

How do I participate in this promotion?

Purchase a Qualifying Product within the promotional period and claim your cashback within 21 – 60 days of purchase. Then create a MySamsung account online or login to an existing MySamsung account to submit an online claim as detailed in the Terms and Conditions.

How many times can I participate in this promotion?

Participants may claim a maximum of one (1) Reward per Promotion Product purchased and a maximum of three (3) Rewards per Household.

My product is not listed as a qualifying product, is it eligible for the promotion?

We can only offer the reward for purchases of qualifying products listed on the Qualifying Products section of this website.

How do I prepare my proof of purchase to upload during the claim process?

Physical Copy/In Store Purchase:

If you have a scanner, scan your proof of purchase and save to your computer ready to upload.

If you do not have a scanner, take a picture with your mobile phone, digital camera or tablet. To transfer this document to your computer you can simply send it via email or transfer via USB. If you are claiming on your tablet, upload the image from your tablet's photo library.

Digital Copy/Online Purchases:

Print and Scan as detailed under physical copy/ in store purchase.

Save your proof of purchase to your computer ready to upload.

Take a screenshot of the proof of purchase and save as PDF or JPEG to your computer. To save your proof of purchase as a JPEG, simply paste the screenshot you have taken into Microsoft Paint and save this document to your computer as a JPEG.

If claiming from a tablet, take a screenshot of the proof of purchase and upload to the claim form from your photo library.

General Requirements for documents uploaded:

When scanning or taking a picture please ensure all the required details are clearly visible. Blurred or unclear proof of purchase may invalidate your claim.

Uploaded documents must be in PDF document or any image format (jpeg, gif, png, bmp). Maximum size of each document is 7Mb.

If required you can upload multiple documents, simply select the files one at the time and click upload during the claim process.

Why can't I select my purchase date?

This is likely to be for one of the following reasons:

- You have missed the claim window for this promotion
- Your purchase date is outside the promotional period

- You are too early to claim for this promotion

Please refer to your proof of purchase and the Terms and Conditions of this promotion and the claim period detailed.

How do I upload my proof of purchase?

Prepare your documents for upload and then during the claim process follow these steps

To upload the document(s) select 'Choose File', then locate the file that you want to upload and click 'Open'. The name of the document selected will be displayed on the web page, check this is the correct document then select 'upload'.

If you need to add more documents repeat this process. The documents will be listed as you add them. If the wrong document was selected simply remove them by using the delete button (indicated by the 'bin' icon). Once all documents are loaded select next.

What payment details will I need to provide during the online claiming process?

You will need to provide the following details:

UK:

- Account Number
- Sort Code
- Account Holder's Name

ROI:

- IBAN
- BIC/Swift
- Account Holder's Name

I have just submitted a claim, what happens next?

Your claim will be checked by one of our agents and the status of your claim will be emailed to you. We will keep you up to date on the status of your claim via email.

I have submitted a claim but I haven't received any further updates, what should I do?

Please check the email account you provided during the claim form for emails related to this promotion. Ensure you check your junk or spam email folder.

I have received a missing information email, 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 details uploaded for your proof of purchase were not sufficient to process your claim.

Common reasons for Missing Information:

- Proof of purchase was not legible
- Proof of Purchase did not show the price paid, products or retailer purchased from
- An incorrect document was uploaded and not a proof of purchase

- An order confirmation was supplied which did not show the products were purchased, in this case we ask you to provide further documents to support your claim, this could be a delivery note or invoice
- The payment details you provided are not matching with the claimant details

How long will it take to receive my reward?

Payment will be made within the timeframe outlined in the promotional Terms and Conditions.

Why have I not received my reward?

If you have received an email to confirm approval of reward, please check the following:

- Refer to the Terms and Conditions of the promotion for reward timeframes
- Check your bank statements for the reward amount that you are expecting
- If you are still unable to locate your payment please contact us via email or phone