

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
SAMSUNG GALAXY S25 SERIES PRE-ORDER**

NO.	QUESTION	ANSWER
1.	When can I start pre-ordering?	You can start pre-ordering on 23 January 2025, at 10 am, and it will be open until 13 February 2025, at 11:59 pm. Secure your order by visiting https://unifi.com.my/mobile/devices .
2.	Where can I find 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 .
3.	Who can sign up for this Pre-order?	This Pre-order is available to: <ul style="list-style-type: none">▪ New customers signing up with 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.
4.	Is the promotion available for all plans?	This promotion is available if you are on the New UNI5G Postpaid 99 plan or any plan higher.
5.	If I have an existing contract with Unifi Mobile, can I join for this pre-order?	Yes, you can! Even with an existing contract, you can sign up for an eligible plan by subscribing with a new mobile number. Each customer (NRIC or passport) can sign up for up to two (2) device plans.
6.	Is the device guaranteed if I place a pre-order?	Yes! Once you complete your order and make full payment, your device is guaranteed. Your reservation ensures you will get your new device.

NO.	QUESTION	ANSWER
7.	How do I pre-order?	<p>It's easy! Just follow the steps below:</p> <p><u>If you are a new Customer :</u></p> <ol style="list-style-type: none"> 1. Visit https://unifi.com.my/mobile/devices and select the device you want to pre-order. 2. Complete your order by: <ul style="list-style-type: none"> • Selecting "New Line" • Performing eKYC (identity verification) • Choosing your preferred rate plan • Making an online payment. 3. Once payment is complete, your new smartphone will be delivered to your address after the smartphone is launched. <p><u>If you are an existing customer :</u></p> <ol style="list-style-type: none"> 1. Visit https://unifi.com.my/mobile/devices and select the device you want to pre-order. 2. Complete your order by : <ul style="list-style-type: none"> • Selecting "Upgrade Line" • Logging in with your Digital ID • Performing eKYC (identity verification) • Choosing your preferred rate plan • Making an online payment. 3. Once payment is complete, your new smartphone will be delivered to your address after the smartphone is launched.
8.	What if I change my mind after placing a pre-order?	Once your payment is made and your order is confirmed, cancellations and refunds are not allowed.
9.	When will I receive my device?	<p>Your device will be shipped starting 14 February 2025. You should receive it within 7 to 14 working days.</p> <p>If you don't get 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 UniVerse.</p>
10.	Who do I contact for further enquiries on pre-order?	For further assistance, feel free to reach out to our Care Crew.