

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
SAMSUNG GALAXY Z FLIP8 | FOLD8 SERIES PRE-ORDER**

NO.	QUESTION	ANSWER								
1.	When can I start pre-ordering?	You can start pre-ordering from 23 July 2026. The pre-order period will run until 13 August 2026.To secure your order, simply visit: https://unifi.com.my/mobile/devices or any TM Point/Unifi Stores.								
2.	What is included in the pre-order offer?	Depending on the model you pre-order, you will receive the following complimentary gift, while stocks last! <table><tr><th>Model</th><th>Samsung Galaxy Z Flip 8</th><th>Samsung Galaxy Z Fold 8</th><th>Samsung Galaxy Z Flip 8 Ultra</th></tr><tr><td>Free Gift</td><td>Galaxy Buds4 Pro worth RM999</td><td>Galaxy Watch9 40mm worth RM1,499</td><td>Galaxy Watch9 44mm worth RM1,599</td></tr></table> Bonus Offer: The first 50 successful online pre-orders, regardless of model, will also receive RM400 Touch 'n Go eWallet credit. All gifts and rewards are available on a first-come, first-served stock availability	Model	Samsung Galaxy Z Flip 8	Samsung Galaxy Z Fold 8	Samsung Galaxy Z Flip 8 Ultra	Free Gift	Galaxy Buds4 Pro worth RM999	Galaxy Watch9 40mm worth RM1,499	Galaxy Watch9 44mm worth RM1,599
Model	Samsung Galaxy Z Flip 8	Samsung Galaxy Z Fold 8	Samsung Galaxy Z Flip 8 Ultra							
Free Gift	Galaxy Buds4 Pro worth RM999	Galaxy Watch9 40mm worth RM1,499	Galaxy Watch9 44mm worth RM1,599							
3.	How will I receive my Touch n' Go eWallet credit?	You will receive your Touch n' Go eWallet credit via email within 14 working days after the campaign ends. Just keep an eye on your inbox								
4.	Where can I find more details about this pre-order?	You can find all the details you need on our official Unifi website at https://unifi.com.my/mobile/devices or visit the nearest TM Point or Unifi Store.								
5.	Who can sign up for this pre-order?	This Pre-order is available to: ▪ New customers who sign up for our latest plans, starting from the UNI5G Postpaid 99 plan and above. ▪ Existing Unifi Mobile customers who wish to switch from their current postpaid plan to the UNI5G Postpaid 99 plan and above. ▪ Customers with a good credit score are eligible for Unifi EzOwn.								
6.	Is this promotion available for all plans?	This promotion is available when you sign up for the New UNI5G Postpaid 99 plan or any plan higher.								
7.	I already have an existing device contract with Unifi	Yes, you may still be eligible to join the pre-order, depending on the type of contract you currently have. Each customer (NRIC or passport holder) is eligible for a maximum of:								

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	Mobile. Can I still join this pre-order?	• Two (2) Device Bundle Plans, and • One (1) Unifi EzOwn Plan If you have not reached these limits, you can proceed with the pre-order. Eligibility will be determined based on your existing Device Bundle and/or unifi EzOwn subscriptions.
8.	Is my device guaranteed if I place a pre-order?	Yes! Once you complete your order and make full payment of your advance payment (if any). your device is guaranteed. Your pre-order reservation ensures you will receive your new device.
9.	How do I pre-order?	It's easy! Just follow the steps below: <u>If you are a new Customer :</u> 1. Visit https://unifi.com.my/mobile/devices and select the device you want to pre-order. 2. Complete your order by: • Selecting "New Line" • Performing eKYC (identity verification) • Choosing your preferred rate plan • Making an online payment. 3. Once your payment is successful, your pre-order will be confirmed and reserved. We will begin processing your order as soon as stock becomes available. Devices will be delivered to your registered address based on stock availability and the sequence of confirmed orders, so you can be among the first to own the device. <u>If you are an existing customer :</u> 1. Visit https://unifi.com.my/mobile/devices and select the device you want to pre-order. 2. Complete your order by : • Selecting "Upgrade Line" • Logging in with your Digital ID • Performing eKYC (identity verification) • Choosing your preferred rate plan • Making an online payment. 3. Once your payment is successful, your pre-order will be confirmed and reserved. We will begin processing your order as soon as stock becomes available. Devices will be delivered to your registered address based on stock availability and the sequence of confirmed orders, so you can be among the first to own the device. Alternatively, you may visit any Unifi Store or TM Point, where our representatives will be happy to assist you with your pre-order.

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10.	What if I change my mind after placing a pre-order?	Once your payment is completed and your order is confirmed, the pre-order cannot be cancelled or refunded. We recommend reviewing your order details carefully before proceeding with payment.
11.	When will I receive my device?	Your device will start shipping from 11 July 2026, subject to stock availability and the official release by the manufacturer. Delivery typically takes 1 to 5 working days , depending on your location. If you haven't received your device within this timeframe, let us know right away! You can reach out to us via Live Chat at maya.unifi.com.my or via Unifi Mobile app.
12.	Who do I contact for further enquiries on pre-order?	If you need help or have any questions about the pre-order, you can always reach out via the Unifi UniVerse App or visit the Unifi Selfcare Portal for assistance.