

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 Sharp 60 inch TV	<u>Get Free Upsize</u> Sharp 65 inch Google TV
	<u>Get One (1) Random Free Gift</u> <ul style="list-style-type: none">• Bear 3 in 1 Vacuum Cleaner• Sharp Stand Mixer• Future Lab Lumbar Support• Future Lab Nion Negative Ion Comb

Note:

1) Free Gift will be allocated randomly for Sharp TV add-on.

2) SHARP MALAYSIA and Cocoro Life Malaysia reserve the right to substitute any Gift with another equivalent value without prior notice.

2. How long is the campaign period?

This campaign runs from **1 February 2024 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. Will I be charged extra for the FREE upsized 65 inch TV?

No additional charges. You will be only charged for the 60 inch TV monthly fee according to your Unifi Home speed subscription.

7. How long is the warranty for FREE upsized 65 inch TV?

The SHARP 65 inch Google TV comes with 2 years local manufacturer warranty.

8. Do I get two (2) TVs with this promo?

No. You will received only one (1) SHARP 65 inch Google TV if you add on during the campaign period. All orders for SHARP 60 inch TV will be upsized to SHARP 65 inch Google TV without any additional charges on top of your monthly charges.

9. 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.

10. 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.

11. 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.

12. 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.

13. 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.

14. 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)

15. 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

16. 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.