

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
SAMSUNG GALAXY S26 SERIES PRE-ORDER**

NO.	QUESTION	ANSWER
1.	When can I start pre-ordering?	You can start pre-ordering from 26 February 2026 at 10:00 AM. The pre-order period will run until 10 March 2026 at 11:59 PM. To secure your order, simply visit: https://unifi.com.my/mobile/devices or participating TM Point/Unifi Stores.
2.	What is included in the pre-order offer?	The first 50 successful pre-orders for any Samsung Galaxy S26 Series model will receive a RM388 Touch 'n Go eWallet voucher, exclusively for early customers, while stocks last.
3.	How will I receive my Touch n' Go eWallet voucher?	You will receive your Touch n' Go eWallet reload voucher via email within 14 working days after the campaign ends. Just keep an eye on your inbox
4.	What is the validity period of the Touch n' Go eWallet voucher?	Your Touch 'n Go eWallet voucher is valid until 31 August 2026 . Kindly redeem it before the expiry date.
2.	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 .
3.	Who can sign up for this pre-order?	This Pre-order is available to: <ul style="list-style-type: none"> ▪ 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.
4.	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.
5.	I already has an existing contract with Unifi Mobile. Can I still join this pre-order?	Yes, you can! Even if you're currently under contract, you may still join this pre-order by signing up for an eligible plan with a new mobile number. Each customer (NRIC or passport holder) can sign up for: <ul style="list-style-type: none"> • Up to two (2) Device Bundle plans, and • One (1) Unifi EzOwn plan

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6.	Is my device guaranteed if I place a pre-order?	Yes! Once you complete your order and make full payment of your upfront payment (if any), your device is guaranteed. Your pre-order reservation ensures you will receive your new device.
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, we'll arrange for your new smartphone to be delivered to your address after the device is officially 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, we'll arrange for your new smartphone to be delivered to your address after the device is officially launched.
8.	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.
9.	When will I receive my device?	<p>Your device will start shipping from 11 March 2026. You should receive it within 1 to 5 working days.</p> <p>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.</p>

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10.	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.