

Family Hub Club

Frequently Asked Questions

What is the offer?

Purchase a participating Samsung Family Hub™ fridge between 9:00am (AEST) on 2nd August and 11:59pm (AEST) on 31st December 2018 to be eligible to a 12 month Woolworths Anyday Delivery Saver Pass *.

*For Participating Products, please refer to the Participating Products table located on the home page or the Samsung Family Hub™ model number references listed on the terms and conditions page.

What is the Gift?

12 months Woolworths Anyday Delivery Saver Pass

When does the promotion start?

9:00 am (AEST) on 2nd August 2018.

When does the promotion end?

11:59pm (AEDT) on 31st December 2018.

What are the Participating Products?

Please refer to the Samsung Family Hub™ models listed on the home page or the Samsung Family Hub™ model number references listed on the 'Terms & Conditions' page.

What does purchase mean?

Payment in full during the Promotional Period.

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

No. You should pay for your Participating Product in full prior to registering your claim. You must pay for your Participating Product in full between 2 August and 31 December 2018 and you must register your claim by 28 January 2019.

How do I register my claim?

Please refer to the directions listed on the How to Claim page.

Do I need to register my claim by the 28 January 2019 if my Participating Product is on back order?

Yes, you must complete the online claim form by 28 January 2019. Whilst completing the online claim form you will need to tick the box on the online claim form to indicate that you have not received your Participating Product. If you do not register your claim within this period, your claim may be deemed invalid.

Remember, you must pay for your Participating Product in full Payment in full between 2 August and 31 December 2018, even if you haven't received your Participating Product by then, and you must supply your serial number and serial number photo within 7 days of receiving the Participating Product and no later than 28 April 2019.

How do I provide a copy of my tax invoice?

You can upload a copy of your tax invoice during your online registration, or you can upload online (via the 'track claim' page) or mail in a copy of your tax invoice, so that it is received by 28 January 2019. If we do not receive a copy of your tax invoice by 28 January 2019, your claim may be deemed invalid. If sending via mail, the postal address is:

Samsung Family Hub Club Promotion
PO Box 688
Eastern Suburbs MC, NSW 2004

Where is my Participating Product's serial number located?

The serial number is a 15 character sequence made up of letters and numbers following "Serial No" or "S/N" located on a sticker inside the fridge near the door hinge or on the side of the fridge. Please do not provide the serial number as shown on the product's packaging as this is not a 15 character sequence.

How do I provide my Participating Product's serial number and a photo of my Participating Product's serial number?

You must provide your Participating Product's serial number and a photo of your Participating Product's serial number at the same time. You can provide your serial number and serial number photo when completing the online claim form or you can insert your serial number and upload the serial number photo online via the track claim page within 7 days of receiving your Participating Product and no later than 28 April 2019. After this date serial numbers of Participating Products 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 serial number and serial number photo via an email to contact@promotions-samsung.com

Can I provide my serial number and serial number photo after 28 April 2019 if I am renovating or building my house and won't take delivery of my Participating Product by 28 April 2019?

No, you must provide your serial number and serial number photo by 28 April 2019 irrespective of when your home renovation or house build will be completed by.

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

No, you must provide your Participating Product's serial number and a photo of your Participating Product's serial number at the same time.

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 Samsung fridge itself, not the product's packaging.

What happens if the serial number photo that I provide is not a photo of my Participating Product's serial number?

You will receive a 'More Information Required' notification email to your registered email address requesting you re-supply your serial number and serial number photo. Once you receive this email you will have until the later of 28 January 2019 or 14 days from receiving the 'More Information Required' notification email to re-supply your serial number and serial number photo to be eligible to receive the Gift. If we do not receive your serial number and serial number photo within this period, your claim may be deemed invalid.

What happens if the serial number from the Participating Product 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 that you have provided has been deemed invalid. Once you receive this email you will have until the later of 28 January 2019 or 14 days from receiving the 'Invalid Serial Number' notification email to provide the correct serial number and serial number photo to be eligible to receive the Gift. If we do not receive the correct serial number and serial number photo within this period, your claim may be deemed invalid.

What happens if there is an outstanding issue with the copy of the tax invoice that I provide?

You will receive a 'More Information Required' notification email to your registered email address advising you what information may be missing or illegible. Once you receive this email you will have until the later of 28 January 2019 or 14 days from receiving the 'More Information Required' notification email to supply a copy of the tax invoice correcting the issue to be eligible to receive the Gift. If we do not receive a copy of your tax invoice correcting the issue within this period, your claim may be deemed invalid.

What happens if the serial number photo that I provide is not a photo of my Participating Product's serial number and there is an outstanding issue with the copy of the tax invoice that I provide?

You will receive a 'More Information Required' notification email to your registered email address advising you of both issues. Once you receive this email you will have until the later of 28 January 2019 or 14 days from receiving the 'More Information Required' notification email to supply your serial number, your serial number photo and a copy of the tax invoice correcting the issue to be eligible to receive the Gift. If we do not receive your serial number, your serial number photo and a copy of the tax invoice correcting the issue 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.

How will my Woolworths 12 months Anyday Delivery Saver pass be dispatched?

Your 12 months Anyday Delivery Saver pass will be dispatched via email to your registered email address.

Can I receive my Woolworths 12 months Anyday Delivery Saver pass in the mail?

No. You can only receive your 12 months Anyday Delivery Saver pass via email to your registered email address.

Can I receive my Woolworths 12 months Anyday Delivery Saver pass if I do not have an email address?

You need to provide an email address during your online registration to be eligible for the promotion. If you do not have an email address prior to registering your claim in this promotion, you will need to create one prior to registering your claim.

How long will it take to receive my Woolworths 12 months Anyday Delivery Saver pass?

Your 12 months Anyday Delivery Saver pass should be dispatched within 28 days of your claim being deemed valid.

How do I use my Woolworths 12 months Anyday Delivery Saver pass?

The next time you shop at Woolworths Online, you must enter the promo code in the Woolworths Online checkout.

1. Visit www.woolworths.com.au/familyhub
2. Add the 12 months Woolworths Anyday Delivery Saver pass to your shopping cart
3. Continue with your Woolworths Online grocery shop
4. Proceed to the checkout

5. Log in or create a Woolworths Online account
6. Use the 12 months Woolworths Anyday Delivery Saver promo code supplied by Samsung
7. Confirm order
8. The pass will be applied to your Woolworths Online account. Delivery for this shop and for the next 12 months will be complementary*

The Gift is not refundable and cannot be cancelled. Promo code cannot be used in conjunction with a Woolworths e-Voucher. Groceries must be added to your shopping cart for the promo code to be accepted.

*A minimum spend of \$100 per order applies otherwise regular delivery fees will apply. The Anyday Delivery Saver Pass is not valid for express delivery or remote delivery orders. Check woolworths.com.au for available delivery areas, available delivery windows and order cut off dates. See woolworths.com.au for full terms and conditions applicable to shopping at Woolworths Online.

Can I claim more than once?

Only one (1) claim is permitted per Participating Product.

Each claim must be submitted separately and in accordance with the Terms and Conditions.

If the Participating Product is returned, will I have to give back the Gift?

Yes.

What should I do if I cancel my order?

If you have completed the online claim form, please contact Samsung promotion customer service to advise them that you will not complete your purchase (see the end of the FAQ or

T&C's page for this Promotion's customer service contact details). Once you have advised Samsung promotion customer service, we will invalidate your claim.

Who is ineligible to claim?

Claimants under the age of 18, companies, businesses or organisations and employees of Samsung, Participating Retail Stores or 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.

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

Online at www.samsung.com/au/offer

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?

Samsung 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. Samsung 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 a claimant. Claimants acknowledge that the information they provide will be collected by or on behalf of Samsung and may be disclosed to other group companies and to third parties that help Samsung deliver its products and

services (including suppliers, contractors, dealers, agents and business partners) or as required by law. Some of these parties may be located outside of Australia, including in Singapore, Korea and the Philippines. Claimants acknowledge that by giving consent to the disclosure of his/her personal information to the overseas recipients, Samsung will not have an obligation to take reasonable steps to ensure that these overseas recipients do not breach Australian privacy law in relation to that information. In particular, the claimant acknowledges that in providing their consent, Samsung will not be accountable under the Australian privacy law.

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.

How can I contact promotion customer service?

Email: contact@promotions-samsung.com

Phone: 1800 900 730