



Mobile

SAMSUNG

Bonus Samsung Galaxy Buds Promotion - 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 (Model Number: SM-R170NZWAXSA)

When is the Promotional Period?

The promotional period is from 12:00 am AEST on Tuesday, 8 October 2019 to 11:59 pm AEDT on Monday 25-November 2019.

When is the Redemption Period?

The redemption period is from 12:00 am AEST on Tuesday, 8 October 2019 to 11:59 pm AEDT on Saturday 30th November 2019

What are the Participating Products?

The following Woolworths Mobile Phone Plans are eligible for this offer: Samsung Galaxy S10e, Samsung Galaxy S10 128GB, Samsung Galaxy S10 512GB, Samsung Galaxy S10+ 128GB, Samsung Galaxy S10+ 512GB, Samsung Galaxy Note10 and Samsung Galaxy Note10+

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

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

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.