

FAQs

Frequently Asked Questions (FAQ)

CATEGORY 1: PROMOTION

What is the offer?

Purchase a participating Samsung Black Stainless Refrigerator from a participating retail store between 27th September and 30th September 2018 to be eligible to receive up to \$250 Cashback* or a \$400 Woolworths Online e-Voucher.

*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 \$250* in the form of an electronic funds transfer (EFT) to an Australian bank account, OR a \$400 Woolworths Online e-Voucher in the form of a code to be used at the checkout of Woolworths Online Store.

When does the promotion start?

9:00 am (AEST) on 27 September 2018.

When does the promotion end?

11:59 pm (AEDT) 31 October 2018.

When do registrations close?

11:59 pm (AEDT) 28 November 2018.

CATEGORY 2: PURCHASE

What does purchase mean?

Purchase means paying in full (by cash, card or through a credit program offered by a Participating Retail Store where a proof of purchase is provided) a Participating Product from a Participating Retail Store during the Promotional Period (excluding any acquisition of a Participating Product via a rental arrangement).

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. Regardless of whether you have received your Participating Product/s, click on **REDEEM OFFER** and complete and submit the Online Claim Form by 11:59pm (AEDT) on 28 November 2018, which includes uploading a copy of your tax invoice and providing your address details.
2. Provide the valid serial number and a photo of the serial number of your Participating Product/s either during your claim registration or within 7 days of receiving your product/s and by *28 February 2019* via the track claim web page.

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 28 November 2018.

Do I still need to register by 28 November 2018 if my Participating Product/s is/are on back order?

Yes, you must still complete your online registration by 28 November 2018.

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 27 September and 31 October 2018, 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 *28 February 2019* via the website's track claim page.

Where is my Participating Product/s serial number located?

The serial number is a 15 character sequence made up of letters and numbers following "S/N" located on a sticker inside the fridge near the door hinge or on the side of the fridge.

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 *28 February 2019* via the track claim webpage.

After this date, serial numbers of Participating Product/s cannot be submitted and therefore claims cannot be completed, except in the case that you may contact Samsung via an email to contact@promotions-samsung.com and Samsung may permit the entry having regard to all of the circumstances.

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

No, you must provide your serial number and serial number photo of your Participating Product/s by *28 February 2019* 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 Product's serial number separately to providing my Participating Products' serial number?

No. You must provide your Participating Product's 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 and before *28 February 2019*.

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 thirty (30) 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. OR, your Woolworths Online e-Voucher will be shared via email to your nominated email address within thirty (30) days of your claim being deemed valid. You can then use your code at the checkout of the Woolworth's Online Shop.

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

Yes.

CATEGORY 6: CONACT**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 above) 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/black-fridge-cashback/ or on the Terms and Conditions page.

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. The 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