

SAMSUNG

Enhanced Partnership Program (EPP)

Also known as Samsung Corporate Employee Purchase Program (EPP)

User Guide

*Terms and conditions apply.



Benefits for you



Exclusive Offers

Get even more offer during campaign days.



Free Delivery

Enjoy free delivery within Malaysia with no min. purchase.

0%

0% Installment

0% Interest Instalment plan up to 36 months.



Trade in service

Save on your new Galaxy when you trade-in your current device.

Enjoy exclusive discounts on wide range of Samsung products at a quota limit

*Terms and conditions apply.

Members' Exclusivity

The registered corporate partners' employees enjoy exclusive discounts on wide range of Samsung products at a quota limit as shown below.

RM 67,500

Spend quota per year*

5 units

Quota per category*

Category



Smartphones



Tablets



Wearables



Mobile accessories



TV



AV



Monitors



Refrigerators



Washing machines



Microwave ovens



Vacuum cleaners



Air conditioner outdoor



Air conditioner indoor



Air purifier

*Quota entitlement will be renewed on yearly basis.

Getting Started

Visit EPP site

<https://www.samsung.com/my/multistore/eppsme/>

**Get additional 5% OFF
on your first purchase**

Min spend of RM100.

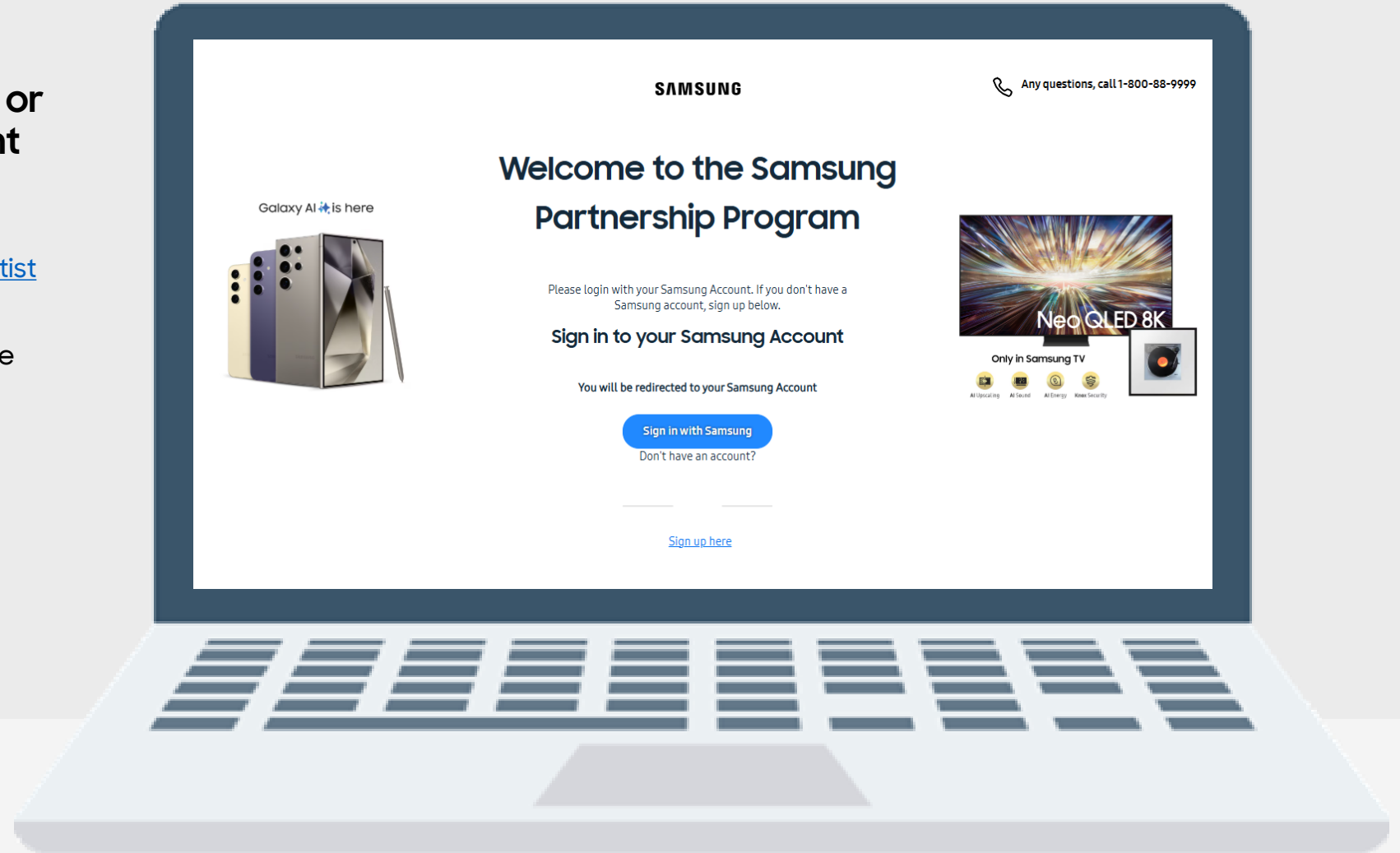
Use code

EPPWLCNC6

Exclusively for EPP new customers only. Terms and conditions apply.
The entitlement is granted to eligible staff only.

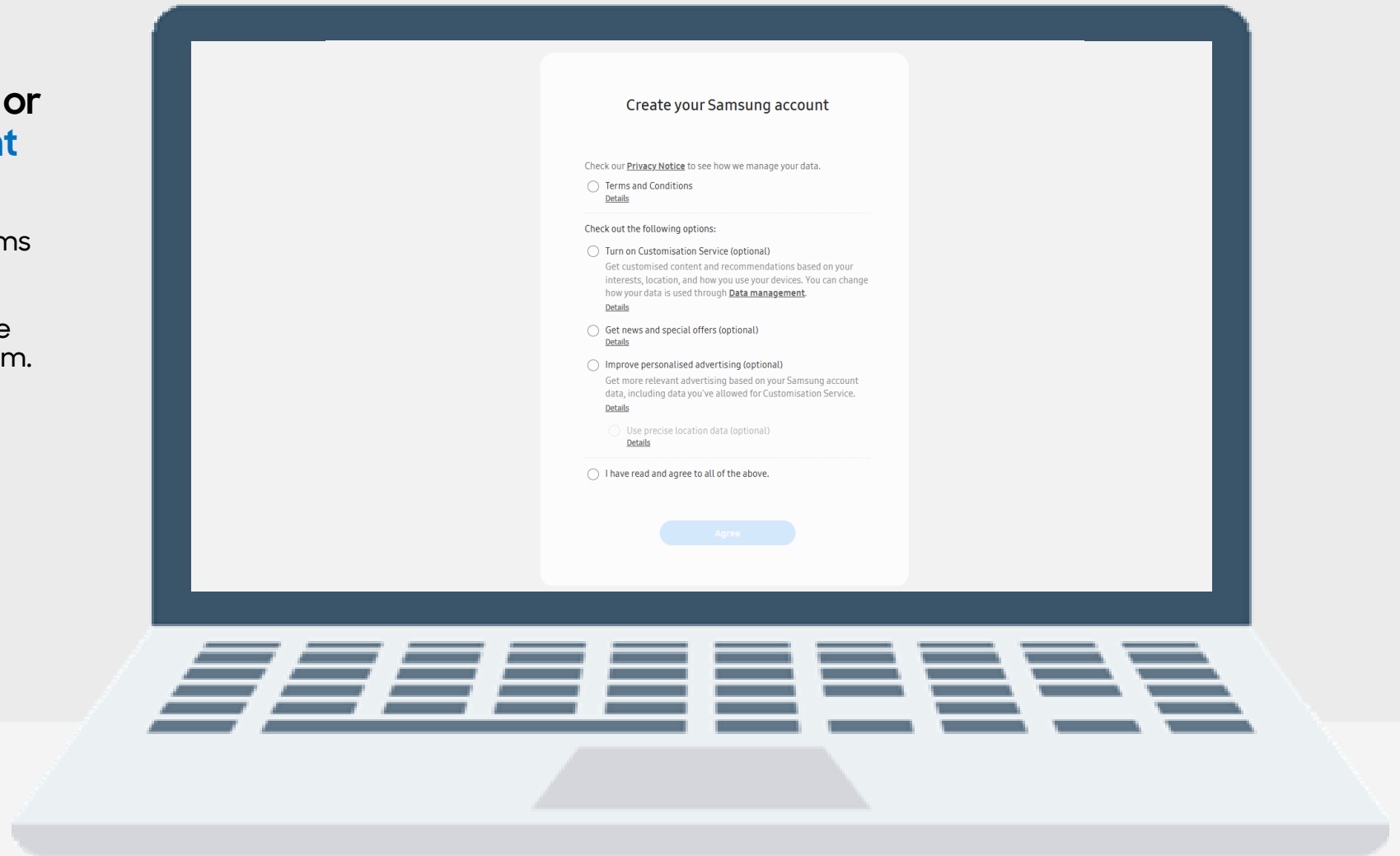
Log in with Samsung Account or Create new Samsung Account

- 1) Visit EPP site, <https://www.samsung.com/my/multistore/eppsme/> create a Samsung Account to begin, or log in with your Samsung Account if you already have one.



Log in with Samsung Account or Create new Samsung Account

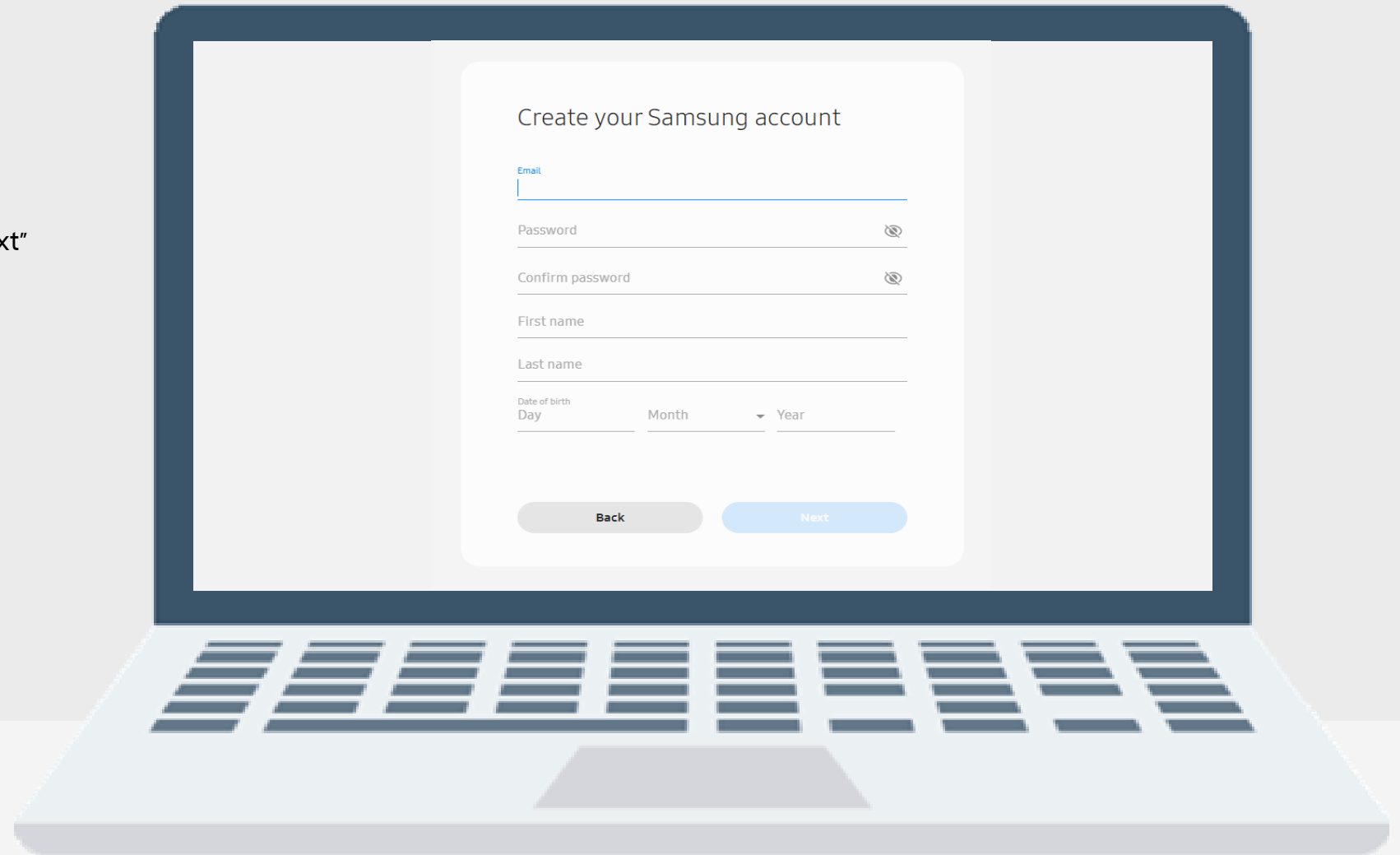
- 2) You will be prompted to read the terms & conditions and special terms.
- 3) Select the options to which you agree from the list and tap "Agree" to confirm.



Register a Samsung Account

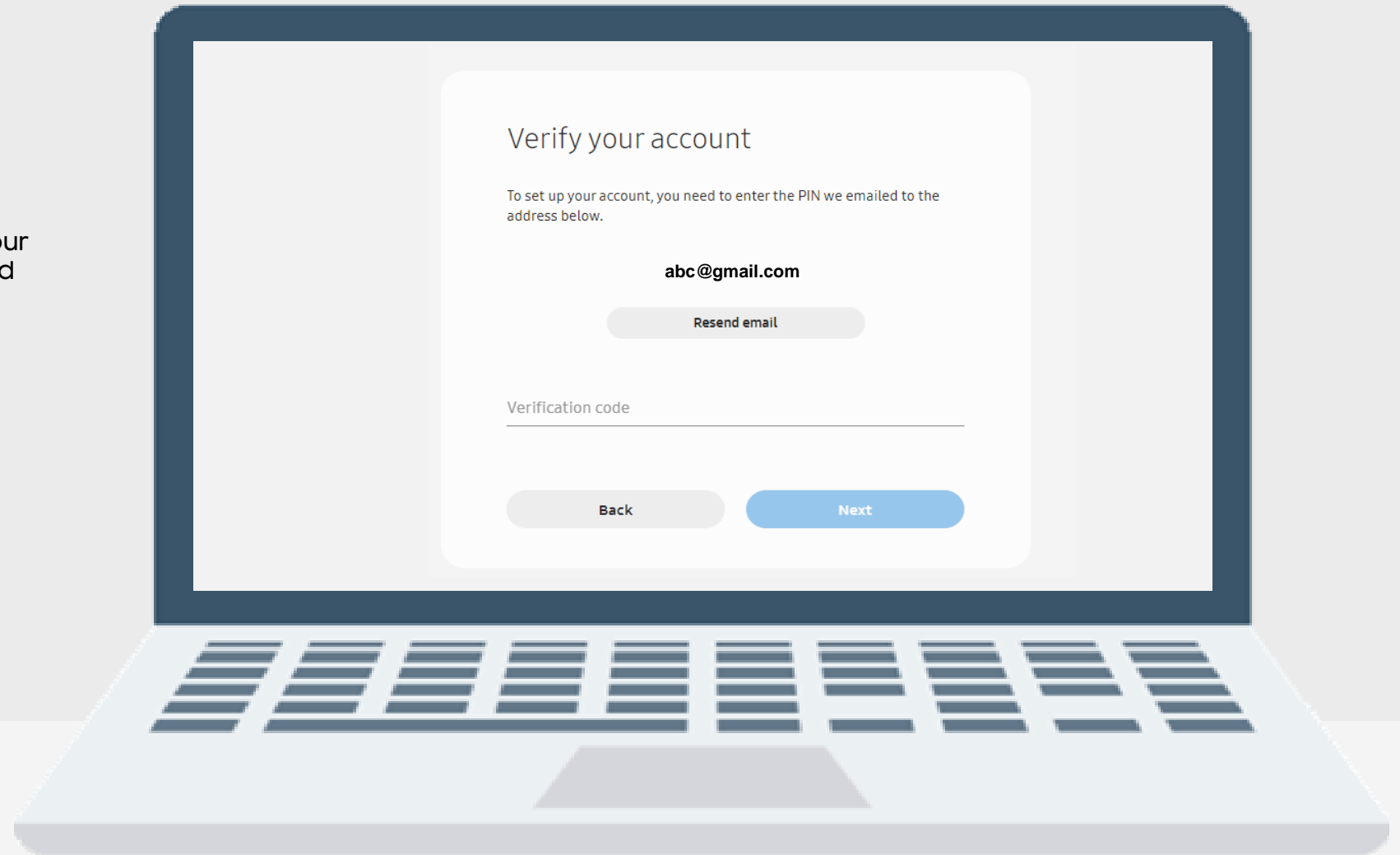
- 4) Fill in the prescribe fields and tap "Next" to proceed.

Note: Please use your company email address to register



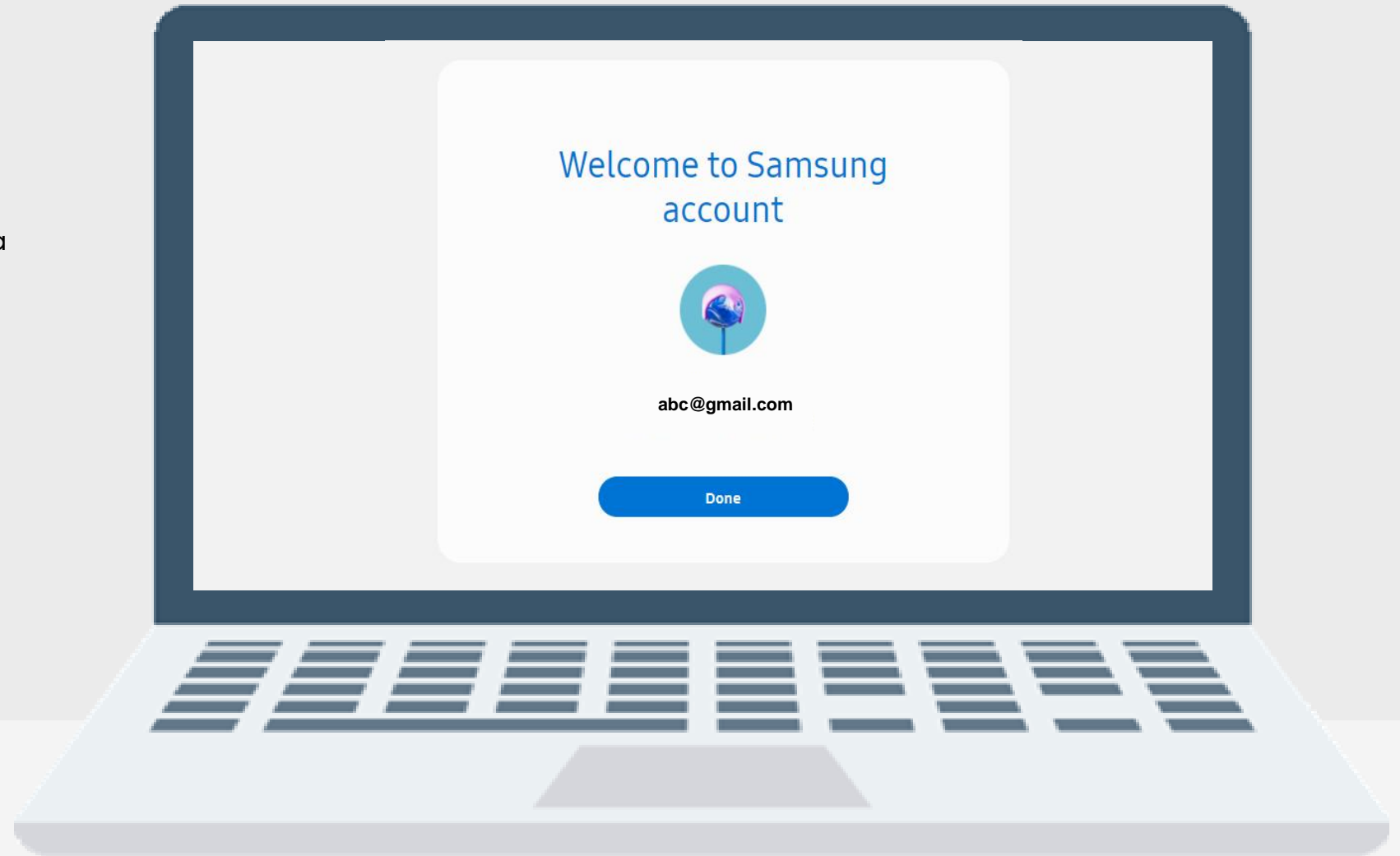
Register a Samsung Account

- 5) Copy the verification code sent to your registered email address. Paste it and tap "Next" to complete your account registration.



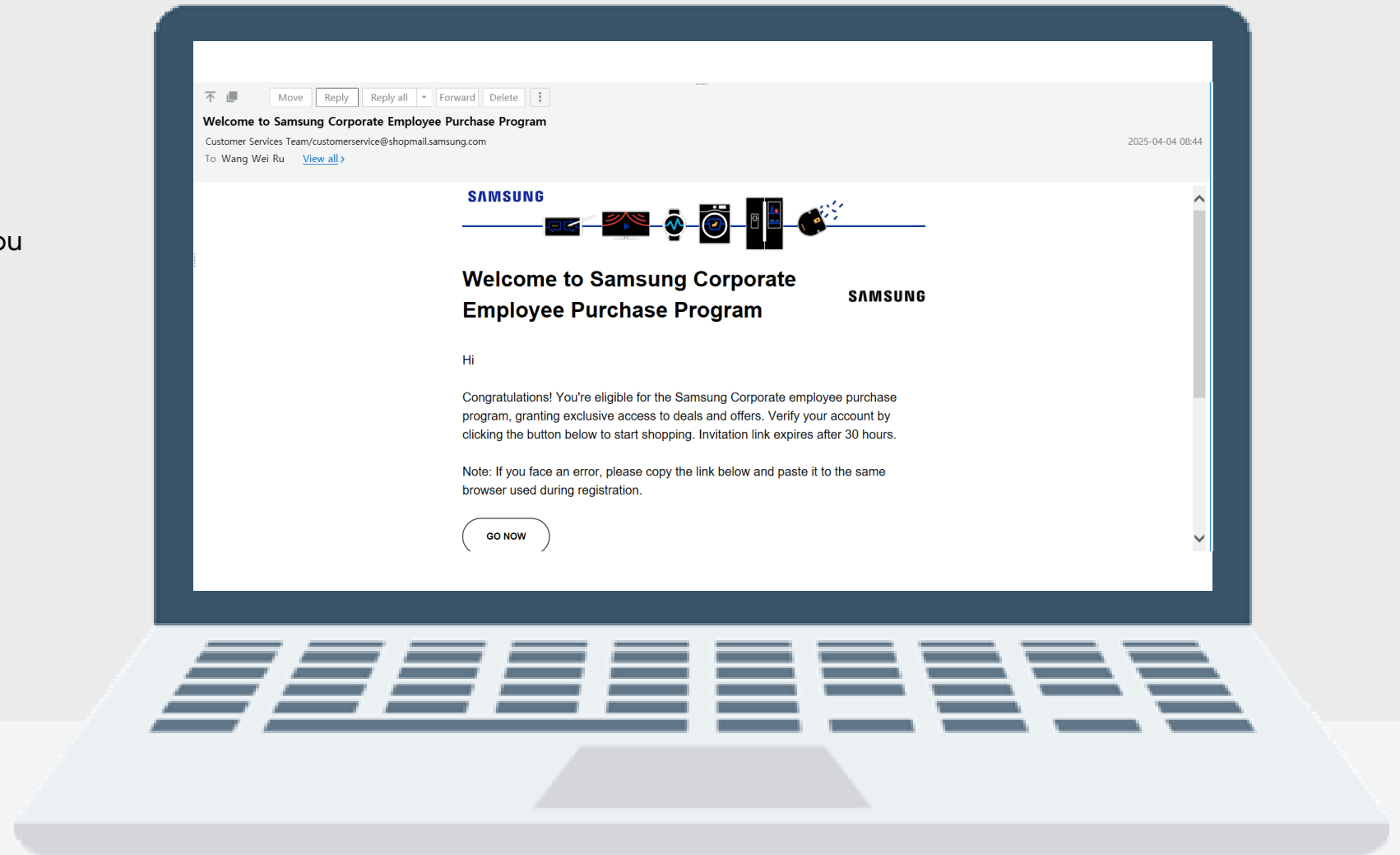
Register a Samsung Account

- 6) You have now successfully created a Samsung Account.



Verify EPP account

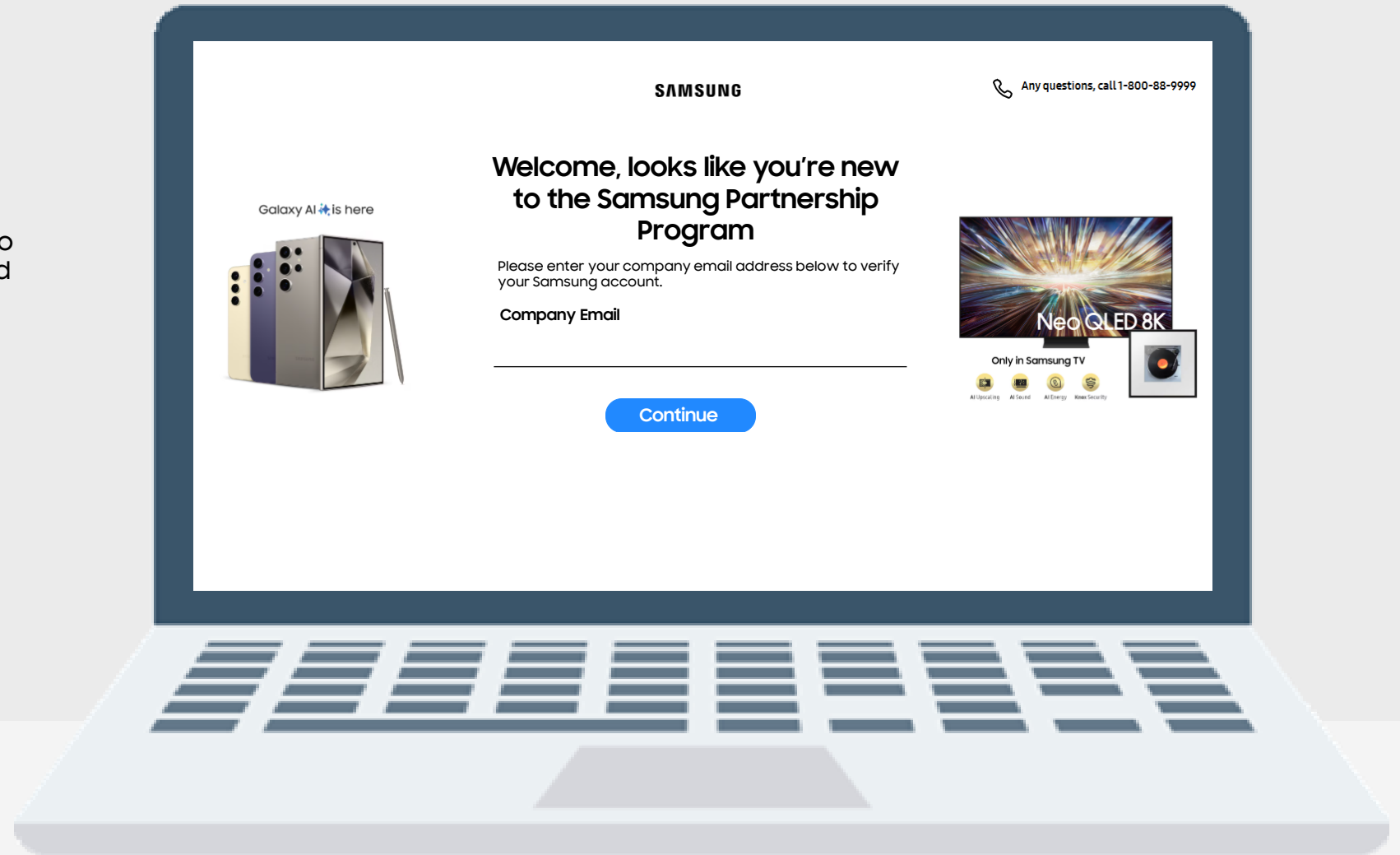
- 7) Upon successful account creation, you will receive an email for EPP access verification to your registered email. Open the email & click "Go Now".



Verify EPP account

- 8) Enter your company email address to verify your Samsung EPP account and click "Continue".

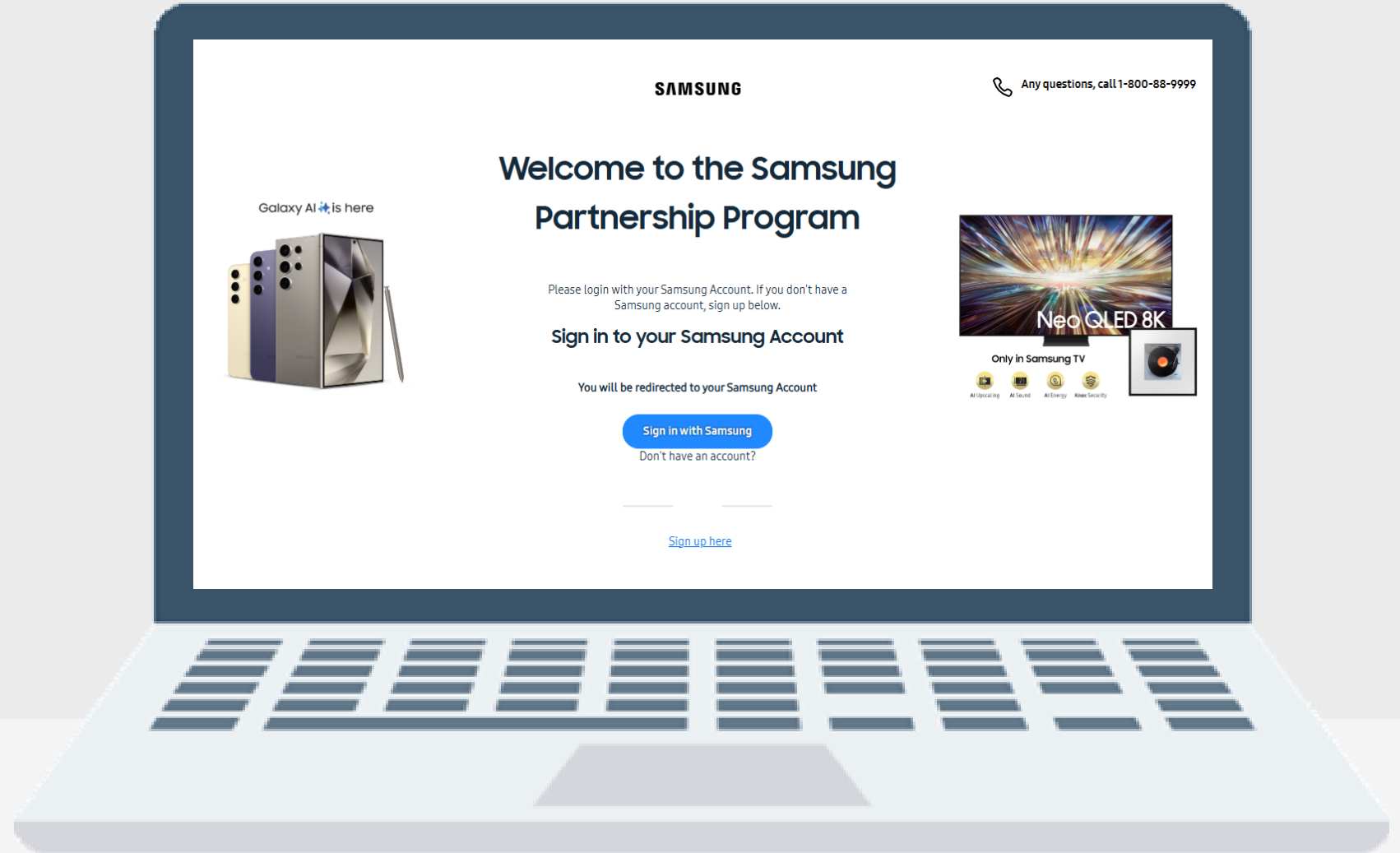
You may now enjoy the EPP offers!



Returning User

For returning user, simply log in with Samsung Account credentials that you have created to access EPP.

You may now enjoy the EPP offers!



Frequently Asked Question

Can I use my personal email address to create Samsung Account for EPP?

Yes, you can use any preferred email address for a Samsung Account creation.

Why is it showing "account already exists" when I try to create a new Samsung account?

Your account for the email address has already been created. You can go to log in page directly. If you forgot your password, please click forgot password to reset it.

Why I did not receive the email with subject "Welcome to Samsung Corporate Employee Purchase Program" after I key in my company email for account verification?

Please try to access the EPP via your mobile phone. If still does not work, please contact our customer service at my_shop@samsung.com

Why is it showing "Unauthorized access" after I click "Go Now" on the Welcome email?



Please go to your company inbox, search subject "Welcome to Samsung Corporate Employee Purchase Program", copy link address below the "GO NOW" button. Next, paste the link address at the browser that you have logged in to your Samsung account earlier.

Note: Internet Explorer is not supported.

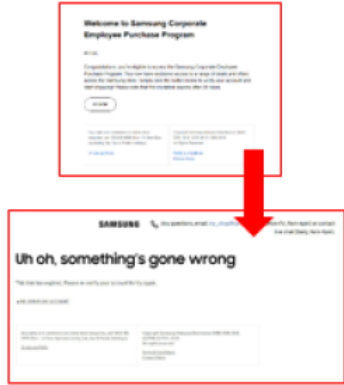
Why I keep being redirected back to the log in page after I click on "Go Now" button from the Welcome email?



Please go to your company inbox, search subject "Welcome to Samsung Corporate Employee Purchase Program", copy link address below the "GO NOW" button. Next, paste the link address at the browser that you have logged in to your Samsung account earlier.

Note: Internet Explorer is not supported.

Why it is showing "Uh oh, something's gone wrong" when I click "Go Now" in the Welcome email?



Please go to your company inbox, search subject "Welcome to Samsung Corporate Employee Purchase Program", copy link address below the "GO NOW" button. Next, paste the link address at the browser that you have logged in to your Samsung account earlier.

Note: Internet Explorer is not supported.



The Exclusive Members store is a special benefit and it is a breach of the terms and conditions to:

1



Retail Price Match

DO NOT
ask retailers to price match

2



Product Resale

DO NOT
Attempt to resell the products

3



Double Promotions

Offers **CANNOT**
be used in conjunction
with other promotions

4



Publish Promotions

Offers **CANNOT**
be published or posted
in any medium
(including social media or
any online platforms)

This promotion and the prices are applicable only for purchases made via the EPP and strictly for our partner (EPP user). EPP users shall not copy, capture, disclose or publish any EPP information including but not limited to, the promotions, marketing materials, prices or discounts posted in the EPP in any medium (including on social media or any online platforms) or otherwise disclose to any person (other than a family member). In particular, EPP users shall not disclose such information to any retail partners or business partners of SME. Please take note that the promotions, offers and prices are not valid for any purchases made other than via EPP. In addition, SAMSUNG MALAYSIA reserves the right to take any legal action against any person with regards to the use of EPP Store as it deem necessary in its sole discretion to recover any damage from such person to the fullest extent permitted by law.

EPP Support

If you face any issue regarding EPP, please feel free to contact us at:



Call

1800-88-9999

Monday to Sunday
(Including Public Holidays)
9AM - 6PM



Email

my_shop@samsung.com



Website Chat

24/7

Monday to Sunday
(Including Public Holidays)