

## Your questions answered

We have put together some commonly asked questions to give you more information about **Unifi Buy TV and get a Free Gift Campaign for Sharp TV.**

### General

#### 1. What is this campaign all about?

Existing Unifi customers who purchase a Sharp TV through Unifi Home Smart Device offering will enjoy the following benefits:

Buy	Get a Free Gift
Sharp 75inch TV	SHARP 1.7 Litre, Stainless Steel Kettle Worth <b>RM149</b>
Sharp 65inch TV	SHARP Rice Cooker 1.0L, non-Stick inner pot Worth <b>RM139</b>
Sharp 55inch TV	SHARP Hand Mixer, 5-Speeds Turbo Worth <b>RM129</b>

Note: Free Gifts are available only while stocks last.

#### 2. How long is the campaign period?

This campaign runs from **30 August 2024 until further notice.**

#### 3. Who is eligible for this offer?

Existing Unifi Home customers subscribed to Unifi plans of 100Mbps and above who:

- Have a minimum tenure of six (6) months with their Unifi Home subscription.
- Have a good payment record with Unifi.

If you are currently subscribed to a lower-speed Unifi plan (below 100Mbps), you will need to upgrade your plan to enjoy this offer. This offer is for Malaysians only.

#### 4. How do I register for this campaign?

You may walk in to the nearest [TMpoint](#) or [Unifi Store](#) outlets, or:

- Subscribe via our digital channels: the MyUnifi app or the [Unifi Selfcare portal](#).
- Call the Unifi Contact Centre at 100 (press 4).

#### 5. Will I be tied to any contract if I subscribe to this campaign?

Yes, all Unifi Home Smart Device offerings come with either a 24-month or 36-month contract.

### Sharp TV Charges & Delivery

#### 6. How many Sharp TVs can I sign up for?

You are allowed to add on only one (1) Sharp TV per Unifi home subscription at any one time.

### 7. Do I get to keep the Sharp TV after my contract ends?

Yes, you may keep the TV after completing your 24-month or 36-month contract and fully settling the TV payment.

### 8. Will there be any additional fee for the delivery service?

No, there are no additional charges for the delivery of the TV and Free Gift to your doorstep, nationwide.

### 9. When will I receive the Sharp TV and Free Gift?

There will be two (2) separate shipments for your Sharp TV and Free Gift:

- Your Sharp TV will be delivered to your delivery address within 14 working days upon order submission.
- Your Free Gift will be delivered to your delivery address within 14 working days after the successful delivery of your Sharp TV.

### 10. How do I check the Sharp TV and Free Gift delivery status?

Your Sharp TV and Free Gift will be delivered by our partner, Line Clear Express.

You can track the delivery status of the items via <http://lineclearexpress.com/my/tracking>

- For the TV: Please enter your Unifi order number (*without* “-”), e.g. 141205393843.
- For the Free Gift: Please enter your Unifi order number (*starting with* “F”), e.g. F141205393843.

You will receive SMS notifications from 61000 with the tracking numbers for your deliveries.

### 11. Who do I contact if I face any issues with the Sharp TV or Free Gift?

We recommend that you refer to and seek assistance from the manufacturer’s support channels.

Sharp TV or Free Gift
<a href="#">COCORO Life app</a> or careline 03-8026 6228 (Mon-Fri, 9.00am – 6.00pm).

SHARP MALAYSIA and Cocoro Life Malaysia reserve the right to substitute any Premium Gift/Free Gift with another of equivalent value without prior notice.

### 12. Where can I get more information on Unifi Home Smart Device offerings?

You can find more frequently asked questions (FAQ) about Unifi Home Smart Device offerings [here](#).

## Support

### 13. If I have any further enquiries or need further assistance, who should I reach out to?

Please contact us online through our digital channels below:

- Live Chat via [maya.unifi.com.my](https://maya.unifi.com.my) or the MyUnifi app
- Facebook at [facebook.com/weareunifi](https://facebook.com/weareunifi)
- X (Twitter) at <https://x.com/unifi>

You may also visit us at any of our [TMpoint or Unifi Store](#) outlets nationwide.