

# Galaxy Buds+ Redemption Process



**SAMSUNG**  
Members

## Buy now and get Galaxy Buds+

Offer available until 12 March.



Samsung Galaxy Buds+



Ts & Cs apply.

# Galaxy S20 Ultra | S20+ | S20 Offer

**Pre-Order Period: 12 Feb – 12 Mar 2020**

- **Galaxy Buds+ Offer: 12 Feb – 12 Mar 2020 [excludes S20]**
- **Samsung Care+ offer: 12 Feb – 31 Mar 2020**
- **Redemption Period on Members: 6–31 March 2020**
- **Redemption method: Samsung Members app**

	S20 Ultra	S20+	S20
Pre-Order Offer	<ul style="list-style-type: none"> <li>▪ <b>Free Galaxy Buds+</b> (value R2,999)</li> <li>▪ <b>Samsung Care+ 24 months cover for R499</b> (value R1,999)</li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>Free Galaxy Buds+</b> (value R2,999)</li> <li>▪ <b>Samsung Care+ 24 months cover for R499</b> (value R1,999)</li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>Samsung Care+ 24 months cover for R499</b> (value R1,999)</li> </ul>
Launch offer (from 13 Mar)	<ul style="list-style-type: none"> <li>▪ <b>Samsung Care+ 24 months cover for R499</b> (value R1,999)</li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>Samsung Care+ 24 months cover for R499</b> (value R1,999)</li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>Samsung Care+ 24 months cover for R499</b> (value R1,999)</li> </ul>

# Galaxy Buds+ Redemption Steps



**1** Purchase the S20+ or S20 Ultra device, open the **Samsung Members** App and log in.



**2** Click on the **S20+ Galaxy Buds+** banner to redeem.



**3** **Complete the form** with your personal, contact and delivery details.

- Enter your device IMEI number.
- To find the IMEI on your keypad, dial \*#06#
- Upload your purchase invoice



**4** Once the form is submitted, **an email** confirming the order and the **reference number** will be sent to the registered email address.



**5** The **Courier** company will deliver your Galaxy Buds+ within 4 weeks depending on region and delivery details.



\* The S20 device does not qualify for the Buds+ offer.

\* Redemption closes 31 March 2020.

# Samsung Members App



1

Galaxy S20+ | S20 Ultra

## Redeem your Galaxy Buds+

Valid until 31 March.

**CLAIM NOW**

Ts & Cs apply.

2



## Thank you for purchasing the Galaxy S20 Ultra

The limited launch gift includes:



### The all-new Samsung Galaxy Buds+

With high resolution live sound by AKG and longer lasting battery.



### Whatever happens, we make the best of it

Get complete peace of mind with the 24 months Samsung Care+ for only R499 once-off (valued at R1,499). Limited time offer exclusively for Galaxy S20 | S20+ | S20 Ultra.

3

Enter your details below to register for your complimentary gift

Fields marked with \* are mandatory  
You must be of legal age to provide your consent

First Name *	Last Name *
<input type="text"/>	<input type="text"/>
Email address *	Mobile Number *
<input type="text" value="Ex: abc@gmail.com"/>	+971 <input type="text"/>
IMEI *	Purchase Date*
<input type="text"/>	<input type="text" value="DD/MM/YYYY"/>
Upload a photo of your IMEI *	Upload your invoice copy *
<input type="text" value=".jpeg, .jpg, .png - max 4 mb"/> <b>Upload</b>	<input type="text" value=".jpeg, .jpg, .png - max 4 mb"/> <b>Upload</b>
Delivery Address *	Delivery City *
<input type="text" value="Enter a location"/>	<input type="text" value="Please Select"/>

I have read and agree to the [terms & conditions](#) \*

I have read and agree to the [Samsung Privacy Policy](#) \*

I would like to receive information about products, services, promotions and marketing communications of Samsung

**SUBMIT NOW**

# Galaxy Buds+

<b>Dimensions, Weight</b>	Earbud: 17.5 x 19.2 x 22.5 mm, 6.3g Case: 70.0 x 38.8 x 26.5 mm, 39.6g
<b>Speaker</b>	2-Way Dynamic Speakers (Woofer + Tweeter)
<b>Microphone</b>	2 outer mic.(Beamforming) + 1 inner mic.
<b>Noise Cancelling</b>	N/A (Noise isolation)
<b>Sensor</b>	Accelerometer, IR, Hall, Touch
<b>Battery</b>	85mAh/270mAh (Typical) Playback: Earbuds 11H / Total 22H (Case 11H) Call: Earbuds 7.5H / Total 15H (Case 7.5H)
<b>PUI</b>	Touch Pad + Volume control(TBD)
<b>Connectivity</b>	Bluetooth 5.0
<b>Connector</b>	Fast charging (wire), Wireless charging (Powershare)
<b>Phone Application</b>	Galaxy Wearable (Android)
<b>Water Resistance</b>	IPX2
<b>Chipset</b>	BCM43015
<b>Compatibility</b>	Android 5.0 or higher, RAM 1.5GB or higher

## USP Summary

### 1 Always be Streaming

- Up to 11 hours of playtime
- Quick Charge :  
Charge 3 minutes, Use for 1 Hour  
/ Charge 10 minutes, Use for 3 Hours
- Wireless charging (Powershare)

### 2 Superior Sound Quality

- 2-way dynamic speakers (Woofer + Tweeter)
- Clear voice call quality with 2+1 mics
- Enhanced Ambient Sound

### 3 Enhanced Convenience

- Mapping frequently used apps
- Better connectivity
- Best companion for entertainment

## In-Box Items



Earbuds (L/R)



Charging Case



Wing Tips & Ear Tips (3 sets, S/M/L)



USB Cable



QSG

# Samsung Care+



## S20 R499 Promotional Offer

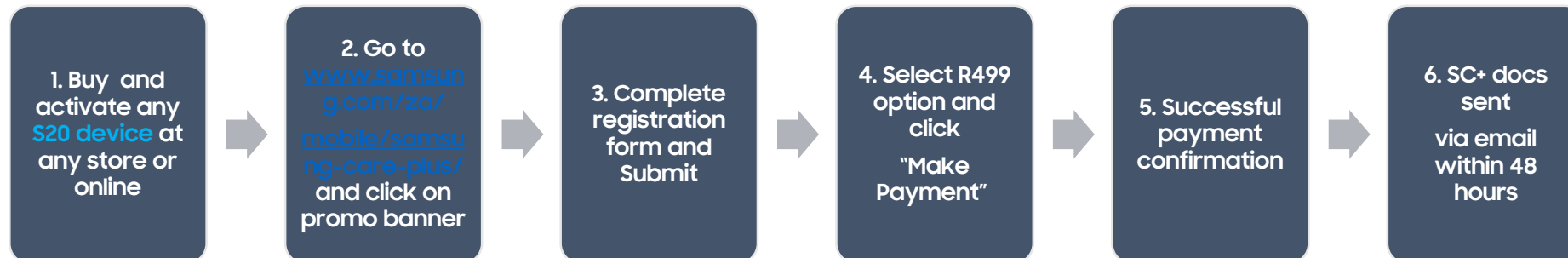
Get **Samsung Care+ for R499** once-off valid for 24 months (value R1,999).

### Terms:

1. Offer valid for all S20 devices purchased at any retailer or online.
2. Activation via [samsung.com](https://www.samsung.com)
3. Limited offer until 31 March 2020. Pricing will go up to R1,999 from 1 April 2020.

### Samsung Care+ Benefits

- Full Accidental Damage Cover
  - 2 Repairs / 24 months (Accidental Damage from Handling)
- \* Each repair subject to a repair fee of R999, limited to one every 12 months.
- \* Battery swapped with each valid screen repair.



# Escalation Process

## Samsung Care+

IUA Business Solutions

Contact: 031 570 7620 or 0860 100 111

Email: [admin@iua.co.za](mailto:admin@iua.co.za) or [Yasmeen@iua.co.za](mailto:Yasmeen@iua.co.za)

[a](#)

Escalation contact: Policy Administration

## Online Purchase Form

Contact 0860 726 623 or

[za.samsungcare@samsung.com](mailto:za.samsungcare@samsung.com)

## Galaxy Buds+

ALL escalations to be logged with Samsung Call Centre. Channels to direct all customer queries to Call Centre only.

Contact: 0860 726 786

# **APPENDIX**



# A5 Leaflet


**SAMSUNG** Galaxy S20+ | S20 Ultra

## Buy now and get Galaxy Buds+

Offer available until 12 March  
Terms and conditions apply.



## How to redeem your Galaxy Buds+



### Galaxy Buds+

- 1 Purchase the S20+ or S20 Ultra, open the Samsung Members App and log in.
- 2 Click on the S20 Galaxy Buds+ banner to redeem.
- 3 Complete the form with your personal, contact and delivery details.
  - Enter your device IMEI number
  - To find the IMEI on your keypad, dial \*#06#
  - Upload your purchase invoice
- 4 Once the form is submitted, an email confirming the order and the reference number will be sent to the registered email address.
- 5 The courier company will deliver your Galaxy Buds+ within 4 weeks depending on region and delivery details.

Redeem before **31 March**. Terms and conditions apply.

## Plus get a discounted Samsung Care+ offer

Save R1500 and only pay R499 for a 24-month accidental damage service plan.

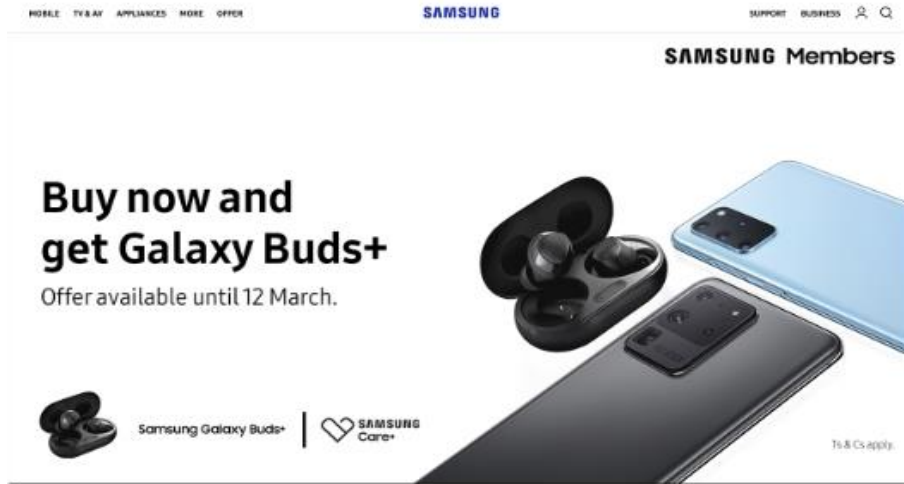
### SAMSUNG Care+

- 1 Buy and activate a Galaxy S20 | S20+ | S20 Ultra at any store or online.
- 2 Go to [www.samsung.com/za/mobile/samsung-care-plus/registration/](http://www.samsung.com/za/mobile/samsung-care-plus/registration/) to redeem your offer.
- 3 Complete the Samsung Care+ registration form.
- 4 Make the R499 once-off online payment.
- 5 You should receive an email with Samsung Care+ documents within 48-72 hours.

Redeem before **31 March**. Terms and conditions apply.

# Online Pre-Order Page

1



MOBILE TV & AV APPLIANCES MORE OFFER

SAMSUNG

SUPPORT BUSINESS

SAMSUNG Members

**Buy now and get Galaxy Buds+**  
Offer available until 12 March.

Samsung Galaxy Buds+ | SAMSUNG Care+

To & Cs apply.

## Pre-Order Limited Launch Gift includes:

### Samsung Galaxy Buds+



With high resolution live sound by AKG and longer lasting battery.

[Learn more](#)

### Samsung Care+



#### Whatever happens, we make the best of it

Get Accidental Damage Protection for 24 months with Samsung Care+ Premium for only R499 once-off (valued at R1,999). Limited time offer exclusive for Galaxy S20, S20+ and S20 Ultra.

[Learn more](#)

2

## Samsung Galaxy S20+ | S20 Ultra Limited Gift redemption process

### Samsung Galaxy Buds+

**Step 1** Purchase the **S20+ or S20 Ultra**, open the **Samsung Members App** and log in.

**Step 2** Click on the **S20 Galaxy Buds+ banner** to redeem.

**Step 3** **Complete the form** with your personal, contact and delivery details.

- Enter your device IMEI number
- To find the IMEI on your keypad, dial \*#06#
- Upload your purchase invoice

**Step 4** Once the form is submitted, an **email confirming the order** and the reference number will be sent to the registered email address.

**Step 5** The courier company will deliver your **Galaxy Buds+** within **4 weeks** depending on region and delivery details.

Terms & Conditions apply

Redeem before **31 March 2020**. Terms and Conditions apply.

# Online Pre-Order Page

## 3

### Samsung Care+ redemption process

---

#### How to redeem

**Step 1** Buy a **Galaxy S20, S20+ or S20 Ultra** at any local store or online.

---

**Step 2** From your mobile phone go to **www.samsung.com/za/mobile/samsung-care-plus/registration/** to redeem your offer.

---

**Step 3** Complete the **Samsung Care+ registration form**.

---

**Step 4** Make the **R499 once-off** online payment.

---

**Step 5** You should receive an email with **Samsung Care+ documents within 48-72 hours**.

---

**Terms & Conditions apply**

Redeem before **31 March 2020**. Terms and Conditions apply.

Colour may vary. Image simulated. Samsung Care+ Premium once-off promotional price of R499 only available from 4 March 2020 – 31 March 2020.