

# FAQ

**Q: Which product is included as part of this campaign?**

A: If you purchase Galaxy S25, S25 Plus or S25 Ultra you get Galaxy Buds3 Silver (SM-MR530NZAAEUB).

**Q: When do I have to buy my phone to be part of this Campaign?**

A: To be part of the campaign and be eligible for the offer you must buy Galaxy S25, S25 Plus or S25 Ultra from our selected partner during the campaign period as per each country below:

- Elkjøp, Power, Komplett, Telenor, Talkmore, Elkjøp Bedrift, Power Bedrift, Komplett Bedrift, Telenor Bedrift, Techstep, Mobit, Atea, Phonero, Telekjeden, Mobility, Advania, Dustin, Foxway, Netonnet: 14<sup>th</sup> of April – 18<sup>th</sup> of May.

**Q: For how long is the offer available?**

A: The user must register via Samsung Members in order to get the product delivered for free. The redemption dates are:

- Elkjøp, Power, Komplett, Telenor, Talkmore, Elkjøp Bedrift, Power Bedrift, Komplett Bedrift, Telenor Bedrift, Techstep, Mobit, Atea, Phonero, Telekjeden, Mobility, Advania, Dustin, Foxway, Netonnet: 14<sup>th</sup> of April – 1<sup>st</sup> of June

**Q: Do I need to have a Samsung Account to take part of the offer?**

A: Yes, in order to use Samsung Members app and take part of the offer you must be logged in to your Samsung Account. If you don't have a Samsung Account already, you can use your existing email address to easily create a Samsung Account.

**Q: I can't see the offer in Samsung Members, what might be wrong?**

A: It can take up to 5 days before the offer appears in Samsung Members after your device has been activated, please wait and check again. Check under the "Benefits" section which can be found on the "Explore" tab/page of the Members app.

**Q: I have waited 5 days and still can't see my offer in Samsung Members. What is wrong?**

A: Please ensure that you have bought the product during the campaign period and at one of the selected retailers/operators. You can also ensure that you are using a Nordic SIM-card. Also make sure to check in the right page in members: the offer will be viewable under the "Benefits" section which can be found on the "Explore" tab/page of the Members app.

**Q: I have waited 5 days and checked what is asked for above, but still can't see the offer in Samsung Members – what do I do?**

A: If you have waited and checked your SIM-card and that you are eligible for the offer and still experience issues with finding the offer in Samsung Members app, please contact Samsung Customer Support for more help. Have your receipt or order confirmation ready before contacting the Support as it will be needed for confirmation.

**Q: I bought my phone at [non participating partner name] - can I still use the offer?**

A: Unfortunately, this offer is only valid in selected channels and during a selected period.

**Q: When will I get my product?**

A: After you have registered for the campaign through the Members app your order will be shipped as soon as possible.

**Q: I would like to change color of my product. Is that possible?**

A: Unfortunately, they cannot be exchanged for other colors.

**Q: Can I change the Watch to another Samsung product?**

A: Unfortunately, they cannot be exchanged for other products.

**Q: How can I track my shipment?**

A: When Samsungs logistics partner Modino, have dispatched the order from their warehouse, you should receive an email with a tracking number. For more information, please contact Modino: [samsung@modino.no](mailto:samsung@modino.no)