

2021 Stay Strong Malaysia Campaign

REDEMPTION PROCESS & FAQs

Redemption Period: **From 1st August – 15th November 2021**

For redemption of “2021 Stay Strong Malaysia Campaign”, customer is required to have an account with Samsung Redemption Portal. If you have an existing account, please proceed with the redemption submission process. For new customer, please refer to below account registration steps.

Account Registration

Q1: What is Samsung Redemption?

Samsung Redemption is customer redemption portal for you to submit your redemption claim/contest participation, keep track on your redemption/contest status and view your redemption/contest 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-273> click “redeem now” 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 Portal for contest submission.

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

Go to <https://samsung-redemption.com/customer/#/sasso/MY-gwp-273> click “redeem now” and click on ‘Find ID or Reset password?’.

1. 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.
2. 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.

Touch ‘n Go eWallet credit Redemption Process

Q4: How do I participate in this redemption?

1. Purchase one of the promotional products between **1st August 2021 and 31st October 2021** at any participating Samsung authorized stores.

2. Following your purchase, visit <https://samsung-redemption.com/customer/#/sasso/MY-gwp-273> and click “redeem now” to complete the redemption form and submit within redemption period.

3. 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. Email Address
 - viii. Contact Number
 - ix. Identified Number
 - x. Upload a copy of Proof of Purchase (the Receipt with Model Code)
 - xi. Upload a copy of Product Serial Number
 - xii. Letter of authorization (if necessary)

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

Q5: How long is the Redemption Period?

You must complete and submit your redemption form between **1st August 2021 and 15th November 2021**. In the event that your submission is incomplete, illegible or incorrect, you will received a rejection email. You are require to resubmit the redemption request to get a new redemption ID. Meantime, the previous submission will be deemed invalid.

Q6: How do I find my DA Product Serial number?

You can find your DA Product Serial Number in the following ways:

- i. Sticker at the back of the DA product
- ii. You can get the DA product information from the DA product 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.
- iii. Alternatively the DA product serial number is also on the sticker outside the packaging box.

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

- i. Uploaded document must be a PDF document or in an image format (jpg, jpeg or png format). Maximum size of each document is 5MB.
- ii. If you have a scanner, scan your receipt and save to your computer then ready to upload.
- iii. If you do not have a scanner, take a picture with your mobile device and upload the image from your device’s photo library.
- iv. Please ensure all the required details are clearly visible. Blurred or unclear receipt may delay your redemption.

Q8: Can I submit redemption for multiple purchases under same invoice number?

Yes. You may submit for the redemption with different DA Product Serial Number, but limited up to 5 submission per invoice number. Please refer to the illustration below.

| Customer | Eligible Model (Qty) | Campaign Entry |
|-----------------|--|-----------------------|
| Customer A | 1 unit of REF | 1 |
| Customer B | 1 unit of REF, 1 unit of WM, 1 unit of VC (3 different DA Categories model, 3 different serial number) Under same invoice | 3 |
| Customer C | 1 unit of REF, 1 unit of WM, 2 units of VC, 3 units of RAC (4 different DA Categories model, 7 different serial number) Under same invoice | 5 |

Q9: I have submitted a redemption form, what happens next?

- i. An on-screen notification will be displayed confirming your redemption form 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 redemption.
- ii. You will receive notification by e-mail and/or phone call to inform on the redemption qualification.

Q10: I have received a rejection email informing me of rejection reason due to Incorrect/Incomplete/Illegible Evidence. What does this mean?

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 submission due to one or more of the following:

- i. Receipt does not match your redemption submission 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 Portal to resubmit the redemption request with complete copy of invoice.

Q11: I have qualified for the Touch 'n Go eWallet credit, when should I redeem the credit?

The redemption must be completed within **21 (twenty one)** working days upon receiving notification by appointed fulfilment party THINKINGIFTS SDN BHD (“Thinkingifts”), failing which the redemption will be disqualified.