

Samsung Galaxy Buds Promotion 2019 Frequently Asked Questions

What is the offer?

Purchase a Participating Product from a Participating Retail Store during the Promotional Period to be eligible to receive a Gift, subject to the following T&C: samsung.com/au/galaxy-offer/terms

What is the Gift?

Samsung Galaxy Buds valued at \$249.00 RRP

When does the Promotional Period start?

12:00 am AEST on Tuesday, 8 October 2019

When does the Promotional Period end?

11:59 pm AEDT on Monday 25-November 2019

When does the Redemption Period start?

12:00 am AEST on Tuesday, 8 October 2019

When does the Redemption Period end?

11:59 pm AEDT on Saturday 30th November 2019

What are the Participating Products?

1	Galaxy Note 10	SM-N970FZSAXSA	\$1,499
2	Galaxy Note 10	SM-N970FZKAXSA	\$1,499
3	Galaxy Note 10+	SM-N975FZSATEL	\$1,699
4	Galaxy Note 10+	SM-N975FZSAOPS	\$1,699
5	Galaxy Note 10+	SM-N975FZSAVAU	\$1,699
6	Galaxy Note 10+	SM-N975FZSDXSA	\$1,699
7	Galaxy Note 10+	SM-N975FZKATEL	\$1,699
8	Galaxy Note 10+	SM-N975FZKAOPS	\$1,699
9	Galaxy Note 10+	SM-N975FZKAVAU	\$1,699
10	Galaxy Note 10+	SM-N975FZKDXSA	\$1,699
11	Galaxy Note 10+ 5G	SM-N976BZSETEL	\$1,999
12	Galaxy Note 10+ 5G	SM-N976BZSEOPS	\$1,999
13	Galaxy Note 10+ 5G	SM-N976BZSEXSA	\$1,999
14	Galaxy Note 10+ 5G	SM-N976BZKETEL	\$1,999
15	Galaxy Note 10+ 5G	SM-N976BZKEOPS	\$1,999
16	Galaxy Note 10+ 5G	SM-N976BZKEXSA	\$1,999
17	Galaxy S10e	SM-G970FZGATEL	\$1,199
18	Galaxy S10e	SM-G970FZGAOPS	\$1,199
19	Galaxy S10e	SM-G970FZGAVAU	\$1,199
20	Galaxy S10e	SM-G970FZGAXSA	\$1,199

21	Galaxy S10e	SM-G970FZKATEL	\$1,199
22	Galaxy S10e	SM-G970FZKAOPS	\$1,199
23	Galaxy S10e	SM-G970FZKAVAU	\$1,199
24	Galaxy S10e	SM-G970FZKAXSA	\$1,199
25	Galaxy S10e	SM-G970FZWATEL	\$1,199
26	Galaxy S10e	SM-G970FZWAOPS	\$1,199
27	Galaxy S10e	SM-G970FZWAVAU	\$1,199
28	Galaxy S10e	SM-G970FZWAXSA	\$1,199
29	Galaxy S10	SM-G973FZGATEL	\$1,349
30	Galaxy S10	SM-G973FZGAOPS	\$1,349
31	Galaxy S10	SM-G973FZGAVAU	\$1,349
32	Galaxy S10	SM-G973FZGAXSA	\$1,349
33	Galaxy S10	SM-G973FZKATEL	\$1,349
34	Galaxy S10	SM-G973FZKAOPS	\$1,349
35	Galaxy S10	SM-G973FZKAVAU	\$1,349
36	Galaxy S10	SM-G973FZKAXSA	\$1,349
37	Galaxy S10	SM-G973FZWATEL	\$1,349
38	Galaxy S10	SM-G973FZWAOPS	\$1,349
39	Galaxy S10	SM-G973FZWAVAU	\$1,349
40	Galaxy S10	SM-G973FZWAXSA	\$1,349
41	Galaxy S10	SM-G973FZGETEL	\$1,699
42	Galaxy S10	SM-G973FZGEOPS	\$1,699
43	Galaxy S10	SM-G973FZGEVAU	\$1,699
44	Galaxy S10	SM-G973FZGGXSA	\$1,699
45	Galaxy S10	SM-G973FZKETEL	\$1,699
46	Galaxy S10	SM-G973FZKEOPS	\$1,699
47	Galaxy S10	SM-G973FZKEVAU	\$1,699
48	Galaxy S10	SM-G973FZKXSA	\$1,699
49	Galaxy S10	SM-G973FZWETEL	\$1,699
50	Galaxy S10	SM-G973FZWEOPS	\$1,699
51	Galaxy S10	SM-G973FZWEVAU	\$1,699
52	Galaxy S10	SM-G973FZWGXSA	\$1,699
53	Galaxy S10+	SM-G975FZGATEL	\$1,499
54	Galaxy S10+	SM-G975FZGAOPS	\$1,499
55	Galaxy S10+	SM-G975FZGAVAU	\$1,499
56	Galaxy S10+	SM-G975FZGAXSA	\$1,499
57	Galaxy S10+	SM-G975FZKATEL	\$1,499
58	Galaxy S10+	SM-G975FZKAOPS	\$1,499
59	Galaxy S10+	SM-G975FZKAVAU	\$1,499
60	Galaxy S10+	SM-G975FZKAXSA	\$1,499
61	Galaxy S10+	SM-G975FZWATEL	\$1,499
62	Galaxy S10+	SM-G975FZWAOPS	\$1,499
63	Galaxy S10+	SM-G975FZWAVAU	\$1,499
64	Galaxy S10+	SM-G975FZWAXSA	\$1,499
65	Galaxy S10+	SM-G975FCKATEL	\$1,849
66	Galaxy S10+	SM-G975FCKEOPS	\$1,849
67	Galaxy S10+	SM-G975FCKEVAU	\$1,849
68	Galaxy S10+	SM-G975FCKGXSA	\$1,849
69	Galaxy S10+	SM-G975FCWETEL	\$1,849

70	Galaxy S10+	SM-G975FCWEOPS	\$1,849
71	Galaxy S10+	SM-G975FCWEVAU	\$1,849
72	Galaxy S10+	SM-G975FCWGXSA	\$1,849
73	Galaxy S10+	SM-G975FCKHXSA	\$2,399
74	Galaxy S10+	SM-G975FCWHXSA	\$2,399
75	Galaxy S10 5G	SM-G977BZSETEL	\$2,249
76	Galaxy S10 5G	SM-G977BZAETEL	\$2,249
77	Galaxy S10 5G	SM-G977BZSATEL	\$1,999
78	Galaxy S10 5G	SM-G977BZAATEL	\$1,999
79	Galaxy S10 5G	SM-G977BZAAOPS	\$1,999
80	Galaxy S10 5G	SM-G977BZSAOPS	\$1,999
81	Tab S6 Wi-Fi 128GB	SM-T860NZAAXSA	\$1,099
82	Tab S6 Wi-Fi 128GB	SM-T860NZBAXSA	\$1,099
83	Tab S6 Wi-Fi 256GB	SM-T860NZBLXSA	\$1,299
84	Tab S6 4G 128GB	SM-T865NZAAXSA	\$1,299
85	Tab S6 4G 128GB	SM-T865NZBAXSA	\$1,299
86	Tab S6 4G 256GB	SM-T865NZBLXSA	\$1,499
87	Tab S6 4G 128GB	SM-T865NZBATEL	\$1,299
88	Tab S6 4G 256GB	SM-T865NZBLTEL	\$1,499
89	Galaxy Watch Active 2 – 44mm 4G	SM-R825FSKAXSA	\$799
90	Galaxy Watch Active 2 – 44mm 4G	SM-R825FSDAXSA	\$799
91	Galaxy Watch Active 2 – 40mm 4G	SM-R835FSKAXSA	\$749
92	Galaxy Watch Active 2 – 40mm 4G	SM-R835FSDAXSA	\$749
93	Galaxy Watch Active 2 – 44mm Bluetooth	SM-R820NZDAXSA	\$549
94	Galaxy Watch Active 2 – 44mm Bluetooth	SM-R820NZKAXSA	\$549

Note: Please note that non-genuine or non-Australian models of the Participating Products are not eligible for this Promotion. Samsung recommends that, prior to purchasing a Participating Product, entrants verify that the product is a genuine and Australian model that is eligible for this Promotion. Further information on the benefits of purchasing Australian models can be found at www.samsung.com/au/made-for-australia.

Who are the Participating Retailers?

Samsung Retail Stores	Nuance	Amazon (https://www.amazon.com.au/samsung) Note: Amazon Marketplace is excluded from the Promotion	Bing Lee
Samsung Online Store (https://shop.samsung.com/au/)	Betta Electrical	Microsoft Retail Stores	Domayne
Telstra	JR Duty Free	Microsoft Online Store (https://www.microsoft.com/en-au/)	Joyce Mayne
Optus	Retravision	Qantas Q Store: (https://www.qantasstore.com.au/)	David Jones
Vodafone	Costco (Australia)	Coles Flybuys (https://www.flybuys.com.au/home/#/)	Radio Rentals
Harvey Norman	Radio Rentals (Thorn)	Woolworths	Make it Mine
JB Hi-Fi	Officeworks	Big W	Target (Australia)
The Good Guys	Rebel Sport	The Iconic (https://www.theiconic.com.au/)	MobileCiti https://www.mobileciti.com.au/

Note: Samsung recommends that, prior to purchasing a Participating Product, entrants verify with the retailer that the retailer is a Participating Retail Store for the purposes of this Promotion.

How do I claim my Gift?

Visit samsung.com/au/galaxy-offer during the Redemption Period. Click on [CLAIM](#), to be directed to the redemption website and complete the online claim form.

You must provide:

- the required personal information, including your name, email address, Australian delivery address and telephone number
- The IMEI or Serial Number of your Participating Product and upload a photo of that IMEI /Serial Number on the Online Claim Form at the time of lodging the claim; and
- The copy of your Proof of Purchase on the Online Claim Form at the time of lodging the claim.

Following your successful claim registration you will be provided with a with a unique claim number on the Online Claim Form final page of the website and via email.

You will need this claim number for any future communications with the Promotions team.

What if I don't have a claim number?

If you do not receive a unique claim number your registration has not been successful and your claim will not be processed.

What does Proof of Purchase mean?

Proof of Purchase means either:

- i. a tax invoice clearly stating the name and model of the Participating Product, the Participating Retail Store (including the relevant store details) from which the Participating Product was Purchased, the price paid , and the time and date of Purchase;
- or
- ii. a binding contract, lease, payment plan or welcome letter in relation to a plan from a telecommunications company, telecommunications service provider, or telecommunications operator, (a Telco) or retailer (providing they are a Participating Retail Store), clearly showing all of the following information:
 1. the Eligible Entrant's name;
 2. the name, model and IMEI number of the Participating Product;
 3. the name of the Participating Retail Store from which the Participating Product was Purchased;
 4. the terms of the contract or lease; and
 5. the time and date of Purchase.

What does Purchase mean?

For the purposes of these FAQs, Purchase means either:

- i. Payment in full for the Participating Product during the Promotional Period, where the Participating Product is Purchased outright; or
- ii. a contract, lease or other payment plan, where the Participating Product is Purchased on a plan with a telecommunications company.

How do I provide a copy of my Proof of Purchase?

You must upload a copy of your Proof of Purchase during your registration, which can be a scanned copy or a photograph of your Proof of Purchase. It is important that your Proof of Purchase is clearly legible to allow validation of your claim.

How do I find my Phone's IMEI number, and how do I take a photo of the IMEI Number?

- Turn on your phone
- Dial *#06#
- IMEI and Serial Numbers will appear.
- Screen capture by pressing the power button and the home button simultaneously.
- If using a PC for redemption, the image will need to be transferred to the PC before it can be uploaded

My product does not have an IMEI number. How do I find the Serial Number?

- Galaxy Tab S6
 - Turn on your tablet
 - Swipe up on the screen
 - Search for and select "Settings" app
 - Select "About Tablet" menu item
 - Serial Number will be displayed with the Tablet information
- Galaxy Watch Active 2
 - Turn on your watch
 - Swipe the screen
 - Search for and select "Settings" app
 - Select "About Watch" menu item
 - IMEI / Serial Number will be displayed with other Watch information

What happens if the IMEI/Serial Number that I provide is incorrect?

You will not be able to submit your claim if you do not provide a valid IMEI or Serial Number.

What happens if there is an outstanding issue with the copy of the Proof of Purchase and/or IMEI Number photo 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 ineligible, and you will have 14 days to supply the requested information correcting the issue/s 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 a 'Claim Completed' 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.

Can I claim more than one Gift?

Multiple entries are permitted, subject to the following:

- only one (1) Eligible Claim is permitted per Participating Product Purchased;
- only five (5) Eligible Claims are permitted per Eligible Entrant; and
- each Eligible Claim must be submitted separately and in accordance with the Terms and Conditions.

Can I exchange or transfer a Gift?

Each Gift is not transferable or exchangeable and cannot be redeemed for cash.

Who is ineligible to claim?

Claimants under the age of 18, non-Australian Residents, companies, businesses, commercial ventures, organisations or anyone acting on their behalf.

Are businesses eligible to claim a Gift?

In accordance with the Terms and Conditions only five (5) individuals on a business plan are permitted to claim for each business or company.

How will I know that my Gift has been dispatched?

You will receive a 'Gift Dispatched' notification email to your registered email address advising you that your Gift has been dispatched. It will contain a tracking number to allow you to track the delivery.

You will also receive an SMS from Australia Post to your registered mobile number with delivery tracking details.

How will my Gift be dispatched?

Your Gift will be dispatched via Australia Post e-parcel. You or someone from your registered delivery address will have to sign for the Gift in order to take delivery of the Gift.

Do I have to pay postage and handling to receive my Gift?

No.

Can my Gift be delivered to a PO Box?

No.

What happens if I am not home to take delivery of my Gift?

If Australia Post is unable to deliver your Gift, they will leave an 'Article awaiting collection' card at your registered delivery address. You will need to visit the Post Office listed on the reverse of the card within 10 business days of the date on the card. If you do not pick up the parcel within 10 business days the gift will be returned to sender.

Remember, you will need to bring photo identification that includes either the name or address on the item. If your photo ID doesn't include these details, just bring along other identification that does.

Can someone else take delivery of my Gift if I am not present at the time of delivery?

Yes they can. They will need to sign for the Gift in order to take delivery of the Gift on your behalf.

How long will it take to receive my Gift?

You should receive your Gift within 30 days of your claim being deemed valid.

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

T&C can be found at: samsung.com/au/galaxy-offer/terms

Who is the Promoter?

Samsung Electronics Australia Pty Ltd (ACN 002 915 648)
3 Murray Rose Avenue, Sydney Olympic Park NSW 2127, Australia

How do I contact the promotion support team?

You can contact promotion customer support by any of the following methods:

Email: promos.au@samsung.com

Phone: 1300 362 603 (Option 9)

Should I contact Samsung Support to discuss my promotional claim?

No. You should contact the Promotion's support team on the details above. Samsung Support and Service teams will not be able to assist with your promotional claim.

Note: To the extent of any inconsistency between the T&Cs and these FAQs, the T&Cs prevail.