



SAMSUNG GALAXY S26 SERIES PRE ORDER CAMPAIGN TERMS & CONDITIONS

The **Samsung Galaxy S26 Series Pre Order** (“Campaign”) is organized by TM Technology Services Sdn Bhd (“TM”) and is open to new and existing TM customers. This Campaign terms and conditions (“Campaign T&C”) shall be read together with the Unifi Mobile postpaid terms & conditions (“Unifi Mobile T&C”) and Unifi Postpaid with Device & Unifi EzOwn for Mobile Devices Terms and Conditions (“Unifi EzOwn T&C”) available at <https://unifi.com.my/mobile/postpaid> (subject to further changes, at TM’s absolute discretion, without prior notice to Customer). In the event of any discrepancies, this Campaign T&C shall prevail over the Unifi Mobile T&C & Unifi EzOwn T&C but only to the extent of such discrepancies only. By participating in the Campaign, customers are deemed to have read, understood and agree to be bound by the terms and conditions herein and further agree that any decision by TM in relation to every aspect of the Campaign shall be final, binding and conclusive.

1. GENERAL

- 1.1.** The Campaign shall run from **26th February 2026 until 10th March 2026** (“Campaign Period”). However, TM may, at its sole and absolute discretion end or extend the Campaign Period without prior notice to customers.
- 1.2.** Each subscription to this Campaign shall be subject to the twenty-four (24) months or thirty-six (36) months contract period (“Contract Period”). The Contract Period will begin upon successful delivery of the Device to the Customers.
- 1.3.** The Customers hereby consent to TM conducting credit checks on them for the purpose of signing up to this Campaign.

2. CAMPAIGN DETAILS

2.1. Samsung Galaxy S26 Series

UNI5G Postpaid Customer will be among the first to own any of the latest Samsung Galaxy S26 Series (“Device”) by placing a pre-order from TM in the Campaign.

2.2. Campaign Eligibility

- 2.2.1.** This campaign is applicable to all new and existing Unifi Home and Unifi Mobile customers (“Customers”) that fulfill all of the criteria specified below:

- a) Eighteen (18) years old and above;
- b) Not blacklisted by any other mobile operator;
- c) Subscribe to UNI5G Postpaid 99 plan and above;
- d) Do not have active device contract under Unifi EzOwn;
- e) A good paymaster of Unifi account with good credit score;
- f) Once the pre-order Device is available on 26th February 2026, submit the pre-order request and make full payment of the upfront

payment (if required) for the pre-order Samsung Galaxy S26 Series at <https://unifi.com.my/mobile/devices>.

- 2.2.2. Each Customer is eligible to place one (1) pre-order for one (1) unit of Device for each Identification Document during the Campaign Period together with registration of UNI5G Postpaid 99 and above at <https://unifi.com.my/mobile/devices>.
- 2.2.3. Customers may be required to pay the upfront payment upon signing up to this Campaign. The upfront payment will be credited in Customer's bill and will be offset against total monthly bill over the Contract Period.
- 2.2.4. However, Customers who fulfill the following conditions is entitled for the Device upfront payment waiver:
 - a) Good paymaster of Unifi Account; and/or
 - b) Good credit score

Note: The waiver for upfront payment is applicable for Customers who is a citizen of Malaysia only. A Non-citizen is not entitled for the waiver.
- 2.2.5. The method and process used by TM to assess the Customer's eligibility for the waiver of upfront payment are determined solely at TM's discretion.
- 2.2.6. TM may offer partial waiver of the upfront payment at any percentage, if not full, subject to TM's business decision based on the assessment of the Customer's credit scoring.
- 2.2.7. Any application for Mobile Network Portability (MNP) to UNI5G Postpaid service is not eligible for the pre-order under the Campaign.

2.3. Pre-Order Mechanics

- 2.3.1. Once the Customer completes the pre-order and makes full payment of the Device upfront payment (if required), one (1) unit of the Device will be reserved for the Customer. At this stage, cancellation of order, exchange or return of Device is strictly prohibited.
- 2.3.2. Customers will receive notification via email on the confirmation of the Device reservation and payment instruction.
- 2.3.3. First fifty (50) Customers who successfully complete the pre-order for any model with the Samsung Galaxy S26 series will be eligible for **Touch n' Go voucher worth RM388**, while stocks last.
- 2.3.4. Customers will receive an email with the Touch n' Go voucher code within fourteen (14) working days from the last day of Campaign Period.

2.3.5. The Device offered is on 'as-is' basis and shall not include any of the mobile accessories. TM reserves the absolute right to determine the model, brand, color, stock and specifications of the Device offered under this Campaign.

2.3.6. TM reserves the right to block the International Mobile Equipment Identity (IMEI) of the Device if Customer is suspected of fraud or found to have committed fraud;

3. DELIVERY OF THE DEVICE

3.1. TM will deliver the Device within one (1) to five (5) working days starting from 11 March 2026 to the Customer's registered address upon successful registration to the Campaign, subject to stock availability.

3.2. There are no additional charges for delivery of the Device and the delivery service is available nationwide.

3.3. Upon delivery, Customer must produce original NRIC/passport for identity verification purposes, failing which the Customer may not be allowed to collect the Device. Third-party collection is strictly prohibited.

3.4. The delivery partner will make a maximum of three (3) delivery attempts. Parcel will be returned back to the warehouse upon failure of delivery to the Customer. The Customer needs to contact TM/Unifi customer service for re-delivery. Failure to do so the order will be cancelled by TM ninety (90) days from the date the order is created.

3.5. For any defective Device received upon delivery, the Customer is eligible for replacement of the Device provided that the Customer is able to successfully lodge a report to TM/unifi customer service within twenty-four (24) hours upon receiving the Device via live chat at unifi.com.my or my unifi app. Replacement of the Device may or may not be provided subject to assessment of defect by the device manufacturer.

3.6. If the report is lodged after twenty-four (24) hours, the report will automatically be treated as a warranty claim and will be based on reported defect after assessment by the Device manufacturer, Samsung.

3.7. Estimated duration to replace the defective Device is seven (7) working days upon report acknowledgement by TM and it is subject to stock availability & Customer's location.

3.8. Customer is responsible to perform self-inspection and testing upon receiving the Device.

3.9. The Device offered under this Campaign is supplied by TM's authorized third party partner. Nonetheless, TM is not liable for any liability claims with regard to the additional feature or service unless upon TM prior endorsement.

3.10. The warranty of the Device is provided by the Device manufacturer. For any warranty claims related to the Device, Customer is advised to liaise with Samsung authorized service centers.



4. TERMINATION

4.1. The subscription to the Campaign comes with twenty-four (24) or thirty-six (36) months contract. In the event of early termination by the Customers, the early termination penalty which shall be calculated based on the calculation below:

Recommended Retail Price (RRP) / (Contract Period) x Remaining Month(s) of the Contract Period

Example:

Device: Samsung Galaxy S26 Ultra:

RRP: RM 6,799

Plan: UNI5G Postpaid 99

Remaining contract period is 12 months

(RM6,799 / (24 months) x 12 months = RM3399.50

4.2. The early termination penalty will be applicable in the event Customers commit the following actions:

- i. Downgrade of UNI5G Postpaid Plan;
- ii. Voluntary suspension of UNI5G Postpaid;
- iii. Early termination of the contract;
- iv. Port out to other mobile service provider; and/or
- v. Fraud.

5. VARIATION

TM reserves the right to withdraw, cancel, suspend, extend or terminate the offering earlier either in whole or in part and further reserves the right to vary, supplement, delete, amend or modify any of the terms and conditions from time to time without prior notice for the Campaign.

6. GOVERNING LAW AND JURISDICTION

This terms and conditions are governed by the Malaysian law and the courts in Malaysia have exclusive jurisdiction

7. CONFIDENTIALITY

Any personal data provided by the Applicant to TM in connection with the Campaign shall be kept confidential. The Privacy Notice of TM applies, please visit [TM Privacy Notice](#).

8. MISCELLANEOUS

8.1 TM reserves the right to withdraw, cancel, suspend, extend or terminate the offering earlier either in whole or in part and further reserves the right to vary,



supplement, delete, amend or modify any of the terms and conditions from time to time without prior notice for the Campaign.

- 8.2 Except for the specific terms and conditions for the Campaign stated herein, all other terms and conditions for unifi Home, unifi Mobile Postpaid and General Campaign terms and conditions shall continue to apply.
- 8.3 Visual(s) used in any advertisement, promotional materials and other materials relating to this Campaign are solely for illustration purposes only and may not depict the actual device offered.
- 8.4 Further enquiries relating to the Campaign can be channeled to TM Live Chat at unifi.com.my/chat, tweet us @helpmeunifi, message us at facebook.com/weareunifi

9. **FORCE MAJEURE**

TM shall not liable in any way for delay, failure in performance, loss or damage due to any of the following force majeure conditions: fire, strike, embargo, explosion, power blackout, earthquake, flood, war, labor disputes, civil or military authority, pandemic, epidemic, sabotages, acts of God or the public enemy, inability to secure raw materials, acts or omissions of other carriers or suppliers, or other causes beyond its reasonable control, whether or not similar to the foregoing.

10. **INDEMNITY**

Notwithstanding anything to the contrary, Customer will defend, indemnify and hold TM save and harmless from any and all claims, suits, actions, demands, costs, settlements, losses, damages, expenses and all other liabilities including reasonable attorney's fees (collectively "the Claims"), arising out of or resulting from its breach of this Terms and Conditions or the intentionally wrongful or negligent acts or omissions on your part, in the performance of or failure to perform your obligations under this Terms and Conditions or in relation to your use of the Campaign Package during the subscription.

11. **SEVERABILITY**

If any provision herein contained should be found invalid, illegal or unenforceable under any applicable law, the legality and enforceability of the remaining provisions shall not be affected or impaired in any way and such invalid, illegal or unenforceable provision shall be deemed deleted.

[End of Terms and Conditions]