

2025 Samsung KOALA ECO GWP Laundry Promotion Terms and Conditions (T&Cs)			
Promotion	1. Eligible Claimants who: 1.1 Purchase a Participating Product from a Participating Store during the Promotional Period; 1.2 submit an Eligible Claim during the Redemption Period; and 1.3 otherwise comply with these T&Cs, will be eligible to redeem a Gift, as outlined in this T&Cs document.		
Promotional Period (time in Sydney, NSW)	Start time and date	AEST 9:00 AM, Thursday, 1 May 2025	
	End time and date	AEST 11:59 PM, Wednesday, 21 May 2025	
Redemption Period (time in Sydney, NSW)	Start time and date	AEST 9:00 AM, Thursday, 1 May 2025	
	End time and date	AEST 11:59 PM, Sunday, 20 July 2025	
Eligible Claimant	To be eligible for this Promotion, the Claimant must: - be an Australian resident*, aged 18 years and over, - purchase a Participating Product from a Participating Store during the Promotional Period; - submit an Eligible Claim during the Redemption Period; and - otherwise comply with these T&Cs. *Only an individual can be an Eligible Claimant and companies, businesses and organisations of any description are excluded from participating in this Promotion. **For the purpose of this Promotion, "Immediate Family Member" means any of the following: spouse, ex-spouse, de-facto spouse, child or step-child (whether natural or by adoption), parent, step-parent, grandparent, step-grandparent, uncle, aunt, niece, nephew, brother, sister, step-brother, step-sister or first cousin.		
Participating Products	Participating Product Name		Model Number
	1	18kg BESPOKE AI Grande FRONT LOAD WM	WF18B9600KV
	2	12kg FRONT LOAD WM (Black)	WW12BB944DGB
	3	12kg FRONT LOAD WM (White)	WW12BB944DGH
	4	11kg FRONT LOAD WM (Black)	WW11CG604DLB
	5	11kg FRONT LOAD WM (White)	WW11CG604DLE
	6	11kg FRONT LOAD WM (White)	WW11CGC04DAE
	7	BESPOKE AI Heat Pump Combo	WD18DB8995BZ
The definition of a Participating Product does not include any Excluded Products.			
Excluded Products	Participating Product expressly excludes non-genuine or non-Australian models of the Eligible Products, "C grade" or "seconds" products, second-hand, refurbished or demonstration products, and any costs, fees, expenses or liability of any description to pay any amount for installation, insurance, warranty or extended warranty, financing, delivery or any other cost which is, at the determination of the Promoter in its absolute discretion, additional or ancillary to the Participating Products listed in the table above. Samsung recommends that prior to purchasing an Eligible Product, entrants should verify that the product is a genuine product and an Australian model that is eligible for this Promotion. Further information on the benefits of purchasing Australian models can be found at www.samsung.com/au/made-for-australia.		

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Participating Stores	"Participating Stores" means each of the following authorised Samsung resellers: • Harvey Norman/ Harvey Norman Corporate • The Good Guys • JB Hi-Fi • Bing Lee • Samsung.com (incl. all Employee Partner Portal), • Appliances Online • Winning Appliances • Betta • Retravisio • BI-RITE • Costco Australia For the avoidance of doubt, online bidding and auction websites (e.g. www.ebay.com.au) are not Participating Stores for the purposes of the Promotion.
Gift	Eligible Claimants who submit an Eligible Claim will receive a unique e-Voucher code link to redeem KOALA ECO Laundry Complete Collection valued at \$114 RRP ("Gift") (https://koala.eco/) 1. The Gift e-voucher link will be e-mailed to the Eligible Claimant's Australian e-mail address entered at the time of redemption. 2. The maximum Eligible Claims per Participating Product purchased is one (1). 3. The voucher will be valid for redemption until 31 December 2025. The number of available Gifts is limited. In the event that the Gift stock is exhausted, the Promoter reserves the right to replace the Gift with an alternative gift or an online store voucher of equal or greater value There may be extra conditions that apply in addition to these T&Cs for the KOALA ECO e-voucher. These may be on the KOALA ECO website (https://koala.eco/) If there are any inconsistencies between these T&Cs and KOALA ECO's conditions, KOALA ECO's conditions will prevail. If you experience any issues with the KOALA ECO e-vouchers, please contact KOALA ECO directly at support@koala.eco.
Eligible Claim	1. To be eligible to claim a Gift (each eligible claim, an "Eligible Claim"), an Eligible Claimant must: 1.1. Purchase a Participating Product from a Participating Store during the Promotional Period; 1.2. during the Redemption Period, visit the Redemption Website and register a personal account (if you do not already have one) by following the prompts and instructions on the Redemption Website; 1.3. follow the prompts to the online claim form ("Online Claim Form"), and; 1.3.1. input all requested details, including, without limitation, the claimant's full name, phone number, email address and residential address; 1.3.2. provide: (a) the model number; (b) the serial number; (c) a photo of the serial number ; and (d) for a copy of the original tax invoice, the relevant Participating Product, and other such details as required by the Promoter; 1.3.3. submit the fully completed Online Claim Form by 11:59pm (AEST) by 20 July 2025 (Online Claim Forms will not be accepted after the end of the Redemption Period).

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	2. Following the valid submission of the Online Claim Form, the Eligible Claimant will receive an email to the Eligible Claimant's nominated email address within 60 days from the date their claim is deemed valid by the Promoter, which provides the KOALA ECO e-Voucher that constitutes the Gift. 3. Eligible Claimants can redeem the KOALA ECO e-Voucher as follows; 3.1. Visit the KOALA ECO website using the redemption link provided via email 3.2. At this link, there will be the "GIFT" (refer to definition above) listed and the unique discount code already pre-applied, rendering the products subtotal as \$0.00 (AUD), including Free Shipping. 3.3. Complete check out as per the normal online order process Each e-Voucher Code link is valid until 31 December 2025.
Redemption Website	https://www.samsung.com/au/offer/laundry-promotion/
Purchase	Payment in full from a Participating Store.
General	1. Participation in this Promotion is deemed acceptance of these T&Cs. 2. This Promotion is not valid in conjunction with any other Samsung offer or promotion. 3. This Promotion is not open to companies, businesses, commercial ventures, organisations or anyone acting on their behalf. 4. There is a limit of three (3) Eligible Claims under this promotion per Eligible Entrant. 5. All prices quoted in these T&Cs are inclusive of GST. 6. The Gift is not transferable, exchangeable or redeemable for cash and are not for resale, and may be claimed only by the Eligible Claimant whose name is stated on the proof of purchase. All claims must be carried out by the actual purchaser of the Participating Product. Claims by any other person will not be accepted. 7. If this Promotion is interfered with or cannot be conducted as reasonably anticipated due to any reason beyond the reasonable control of Samsung, Samsung reserves the right, in its sole discretion, to the fullest extent permitted by law, to (a) disqualify any Eligible Claimant and/or (b) modify, suspend, terminate or cancel the Promotion as appropriate. 8. Participating Products and Gifts are subject to stock availability and the Promotion ends if Participating Products and Gifts are unavailable. Further, Samsung reserves the right to replace a Gift with a Gift of equal or greater value in its absolute discretion. 9. The Promotional Period and/or Redemption Period may be extended in Samsung's absolute discretion. 10. The Promoter reserves the right, at any time, to verify the validity of claims and claimants (including a claimant's identity, contact number and place of residence, tax invoice and serial number) using all other information available to the Promoter, and to disqualify any claimant who submits a claim that is not in accordance with these Terms and Conditions or who tampers with the claim process. The Promoter's decision is final and no correspondence will be entered into. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights. 11. Incomplete, indecipherable or illegible claims will be deemed invalid. Eligible Entrants are responsible for ensuring their correct contact number, email address and address details are provided and any updated details are notified to the Promoter. The Promoter accepts no responsibility should an Eligible Entrant fail to receive their Prize because of a failure to provide correct details or to notify of a change to those details, or for providing an invalid serial number. 12. An Eligible Claimant is responsible for all ancillary costs in completing the Online Claim Form and in claiming and using the Gift, including any internet service charges.

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	13. Redemption of the Gift is subject to any terms and conditions of the issuer including those specified on the Gift. Any unused balance of any gift card will not be awarded as cash. 14. Nothing in these Terms and Conditions is intended to exclude, restrict or modify any consumer rights under the Competition and Consumer Act 2010 (Cth) ("CCA") or any other legislation which may not be excluded, restricted or modified by agreement. 15. Subject to paragraph (14), Samsung (including its officers, employees and agents) excludes all liability (including negligence) for any personal injury, or any loss or damage (including loss of opportunity), whether direct, indirect, special or consequential, arising in any way out of the Promotion, including, but not limited to, where arising out of the following: (a) any technical difficulties or equipment malfunction (whether or not under Samsung's control); (b) any theft, unauthorised access or third party interference; (c) any claim, original purchase documentation or Gift that is late, lost, or misdirected (whether or not after their receipt by Samsung) due to any reason beyond the reasonable control of Samsung; (d) any variation in the Gift value to that stated in these Terms and Conditions; (e) any tax liability incurred by a claimant; or (f) any use of the Gift. 16. These terms and conditions are governed by the laws of New South Wales, Australia. Entrants submit to the non-exclusive jurisdiction of the courts of New South Wales, Australia.
Privacy	The Promoter (or third parties on its behalf) may collect personal information to conduct the Promotion and disclose such information to third parties for this purpose, including agents, contractors, service providers and offer suppliers. Validity of an Eligible Claim is conditional on providing this information. Some of these entities may be located outside Australia, including in Singapore, Korea and the Philippines. Claimants acknowledge that by consenting to this disclosure, the Promoter is not obliged to take reasonable steps to ensure overseas recipients do not breach Australian privacy law. All claimants consent to their personal information being collected and stored for this purpose in accordance with the Promoter's privacy policy available at www.samsung.com/au, which forms part of these T&Cs.
Promoter's details	Samsung Electronics Australia Pty Ltd (ACN 002 915 648) 3 Murray Rose Avenue, Sydney Olympic Park NSW 2127, Australia Promotional Support: Email: promos.au-ce@samsung.com Phone : 1300 362 603 (Option 5)