

Samsung QLED & Soundbar Cash Back Promo FAQ's

CATEGORY 1: PROMOTION

What is the offer?

Purchase a participating Samsung QLED TV from a participating retail store between 5 October and 5 November 2017 to be eligible to receive a Gift worth up to \$500*.

Or double your Gift amount if you purchase your participating Samsung QLED TV with a participating Samsung Soundbar in the same transaction.

*For Participating Products and their corresponding Gift amounts see the home page or the Participating Products table located on the [terms and conditions](#) page.

What is the Gift?

A cashback worth up to \$1000* in the form of an electronic funds transfer (EFT) to an Australian bank account.

When does the promotion start?

09:00 am (AEDT) on 5 October 2017.

When does the promotion end?

11:59 pm (AEDT) on 5 November 2017.

When do registrations close?

11:59pm (AEDT) on 3 December 2017.

Who is ineligible to claim?

Claimants under the age of 18 who have not obtained the consent of their parent or legal guardian, companies, businesses or organisations and employees of the Promoter, Participating Retail Store, any agency associated with this Promotion, or any immediate family member of such person are ineligible to claim. "Immediate families" means any of the following: spouse, ex-spouse, de-facto spouse, child or stepchild (whether natural or by adoption), parent, step parent, grandparent, step-grandparent, uncle, aunt, niece, nephew, brother, sister, step-brother, step-sister or first cousin.

CATEGORY 2: PURCHASE

What does purchase mean?

That full payment is made for the Participating Product/s during the Promotional Period.

If I purchase a participating QLED TV and a participating Soundbar separately and on different tax invoices, am I eligible for a Gift?

No. The purchased Participating Products must be made in the same transaction and must appear on the same original tax invoice.

What should I do if I cancel my order?

If you have completed your online registration, please contact Samsung promotion customer service to advise them that you will not complete your purchase. Once you have advised Samsung promotion customer service, we will invalidate your claim.

Email: contact@promotions-samsung.com

Phone: 1800 900 730

CATEGORY 3: REGISTRATION

How do I register?

1. Purchase either a Participating Samsung QLED TV or a Participating Samsung QLED TV and Participating Samsung Sound Bar in the same transaction with payment made in full between **5 October 2017 and 5 November 2017**.
2. Register your claim at www.samsung.com/au/promotions/uledcashback no later than **3 December 2017**. You may start the claim registration process even if you have not taken delivery of the product/s. However, delivery must be taken no later than 26 November 2017.
3. As part of the online claim form process, a copy of your original tax invoice, the valid serial number and a photo of the valid serial number of your Participating Samsung QLED TV and/or Participating Samsung QLED TV and Participating Samsung Sound Bar must be submitted online within **7 days** of receiving your product(s) and by **3 December 2017**.
4. Claims are validated after all claim requirements are received and verified. Full terms and conditions at www.samsung.com/au/promotions/uledcashback
5. For any customer queries, email us at: contact@promotions-samsung.com or call 1800 900 730

What if I don't have a claim number?

If you do not receive a claim number your registration has not been successful and you do not have a claim registered in this promotion.

Should I register my claim if I have only paid a deposit on my Participating Product/s?

You should pay for your Participating Product/s in full prior to registering your claim, and you must pay for your Participating Product/s in full during the Promotional Period. Remember, you must register your claim by 11:59pm (AEDT) on 3 December 2017.

Do I still need to register by 3 December 2017 if my Participating Product/s is/are on back order?

Yes, you must still complete your online registration by 3 December 2017. If you are unable to provide the serial number and serial number photo of your Participating Product/s at the time of submitting the Online Claim Form, you must tick the box/es on the Online Claim Form to indicate you have not yet received your Participating Product/s.

Remember, you must pay for your Participating Product/s in full between 5 October and 5 November 2017, even if you haven't received your Participating Product/s by then, and you must supply your serial number and serial number photo within 7 days of receiving the Participating Product/s and no later than 3 December 2017 via the website's track claim page.

Where is my Participating Product/s serial number located?

The serial number is 15 character sequence made up of letters and numbers following "S/N" on the sticker on the product.

The serial number for your QLED TV is located behind a removable plate, which sits in the centre at the base of the TV back. The plate pops off when you press down on the plate.

You can also locate the serial number of your QLED TV via the User Menu:

1. Press Home Button on remote
2. Click on 'Settings'
3. Click on 'Support'
4. Click on 'About this TV'
5. Under product information is the Serial Number

The serial number of your Soundbar is located on a sticker on the bottom of the Soundbar unit.

If you are using a PC for redemption, the photo you take will need to be transferred to the PC before it can be uploaded.

How do I provide the serial number and serial number photo of my Participating Product/s?

You must provide the serial number and serial number photo of your Participating Product/s at the same time. You can provide the serial number and serial number photo of your Participating Product/s when completing your online registration or within 7 days of receiving your product/s and by 3 December 2017 via the track claim webpage.

After this date, serial numbers of Participating Product/s cannot be submitted and therefore claims for Gifts cannot be completed, except in the case where delivery delay is caused by Samsung, the relevant Participating Retail Store, or their distributors, in which case you can provide your Participating Product/s serial number and serial number photo via an email to contact@promotions-samsung.com

Can I provide the serial number and serial number photo of my Participating Product/s after 3 December 2017 if I am renovating or building my house and won't take delivery of my Participating Product/s by 26 November 2017?

No, you must provide your serial number and serial number photo of your Participating Product/s by 3 December 2017 irrespective of when your home renovation or house build will be completed by.

Can I provide a photo of the serial number as shown on the product's packaging?

No, you must provide a photo of the serial number from the Participating Product itself, not the product's packaging.

Can I provide a photo of my Participating Products' serial number separately to providing my Participating Products' serial number?

No. You must provide your Participating Products' serial number and serial number photo at the same time.

How do I provide a copy of my tax invoice?

You must upload a copy of your tax invoice during your online registration.

CATEGORY 4: VALIDATION

How long does it take to review my claim?

We will review your claim and be in contact via your nominated email address within fifteen (15) business days of your claim registration.

What happens if the serial number from the Participating Product/s that I provide is deemed invalid?

You will receive an 'Invalid Serial Number' notification email to your registered email address advising you that the serial number/s that you have provided has/have been deemed invalid. Once you receive this email you will have 14 days to provide the correct serial number/s and serial number photo/s via the 'track claim' webpage to be eligible to receive the Gift. If we do not receive the correct serial number/s and serial number photo/s within this period, your claim may be deemed invalid.

What happens if there is an outstanding issue with the copy of the tax invoice and/or serial number photo/s that I provide?

You will receive a 'More Information Required' notification email to your registered email address advising you what information may be missing, incorrect or illegible. Once you receive this email you will have 14 days to supply the requested information correcting the issue/s via the 'track claim' webpage to be eligible to receive the Gift. If you do not supply the requested information correcting the issue/s within this period, your claim may be deemed invalid.

How will I know that my claim has been deemed valid?

You will receive an 'Approved Claim' notification email to your registered email address advising you that your claim has been deemed valid.

How will I know that my claim has been deemed invalid?

You will receive an 'Invalid Claim' notification email to your registered email address advising you that your claim has been deemed invalid and the reason why your claim was deemed invalid.

CATEGORY 5: GIFTS

How long will it take to receive my Gift?

The EFT payment should be made to your submitted Australian bank account within 28 days of your claim being deemed valid, but you may need to allow several days thereafter for the funds to be cleared by your bank.

Can I nominate an overseas bank account?

No. EFT payments will only be made to Australian bank accounts.

Can I claim more than one Gift?

Multiple entries are permitted, subject to the following:

- only one (1) claim is permitted per Participating Samsung QLED TV and Participating Samsung Sound Bar purchased;

- only three (3) claims are permitted per household; and
- each claim must be submitted separately and in accordance with these Terms and Conditions.

Can I exchange or transfer a Gift?

Each Gift is not transferable or exchangeable.

If either of the Participating Products are returned, will I have to give back the Gift?

Yes.

CATEGORY 6: CONTACT

How can I contact promotion customer service?

Email: contact@promotions-samsung.com

Phone: 1800 900 730

Should I contact Samsung Support to discuss my promotional claim?

No. You should contact this Promotion's customer service (details directly below) as Samsung Support is a different department and they cannot assist you with your promotional claim.

Where can I find the terms and conditions for this Promotion?

Online at www.samsung.com/au/promotions/qledcashback

Who is the Promoter?

Samsung Electronics Australia Pty Ltd ABN 63 002 915 648 of 3 Murray Rose Avenue, Sydney Olympic Park, NSW 2127.

Who will have access to my personal information from the Promotion?

The Promoter collects personal information in order to conduct the Promotion and may, for this purpose, disclose such information to third parties, including, but not limited to, agents, contractors, service providers, offer suppliers and, as required, to Australian regulatory authorities. Validity of a claim is conditional on providing this information. The Promoter may, for an indefinite period, unless otherwise advised, use the information for promotional, marketing, publicity, research and profiling purposes, including sending electronic messages or telephoning the claimant. Claimants should direct any request to access, update or correct information to the Promoter. All claims become the property of the Promoter. These Terms and Conditions are deemed to incorporate the Promoter's privacy policy and by entering the Promotion, claimants accept the terms and conditions of the Promoter's privacy policy. For further details see the Promoter's privacy policy at www.samsung.com/au