



TV FREE GIFTS REDEMPTION PROCESS AND FAQS

Redemption Period : 16th July 2020 to 15st October 2020



Account Registration

Q1: What is Samsung Redemption?

Samsung Redemption is customer redemption portal for you to submit your redemption claim, keep track on your redemption status and view your redemption history.

Q2: How to register a Samsung account?

You are required to register a Samsung account in order to proceed online redemption claim. Log on to <https://samsung-redemption.com/customer/#/sasso/MY-gwp-35> and click on "Sign up here". Complete the registration form and you will receive an email notification to complete your account activation. Once the account is activated successfully, you may proceed to log into Samsung Redemption.

Q3: I forgot my ID/password. How do I reset it?

Go to <https://samsung-redemption.com/customer/#/sasso/MY-gwp-35> and click on 'Find ID or Reset password?'

- i. Find ID: The system will prompt you to enter your information that you filled in during account registration. System will show your email ID based on the detail provided.
- ii. Set a password: The system will prompt you to enter your email account that need to reset password and you will receive reset email in the inbox of the email account you entered. Click the 'Reset Password' link in the email and you will be taken to the page where you can create a new password. Once you have completed the reset process, you will be able to sign in using your new password.

Redemption

Q4: How do I participate in this promotion?

Purchase one of the promotional products between 16th July 2020 and 30th September 2020 at any participating Samsung authorized stores. Following your purchase, visit <https://samsung-redemption.com/customer/#/sasso/MY-gwp-35> to complete the online redemption form and submit within redemption period.

You will need to enter the following information: -

- i. Email
- ii. Store of purchase
- iii. Date of purchase
- iv. Invoice number
- v. Model purchased Serial Number
- vi. Recipient Name
- vii. Delivery Address
- viii. Contact Number
- ix. Identified Number
- x. Upload a copy of Proof of Purchase (the Receipt with Model Code)

Please refer to the Term and Conditions for full eligibility details at [Terms and Conditions page](#).

Q5: What is the Redemption Period?

You must complete and submit your online redemption form between 16th July 2020 and 15st October 2020. In case there is any problem with your redemption, you should receive an email within 10 business days from your submission date and please provide necessary information/receipt by 20th October 2020 at 11:59 p.m. MYT, otherwise you will no longer be able to redeem your free gift.

Q6: How do I find my TV Serial number?

You can find your TV Serial Number in the following ways:

- i. Sticker at the back of the TV
- ii. You can get the TV information from the TV menu. To get the info, press “**Menu**” on your remote control, choose “**Support**” and then choose “**Contact Samsung**”. The information will be displayed. Use arrow up and down key to find the serial number.

Q7: How do I prepare my Receipt for upload as part of the redemption process?

Uploaded document must be a PDF document or in an image format (jpg, jpeg or png format). Maximum size of each document is 5MB.

If you have a scanner, scan your receipt and save to your computer then ready to upload.

If you do not have a scanner, take a picture with your mobile device and upload the image from your device’s photo library.

Please ensure all the required details are clearly visible. Blurred or unclear receipt may delay your claim.

Q8: I have submitted a redemption form, what happens next?

An on-screen notification will be displayed confirming your redemption request has been submitted and you will receive an email detailing your Redemption ID.

Please check your email inbox (email account used to log in) for your notification related to this promotion. You will receive an email notification on validation status and delivery tracking number. Thereafter, your redemption request will be processed by our fulfilment partner within 10 business days from your submission date and free gift will be delivered to you.

Q9: How long will it take to receive my gift?

Your gift will be delivered within 4 weeks from your claim being successfully validated in our system. You will receive an email notification with delivery tracking number. Arrival time may differ subject to delivery area.

Q10: How do I keep track of my redemption status?

Please check your email inbox for notification related to this promotion. Alternatively, you can login <https://samsung-redemption.com/customer/#/sasso/MY-gwp-35> and click on 'My Account' > 'Redemption History' to check the redemption status.

Q11: I have entered incorrect details during the redemption process, what should I do?

If you enter incorrect information at any point during the redemption process, please notify the support team immediately, kindly email the support team at rms_support@samsung.com. . Failure to enter correct details may result in your free gift delivery being delayed or your claim being rejected.

Q12: I have received an email informing me of Incorrect/Incomplete/Illegible Proof of Purchase, what does this mean and what do I have to provide?

Please refer to the email we have sent you, it may be that the proof of purchase (the Receipt) uploaded is not sufficient to process your claim due to one or more of the following:

- i. Receipt does not match your redemption information,
- ii. Receipt does not show purchase date, products or retailer that you purchased from,
- iii. Uploaded document is not a receipt,
- iv. Receipt is not legible.

You can login to Samsung Redemption to re-upload the valid and complete copy of receipt by 20th October 2020 at 11:59 p.m. MYT, otherwise you will no longer be able to redeem your free gift.

Q13: I received Damaged or Defective gift item, what should I do?

Please arrange to return the damage or defective gift within 14 days upon receipt. Damaged or defective gift must be returned in the condition received by you with all the original packaging accessories and/or manual to the nearest merchant retail outlet to claim replacement or warranty.