In the event Customer chooses not to do so, Customer shall back up all Customer's data and ensure fully logged out from the Apps. The Service Centre and Samsung shall not be liable in any way for any data security concerns or data loss.
- 6.3 Customers are advised to enable Maintenance Mode. More information is available at <https://www.samsung.com/my/support/maintenance-mode/>.

7. Payment

- 7.1 Customer acknowledges, understands and agrees that all transactions are between Customer and Samsung only.
- 7.2 Customer is not allowed to cancel the order, or the selected Service Center once Customer has successfully completed and confirmed the payment transaction.

8. Customer's Covenants

In connection to this Program, 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 Program 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 user account(s) and access to this site, delaying or removing hosted content, removing any special status associated with 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 Customer 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 Program.
- 9.5 Customer shall be deemed to be able to perform legally binding contract upon his/her submission of the mobile device and there shall not be any refund or costs whatsoever arising from his/her violation of the minimum age stated herein.
- 9.6 Customer shall ensure all the data in the Device has been fully backed up before handing the Device for diagnosis/repair. The Service Centre shall not be responsible for any data lost, destruction or corruption of data during the inspection/repair process.
- 9.7 Customer should collect the repaired Device within thirty (30) days from the date of repair completion notification. The Service Centre reserves its right to dispose and/or handle the Device without further notice and liability to the Customer where the Customer fails to collect the Device within the stipulated timeframe for intended for collection.

10. General

- 10.1 In the event Customer has queries with regard to this Program; please call Samsung Customer Service at 1-800-88-9999.
- 10.2 By participating in this Program, Customer fully and unconditionally agrees to and accepts the Terms and Conditions stated herein and the decisions of Samsung on every aspect of this Program shall be final and binding.
- 10.3 This Program is not valid in conjunction with other programs, promotions, vouchers or discounts.
- 10.4 All pictures and/or images of the Product found in any advertising and marketing materials are for illustration purposes only and actual item or colour may vary.
- 10.5 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.
- 10.6 Samsung and/or Service Centre reserves the right to cancel any repair service without any prior notice. For the avoidance of doubt, any cancellation of repair service will not entitle the Customer to any compensation against Samsung and/or Service Centre for any losses or damages directly or indirectly that may be suffered or incurred by the Customer as a result of the cancellation.
- 10.7 In the event of any electronic, computer, operational and/or technical error affecting the details or pricing of repair or any Program on the website, Samsung or Service Centre reserves the

absolute rights to rectify such error and/or cancel any transaction which has been entered into in reliance of the said error.

- 10.8 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 Program.
- 10.9 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.
- 10.10 For the Program, 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 Program. By participating in the Program, 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>.
- 10.11 In the event of inconsistencies between the Terms and Conditions found elsewhere with regard to this Program (if any) and the Terms and Conditions herein, the latter shall prevail.
- 10.12 The Terms and Conditions of the Program shall be governed by and interpreted in accordance with Malaysian law and the parties submit to the exclusive jurisdiction of the Malaysian courts.
- 10.13 Samsung and/or participating Service Centers that collaborate with Samsung have the right to cancel transactions that are indicated as invalid and/or violate the Terms and Conditions of this Program.

Appendix

Region	Name	Address
Central	Samsung Customer Service - Garden	Lot T-242A,T-242B & 243, 3rd Floor, The Garden Mall, Midvalley City, Lingkaran Syed Putra, 59200 Kuala Lumpur
Central	Samsung Customer Service - Pavillion	Lot 1.19.00 Level 1, Pavilion Kuala Lumpur, 168 Jalan Bukit Bintang, 55100 Kuala Lumpur
Central	Samsung Customer Service - Setia City	Lot LG61, Lower Ground Floor, Setia City Mall, No.7, Persiaran Setia Dagang, Bandar Setia Alam, Section U13, 40170 Shah Alam, Selangor
Central	Samsung Customer Service - Sunway Pyramid	F1-27, First Floor, Sunway Pyramid Shopping Mall, 3 Jalan Pjs 11/15, Bandar Sunway, 46150 Subang Jaya, Selangor
Central	Samsung Customer Service - One Utama	S330C, Second Floor, One Utama Shopping Mall (New Wing), Lebuhr Bandar Utama, Petaling Jaya, 47810, Selangor
Central	Samsung Customer Service - Aeon Cheras Selatan	F35, 1st Floor, Aeon Cheras Selatan Shopping Centre, 43200 Balakong, Selangor
Central	Samsung Customer Service - I-City	Lot L2-25, Level 2, Central i-City Mall, Jalan Multimedia 7/AH, CityPark, 40000 Shah Alam, Selangor
Central	Samsung Customer Service - Seremban	F-17, First Floor, Terminal One Shopping Complex, Seremban, 70000 Negeri Sembilan
East Coast	Samsung Customer Service - KTCC Mall	Lot G-42, Ground Floor, KTCC Mall, Muara Selatan, 20000 Kuala Terengganu, Terengganu
East Coast	Samsung Customer Service - Kuantan	Ground Floor, B-96, Jalan Haji Ahmad, 25300 Kuantan, Pahang
East Coast	Samsung Customer Service - Kota Bharu	PT 523 (Ground Floor), Jalan Jambatan Sultan Yahya Petra, Kampung Sireh, Bawah Lembah, 15050 Kota Bahru, Kelantan
East Malaysia	Samsung Customer Service - Kuching	Ground Floor, Sublot 5,Cha Yi Goldland,Jalan Tun Jugah, Jalan Stutong,Pelita Heights,93350 Kuching, Sarawak, Malaysia.
East Malaysia	Samsung Customer Service - Kota Kinabalu	No. G-1-6 , Block G, 1st Floor, Karamunsing Capital, 88300 Kota Kinabalu, Sabah
Northern	Samsung Customer Service - Gravitas	B2-1-22, Elevate Gravitas, Jalan Baru, 13700 Perai, Pulau Pinang
Northern	Samsung Customer Service - Gurney	170-3-29/30/31/32/33, Persiaran Gurney, 3rd Floor Gurney Plaza, Georgetown, 10250, Penang
Northern	Samsung Customer Service - Ipoh	Lot G6 Tingkat Bawah, Jalan Hospital, Angsana Ipoh Mall, 30450 Ipoh, Perak
Southern	Samsung Customer Service - BP	Lot G-23A, Ground Floor, Batu Pahat Mall, 83000 Johor
Southern	Samsung Customer Service - JBCS	Lot J3-02 & J3-03, Level 3, Johor Bahru City Square, 106-108, Jln. Wong Ah Fook, 80000 Johor Bahru, Johor
Southern	Samsung Customer Service - Melaka	No 12, Jalan Lagenda 3, Taman 1 Lagenda, 75400 Melaka