

POWERbot Cashback

Frequently Asked Questions

What is the offer?

Purchase a participating Samsung POWERbot robot vacuum between 9:00am (AEST) on 2nd August and 11:59pm (AEST) on 5th September 2018 to be eligible to receive \$100 Cash Back*.

*For Participating Products and their corresponding Gift amounts, please refer to the Participating Products table located on the home page or the Samsung POWERbot model number references listed on the terms and conditions page.

What is the Gift?

An electronic funds transfer to an Australian bank account of \$100 on the purchase of a participating Samsung POWERbot.

When does the promotion start?

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

When does the promotion end?

11:59pm (AEDT) on 5th September 2018.

What are the Participating Products?

Please refer to the Samsung POWERbot models listed on the home page or the Samsung POWERbot 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 5 September 2018 and you must register your claim by 3 October 2018.

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 3 October 2018 if my Participating Product is on back order?

Yes, you must complete the online claim form by 3 October 2018. 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 5 September 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 3 January 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 3 October 2018. If we do not receive a copy of your tax invoice by 3 October 2018, your claim may be deemed invalid. If sending via mail, the postal address is:

Samsung POWERbot Cashback
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 underneath the POWERbot. 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 3 January 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 3 January 2019 if I am renovating or building my house and won't take delivery of my Participating Product by 3 January 2019?

No, you must provide your serial number and serial number photo by 3 January 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 POWERbot 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 3 October 2018 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 3 October 2018 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 3 October 2018 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 3 October 2018 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 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 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

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