FAQ - CelcomDigi's Samsung TV Offer

1. **What is this Campaign about?**
   This is a collaboration between CelcomDigi and Samsung to offer three models of Samsung 4K UHD Smart TVs (50", 55", 65") at special prices.

2. **When does the Campaign commence?**
   This campaign commences on 21st March 2023. Any extension or discontinuation thereof is subject to CelcomDigi's sole discretion.

3. **Who is eligible for this Campaign?**
   This campaign is open to
   - Customers who sign up for CelcomDigi Fibre 300Mbps, Celcom or Digi Fibre 300Mbps and above.
   - Customers who upgrade their plan to CelcomDigi Fibre 300Mbps, Celcom or Digi Fibre 300Mbps and above.

4. **Where can I purchase the Samsung 4K UHD Smart TVs?**
   You may get it from any Celcom bluecube, Celcom Certified Partners or any Digi Stores nationwide.

5. **What are the special prices for the Samsung 4K UHD Smart TVs?**

Type	Samsung	Special Price	24 Months
Smart TV	50" Crystal 4K UHD	RM1,536	RM64/month
		RRP: RM2,899	
Smart TV	55" Crystal 4K UHD	RM1,776	RM74/month
		RRP: RM3,399	
Smart TV	65" Crystal 4K UHD	RM2,280	RM95/month
		RRP: RM4,399	

6. **How many Samsung 4K UHD Smart TVs can I purchase under my account?**
   You can purchase 1 (One) TV per 1 (One) Fibre account only.

7. **What are the payment options?**
   Below are our payment options:
   1. **[PREFERRED]** Easy Payment Plan (EPP) for 24 months with selected credit cards: Maybank and CIMB only.
   2. Full payment with any debit/credit card.

8. **I don't have a Maybank or CIMB credit card. Can I still buy the Samsung 4K UHD Smart TV?**
   Yes. You may choose to pay the TV's special price in full payment with any debit/credit card. You will still enjoy the same special price for the TV.

9. **Can I use multiple credit cards for the EPP instalment?**
Only one credit card per transaction is allowed.

10. **Can I pay using multiple payment methods, i.e. partly by debit card and partly by credit card?**
No. Only one payment method is allowed via a single debit/credit card.

11. **I have made full payment for the Samsung 4K UHD Smart TV via credit card. Can I change my payment to EPP instalment after completing the registration?**
You will need to liaise directly with your bank to do the EPP instalment and this will be at the bank's discretion.

12. **How long is the delivery period after I have made payment?**

Delivery Area	Estimated Delivery Period
Peninsular Malaysia	Within 5 working days
East Malaysia	Within 7 to 10 working days* *This is an estimated delivery lead time and is subject to change.

13. **Is there a delivery fee?**
No. Enjoy FREE delivery within Malaysia (subject to non-delivery areas: Samsung Non-Delivery Areas).

14. **My area is not within the covered delivery area. Can I still buy the Samsung 4K UHD Smart TV?**
We are sorry, unfortunately we will not be able to deliver the TV to the non-delivery area.

15. **Who can I call to enquire about the delivery status?**
You may call Samsung's Customer Service at 1-800-88-9999.

16. **I would like to change my delivery address. Is it possible?**
No. You are not allowed to make any changes after making payment.

17. **Is the installation service available across Malaysia?**
For West Malaysia, installation service is only available in selected areas and postcodes, except for Kelantan & East Malaysia. Please refer to the link for serviceable areas, Samsung Installation Area.

18. **Who will perform the installation for me?**
Samsung will manage the installation for selected devices and areas as stated below:
- Installation service Samsung Installation Service Scope
- Information for non-delivery areas Samsung Non-Delivery Areas (*not available for Sound System, Vacuum, Microwave, Air Purifiers and Mobile*)
- Installation service areas Samsung Serviceable Areas

19. **Who can I contact for after-sales service and enquiries?**
You may call Samsung's Customer Service at 1-800-88-9999 (Monday to Sunday, 24 hours) or email my_shop@samsung.com for after-sales service and warranty.

20. **Where can I check for further information regarding the installation service offered by Samsung?**
You may refer to the information for installation service as published at Samsung Installation Services.

21. **Is there any notification prior to the delivery/installation?**
Yes. You will receive a notification from Samsung's logistic team for updates on the delivery/installation status.

22. **If I did not purchase the Samsung 4K UHD Smart TV whilst I was at the store, can I purchase it later (once my Fibre has been installed)?**

No. The in-store purchase of the TV **after Fibre sign-up** is not available for now. We encourage you to purchase the special-priced TV on the spot when you sign up for Fibre at the store.

23. **If I upgrade my plan to 300Mbps and above, am I able to purchase the Samsung 4K UHD Smart TV?**
Yes. You will get an invite via email/SMS to purchase this special offer of Samsung TV within 14 days of your upgrade.

24. **I've signed up for Fibre/registered my interest via the online form. How can I purchase the Samsung 4K UHD Smart TV?**
The same eligibility for the retail sign-up applies, i.e. you would need to sign up for a 300Mbps plan and above. Once you've registered your interest online, you'll receive a WhatsApp message with an invitation link to purchase the **special-priced TVs** online. Do look out for the WhatsApp message from our **official CelcomDigi Fibre WhatsApp Account.**

25. **I've signed up/registered my interest for CelcomDigi Fibre online. Can I walk into any Celcom or Digi stores to purchase the Samsung 4K UHD Smart TV?**
No. Please follow the "TV Purchase invitation link" sent to you from **our official CelcomDigi Fibre Whatsapp Account** to purchase the TV.

26. **I'm an existing Celcom/Digi Fibre customer. Can I purchase the Samsung 4K UHD Smart TV?**
Not at the moment. Further communications/offers (if any) to existing customers will be made available via **Celcom Life App** or **MyDigi App**. Do download Celcom Life app/MyDigi app from Apple App Store or Google Play Store for further updates.