

Samsung Bonus Xbox Gaming Bundle Promotion FAQ's

CATEGORY 1: PROMOTION

What is the offer?

Purchase a Participating Samsung Big Screen (75" or 82") TV from a Participating Retail Store between 23 May 2018 and 20 June 2018 to be eligible to receive a Bonus Xbox One X Gaming Bundle valued at over \$700RRP.

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

What is included in the Gift?

- 1 x Microsoft Xbox One X Game Console, and,
- 1 x Pro Evolution Soccer 2018 Game Token.

When does the promotion start?

09:00 am (AEST) on 23 May 2018.

When does the promotion end?

11:59 pm (AEST) on 20 June 2018.

When do registrations close?

11:59pm (AEST) on 18 July 2018.

Who is ineligible to claim?

Claimants under the age of 18 and employees of the Promoter, Participating Retail Store or any agency associated with this Promotion, or any immediate family member of such person are ineligible to claim, and Participating Retail Stores and other distributors, retailers or resellers of the Participating Products. "Immediate family member" 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?

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

I purchased a Participating Product from Harvey Norman, can I claim the Gift?

No. Harvey Norman is not a Participating Retailer in this promotion.

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 18 July 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 *20 September 2018* via the track claim webpage.

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 18 July 2018.

Do I still need to register by 18 July 2018 if my Participating Product/s is/are on back order?

Yes, you must still complete your online registration by 18 July 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 23 May and 20 June 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 *20 September 2018* 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" on the sticker on the back of the product.

The serial number for your Samsung TV is located behind a removable plate, which sits in the centre at the base of the back of the TV. 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'

Under product information is the Serial Number

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 *20 September 2018* 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 *20 September 2018* if I am renovating or building my house and won't take delivery of my Participating Product/s by *20 September 2018*?

No, you must provide your serial number and serial number photo of your Participating Product/s by *20 September 2018* 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.

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?

Your Gift should be delivered within thirty (30) days of your claim being deemed valid.

Can I nominate an overseas delivery address?

No. Deliveries will only be made to Australian addresses.

Can I nominate a PO Box for the delivery address?

No. Deliveries must be made to a residential or work address. PO Boxes are not acceptable.

How will my Gift be despatched?

Your Gift will be despatched 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.

How will I know that my Gift has been despatched?

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

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

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 ten (10) business days from the date of the unsuccessful delivery attempt to collect your Gift before it is returned and forfeited. Remember, you will need to bring photo identification that includes either your name or address details to collect your Gift.

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.

Can I claim more than one Gift?

Multiple entries are permitted, subject to the following:

- only one (1) claim is permitted per Participating Samsung Big Screen (75" or 82") TV;
- only five (5) claims are permitted per entrant; and
- each claim must be submitted separately and in accordance with this Promotion's Terms and Conditions.

Can I exchange or transfer a Gift?

No. Each Gift is not transferable or exchangeable.

If the Participating Product/s I purchased 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 team (details directly below) as Samsung Support is a different department and they cannot assist you with your promotional claim.

Who do I contact if there is an issue with my Gift?

For all queries and customer support regarding the Xbox One X Game Console or Pro Evolution Soccer 2018 Game Token (including warranty, service, repair and troubleshooting) please contact Microsoft at: <https://support.xbox.com/en-AU/my-account/warranty-and-service/getting-your-product-serviced>

Where can I find the Terms and Conditions for this Promotion?

Online at: www.samsung.com/au/bonus-xbox

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 (or third parties on its behalf) may collect personal information to conduct the Offer and disclose such information to third parties for this purpose, including agents, contractors, service providers and offer suppliers. Validity of an eligible entry is conditional on providing this information. Some of these entities may be outside Australia, including in Singapore, Korea and the Philippines. Entrants acknowledge that by consenting to this disclosure, Samsung is not obliged to take reasonable steps to ensure overseas recipients do not breach Australian privacy law. All entrants consent to their personal information being collected and stored for this purpose in accordance with Samsung's privacy policy available at www.samsung.com/au, which forms part of these T&Cs.