

Your questions answered

We have put together some commonly asked questions to give you more information about **Unifi Buy 1 Free 1 Campaign for Sharp TV.**

General

1. What is this campaign all about?

Existing Unifi customers purchasing a Sharp TV through Unifi Home Smart Device offering will enjoy the benefits below:

Buy	Get Free Gift
Sharp 60inch TV	<ul style="list-style-type: none">• Future Lab Ergonomic Chair worth RM899 (9th Sept – 30th Sept 2023)• Sharp 7.0 Air Fryer worth RM759 (1st Oct – 31st Oct 2023)• Sharp Twin Cooker worth RM759 (1st Nov – 30th Nov 2023)• Future Lab Ergonomic Chair worth RM899 (1st Dec – 31st Dec 2023)
Sharp 50inch TV or Sharp 42inch TV	One (1) Random Free Gift <ul style="list-style-type: none">• Cocoro Life Essential Oil Roller Set• Future Lab Table Lamp• Future Lab Lumbar Support• Future Lab Nion Negative Ion Comb

Note: Free Gift will be determined according to customer application date for Sharp TV add-on.

2. How long is the campaign period?

This campaign runs from **9 September 2023 until further notice.**

3. Who is eligible for this offer?

Existing Unifi Home customers subscribing to Unifi plans 100Mbps and above who are:

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

If you are currently subscribing to the lower speed plans (below Unifi 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 and Unifi Store](#) outlets or

- Subscribe via our digital channel: MyUnifi app or [Unifi Selfcare portal](#)
- Call 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 a 24-month contract.

Sharp TV Charges & Delivery

6. How many Sharp TV 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 the completion of your 24 months contract and full settlement of the TV payment.

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

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

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

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 would advise you to refer and seek assistance from the manufacturer’s support channel.

Sharp TV or Free Gift
COCORO Life app 03-8026 6228 (Mon-Fri, 9.00am – 6.00pm)

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

You can refer other frequently asked questions on Unifi Home Smart Device [here](#).

Support

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

Please contact us online via our digital channels below:

- Live Chat at maya.unifi.com.my or MyUnifi app
- Facebook at facebook.com/weareunifi
- Twitter at [@helpmeunifi](https://twitter.com/helpmeunifi)

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