

Samsung Galaxy Trade-In Campaign FAQ

Topic	Question	Answers																											
General	What is the campaign about?	This is the Samsung Galaxy Trade-In Campaign. Customers will be entitled to trade-in their old device at a trade-in value specified by CompAsia Sdn. Bhd. ("CompAsia"), and set-off that value within the same transaction at Participating Outlets.																											
	How many devices can I trade-in?	Customer is entitled to trade-in multiple device(s), up to a maximum of five (5) devices in a single transaction for every purchase of an eligible device. Trade-ins shall constitute of smartphones, tablets & smartwatches. In the event that the trade-in value of the device(s) exceeds the cost of the device purchased, the excess amount is not exchangeable for cash. Thank you.																											
	How do I find out the trade-in value for my device?	Customer can bring the device(s) to Participating Outlets to confirm the eligibility of the device(s) for trade-in. If eligible, the device(s) trade-in value will be quoted according to the InstaCash App. Please visit https://samsung.com/my/trade-in/ for online checking estimated trade-in value. Thank you.																											
	Can I trade-in my phone if it is damaged?	The values provided in the list are indicative, and subject to the condition of the trade in device, the model and brand of the trade-in device, and the purchased device model. Values will differ if there is any physical or functional damage identified, or when market value of the devices fluctuate. The accurate value of the trade-in device will be determined after assessment using CompAsia's InstaCash App in-store/ trade-in device collection.																											
	What determines the trade-in value of my device?	The InstaCash App shall compute and provide a quotation through a series of automated tests, user-assisted tests and user-declared conditions. The actual trade-in value quotation shall be computed according to the types and quantity of defects found. During the device inspection by sales staff, should the sales staff find any mismatch between the actual and declared condition of the device, a revised trade-in value will be offered. If Customer is agreeable, the trade-in transaction shall be completed with this revised trade-in value. Otherwise, the device will be returned without any charges/ payment.																											
	What are the participating outlets?	<p>Please find the list of participating outlets below:</p> <table border="1"> <thead> <tr> <th>Participating Outlets</th> <th>Participating Trade-in Model</th> <th>Multiple Devices Trade-in</th> </tr> </thead> <tbody> <tr> <td>Samsung Experience Stores ("SES")</td> <td>Smartphones, Tablets, Smartwatches, Laptop</td> <td>Available</td> </tr> <tr> <td>Selected Samsung Authorised Retailers</td> <td>Smartphones, Tablets, Smartwatches, Laptop</td> <td>Available</td> </tr> <tr> <td>Selected Senheng, Grand Senheng & senQ stores</td> <td>Smartphones, Tablets, Smartwatches, Laptop</td> <td>Available</td> </tr> <tr> <td>Selected Urban Republic Stores</td> <td>Smartphones, Tablets, Smartwatches, Laptop</td> <td>Available</td> </tr> <tr> <td>Selected Harvey Norman Stores</td> <td>Smartphones, Tablets, Smartwatches, Laptop</td> <td>Available</td> </tr> <tr> <td>Selected Maxis, Celcom, Digi Stores</td> <td>Smartphones, Tablets</td> <td>Available</td> </tr> <tr> <td>Selected YTL, U Mobile Stores</td> <td>Smartphones, Tablets</td> <td>Not Available</td> </tr> <tr> <td>Samsung Online Store @ https://www.samsung.com/my/</td> <td>Smartphones, Tablets</td> <td>Not Available</td> </tr> </tbody> </table>	Participating Outlets	Participating Trade-in Model	Multiple Devices Trade-in	Samsung Experience Stores ("SES")	Smartphones, Tablets, Smartwatches, Laptop	Available	Selected Samsung Authorised Retailers	Smartphones, Tablets, Smartwatches, Laptop	Available	Selected Senheng, Grand Senheng & senQ stores	Smartphones, Tablets, Smartwatches, Laptop	Available	Selected Urban Republic Stores	Smartphones, Tablets, Smartwatches, Laptop	Available	Selected Harvey Norman Stores	Smartphones, Tablets, Smartwatches, Laptop	Available	Selected Maxis, Celcom, Digi Stores	Smartphones, Tablets	Available	Selected YTL, U Mobile Stores	Smartphones, Tablets	Not Available	Samsung Online Store @ https://www.samsung.com/my/	Smartphones, Tablets	Not Available
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What is the trade-in price validity period?	Thereafter, prices will be updated accordingly at https://samsung.com/my/trade-in/ on a monthly basis to reflect the respective month's price. Samsung reserves the right to shorten, extend or cancel the Pricing Validity Period without prior notice.																												
Who is eligible for this trade-in campaign?	<ol style="list-style-type: none"> The Campaign is open to all Malaysian Citizens of 18 years old and above (during Campaign Period) with Malaysia Identity Card. Samsung Online Store trade-in is currently only available for selected postcodes in Peninsular Malaysia. Please visit https://www.samsung.com/my/shop-faq/payment-and-financing/what-is-samsung-trade-in-program/ for more information. Only devices with IMEI are eligible for Samsung Online Store for trade-in. For retail (in-store) trade-in, customers can present their trade-in device(s) to a participating Samsung Experience Stores or Samsung Premium Stores sales staff prior to purchase of the new device to check trade-in eligibility. 																												
Other	I still have more questions about this campaign, where can I seek for more information?	If you still have more queries, please call Samsung helpline at 1-800-22-8899 for further clarification. Thank you.																											