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Valid until Oct 31. 2021

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## STAY STRONG MALAYSIA CAMPAIGN

### TV FREE GIFT REDEMPTION PROCESS & FAQS

Promotion Period: 1<sup>st</sup> August – 31<sup>st</sup> October 2021

Redemption Period: 1<sup>st</sup> August – 15<sup>th</sup> November 2021

**A: GIFT WITH PURCHASE (GWP) REDEMPTION PROCESS & FAQ**

**B: ART STORE E-COUPON REDEMPTION GUIDE & FAQ**

#### **A: GWP REDEMPTION PROCESS & FAQ**

##### **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-268> 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.

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

Go to <https://samsung-redemption.com/customer/#/sasso/MY-gwp-268> click “redeem now” 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**

### **Q1: What should I do to get my free gift(s) after purchasing the TV?**

There are 2 free gift(s) redemption methods which are through Samsung Redemption System (RMS 2.0) or/and you may redeem from the participating dealers immediately with the purchase of Promotional TV models. Please refer to illustration below.

<b>Customer</b>	<b>Purchased Promotional Model</b>	<b>Free Gifts</b>	<b>Redemption through</b>
Customer A	1 unit of NEO QLED 8K (QA85QN900AKXXM)	1. Galaxy Note20 Ultra 5G 2. 32" M7 Smart Monitor 3. Slim Fit Wall Mount Bracket	Customer to redeem free Mobile Phone and Smart Monitor through RMS 2.0. While Slim Fit Wall Mount Bracket to redeem immediately at the participated retail dealer shop.
Customer B	1 unit of QLED (QA55Q80AAKXXM)	Galaxy A22	Customer to redeem free Mobile Phone through RMS 2.0
Customer C	1 unit of The Frame (QA55LS03AAKXXM)	55" Brown Bezel	Customer to redeem free bezel immediately at the participated retail dealer shop
Customer D Purchase through <i>Samsung Online Store, Samsung Authorised Online Store</i>	1 unit of NEO QLED 8K (QA85QN900AKXXM)	1. Galaxy Note20 Ultra 5G 2. 32" M7 Smart Monitor 3. Slim Fit Wall Mount Bracket	Customer to redeem free Mobile Phone and Smart Monitor through RMS 2.0. While Slim Fit Wall Mount Bracket will be delivered together with TV purchased

### **Q4: How do I participate in this promotion?**

Purchase one of the promotional products between 1<sup>st</sup> August 2021 and 31<sup>st</sup> October 2021 at any Participating Stores (please refer to T&C for details of participating stores). . You are required to register or sign in to Samsung Account to submit the redemption at RMS system 2.0. Following your

purchase, visit <https://samsung-redemption.com/customer/#/sasso/MY-gwp-268> and click “redeem now” 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 1<sup>st</sup> August 2021 and 15<sup>th</sup> November 2021. 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 30<sup>th</sup> November 2021 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. Any documents with unclear details may delay the redemption process.

**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-268> and click “redeem now” > 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](mailto: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 before the last date of Free Gift redemption period, otherwise you will no longer be able to redeem your free gift.

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

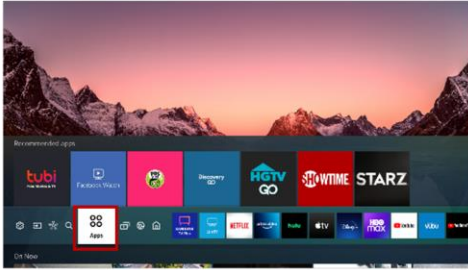
Please arrange to return the damage or defective gift within 14 days upon receipt. Damaged or defective gift must be returned in the condition received by you with all the original packaging accessories and Delivery Note to the nearest merchant retail outlet to claim replacement or warranty.

**B: ART STORE E-COUPON REDEMPTION GUIDE & FAQ**

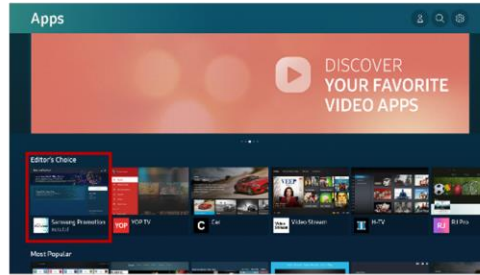
**Q1: How should I redeem/ download the free Art Store subscription e-coupon?**

Guide:

① Click [Apps] tile



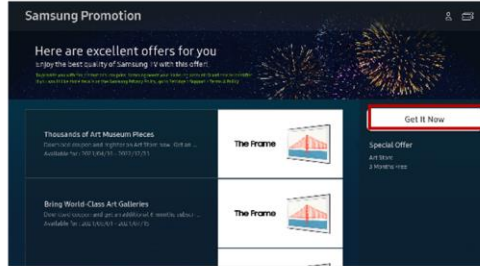
② Click [Samsung Promotion] on Editor's Choice Category



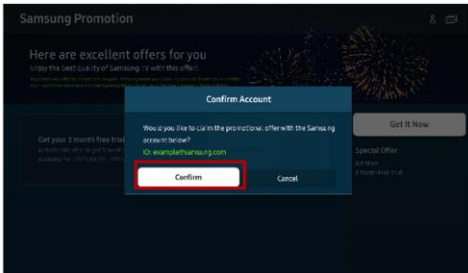
③ Click [Open] button to enter [Samsung Promotion]



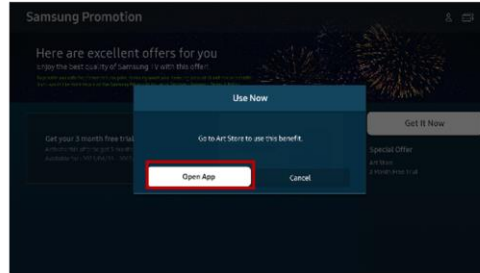
\*④ Find the Promotion banner and click [Get It Now] button



⑤ Confirm the account to download the coupon



⑥ After download completion, user can use coupon directly or keep it for using later



**Q2: How does the Samsung Promotion App icon look like?**

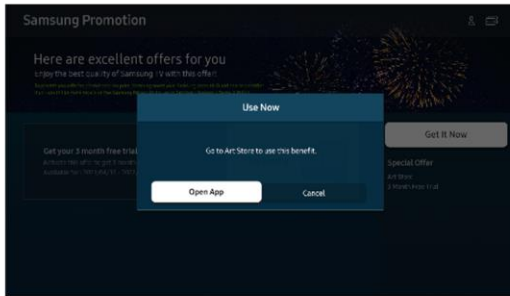
Samsung Promotion App Icon:



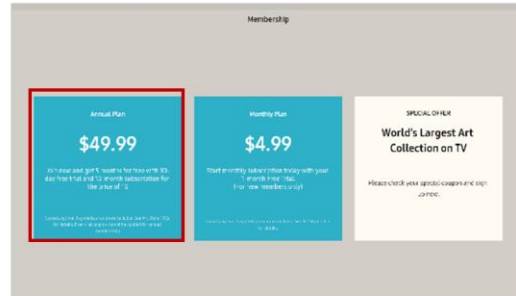
**Q3: How to use the Art Store Coupon?**

Guide:

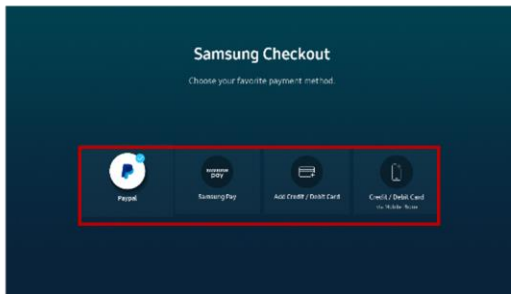
① After coupon is downloaded, Click [Sign Up Now] to jump to [Art Store]



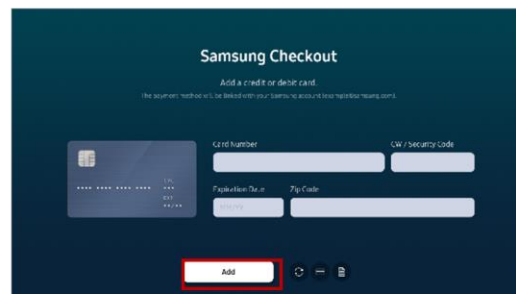
② Move to [Membership] Page and Press 1 month subscription banner



③ Choose Payment Method Signing up the subscription



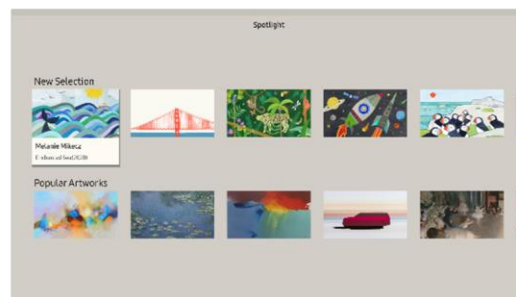
④ Enroll user's card information (One-time only)



\*⑤ Coupon is already auto applied to the account, users just need to click [Get it free]



⑥ Enjoy free subscription of the [Art Store]



#### Q4: How long is the validity for free Art Store e-coupon?

The validity for each downloaded individual e-coupon (3 months) is 2 years.

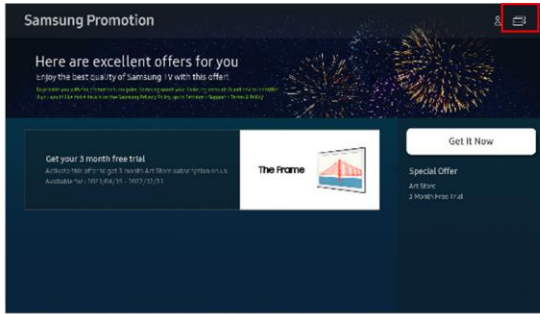
#### Q5: When trying to use the downloaded voucher by clicking [Use Now] button, “Error” popups?

Kindly check if the voucher is downloaded under the same Samsung Account of which you are currently signed in to. You need to sign in to the Samsung account where you received the promotional offer to activate it.

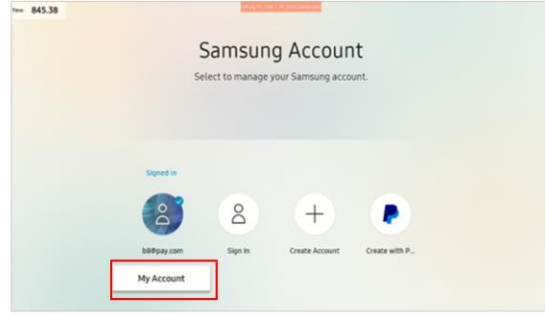
#### Q6: How to check downloaded Art Store e-coupon?

Guide:

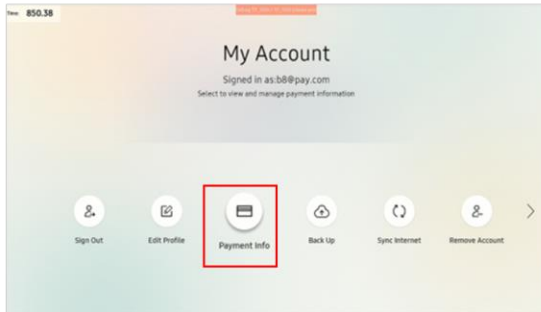
① Click [Account] icon on the top-right on [Samsung Promotion]



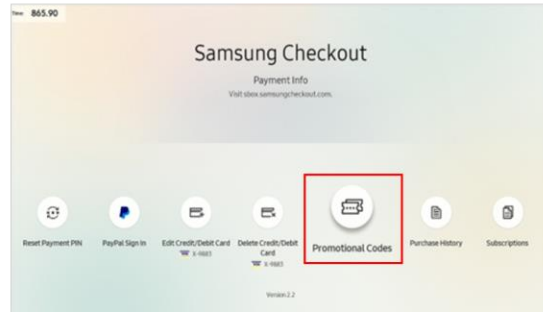
② Click [My Account] button of the account that user downloaded coupon



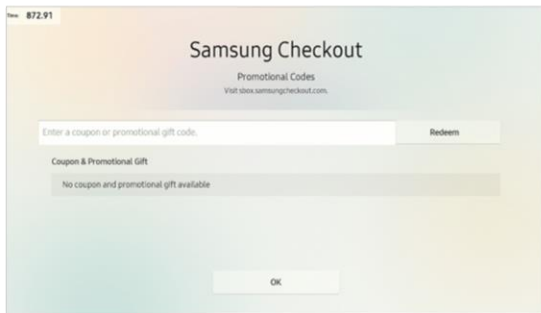
③ Click [Payment Info] button



④ Click [Promotional Codes] button



⑤ Check the coupon list that user downloaded to their account



**Q7: If I activate my e-coupons through signing up with 1 month Art Store Membership, will I be charged?**

The free Art Store subscription e-coupon(s) will be directly reflected when signing up with 1 month membership. No chargers will be incurred upon users during the e-coupon usage. Users will only be charged for the Art Store subscription if they continue with the service after the coupon expires.

**Q8: Will I be notified when my free subscription is expiring?**

You will receive an email notification 3 days prior to the expiration of the free subscription.