

SAMSUNG GALAXY S21 ULTRA BUNDLE FAQ

What is the SAMSUNG GALAXY S21 ULTRA Bundle?

Residential customers can purchase a SAMSUNG GALAXY S21 ULTRA by signing up to a Dream Bundle* on a 24-month contract period.

*Note: Dream Bundle = Dream Broadband (800GB, 1600GB or Unlimited plans) + any Wish Postpaid Mobile plans

When will the SAMSUNG GALAXY S21 ULTRA Bundle be available?

The bundle will be available from 27th March 2021 onwards.

How can I sign up to imagine's SAMSUNG GALAXY S21 ULTRA device bundle?

You can drop by at our Imagine Centres listed below to sign-up for the SAMSUNG GALAXY S21 ULTRA device

1. Imagine Citis Square, Berakas.
2. Imagine Panaga, Seria.
3. Imagine The Mall, Gadong
4. Any ongoing active Imagine Roadshow (Alternative Sales)

Is there a limit to the number of devices I can purchase?

You may only purchase one device per Dream Bundle plan i.e. One (1) Dream Bundle Plan (One (1) Dream Broadband and one (1) Wish Postpaid Mobile) to one device.

1 Dream Bundle = 1 device

Do I need to pay deposit or any upfront payment if I sign up?

You will only be required to pay a one-time upfront payment for the device which varies according to your chosen Dream Bundle plans.

For new customer sign ups, they will need to pay the following on top of the Samsung S21 Ultra upfront payment:

Dream Broadband

- Deposit: \$50 (Local) / \$100 (Expatriates)
- Activation Fee: \$100

- One-month advance rental on chosen plan

Wish Postpaid Mobile

- Deposit: \$50

Can I book the device in advance?

The devices are on a first come first serve basis. No bookings will be entertained.

Can I apply this on behalf of the service owner?

Customer is required to provide signed copy of the service owner's IC and an authorization letter.

Can I sign up to SAMSUNG GALAXY S21 ULTRA Bundle with just a Wish Postpaid Mobile subscription OR a Dream Broadband subscription?

No. Customers are required to bundle their Dream Broadband and Wish Postpaid Mobile (Dream Bundle) to be eligible for the SAMSUNG GALAXY S21 ULTRA Bundle.

Can I change ownership when I'm on this contract?

Any change of account ownership by the customer, except in the event of death or otherwise as consented to by imagine, will be deemed as a breach of contract and will require the customer to pay all necessary fees and charges, including but not limited to the rental charges for the remaining months of the contract period and cost of the device.

Can I purchase the SAMSUNG GALAXY S21 ULTRA device from imagine separately?

No, all devices are required to be bundled with a Dream Broadband (800GB, 1600GB or Unlimited) with any Wish Postpaid Mobile plan.

I am currently on the TelBru Home Broadband plan. Can I apply for the SAMSUNG GALAXY S21 ULTRA bundle?

Customers are required to be on the Dream Bundle by converting their TelBru Home Broadband plan to Dream Broadband (800GB, 1600GB or Unlimited) and any Wish Postpaid Mobile plan on a 24-month to be eligible for the SAMSUNG GALAXY S21 ULTRA bundle.

Can I relocate my Dream Broadband during the contract period?

Yes, provided that the broadband service is active and within the contract period (24 months).

If there are any changes in service number due to relocation, the terms of contract shall be transferred to the new service number.

Contract Period

Can I downgrade my Wish Postpaid Mobile or Dream Broadband plan during the contract period?

Downgrades are not allowed. You will be charged a downgrade fee and any necessary fees and charges, including but not limited to the rental charges for the remaining months of the contract period and cost of the device.

I am currently on an existing contract with a few months before expiry. Can I apply for this bundle?

For customers currently on Device bundle or Promotional contract attached to their Wish Postpaid Mobile or Dream Broadband service:

- I. Customers currently on any discount or promotional contract will forego their remaining rewards.
- II. Customers currently on any device bundle contract are required to settle the device penalty at a flat rate indicated by imagine.
- III. Customers on non-promotional contract/ any device bundle contract can sign-up for device bundle without any penalty fee. Provided that they re-contract their Dream Broadband and Wish Postpaid Mobile (bundled pricing) for 24 months.
- IV. Customers currently on 12 months/ 24 months contract plan must re-contract their Dream Broadband and Wish Postpaid Mobile (Dream Bundle) for 24 months.

Can I apply for a SAMSUNG GALAXY S21 ULTRA bundle if my Dream Broadband plan is lower than 800GB?

No, you are not eligible for the Samsung Galaxy S21 Ultra Bundle if you are on a Dream Broadband plan of lower than 800GB. Simply upgrade to a 800GB, 1600GB or Unlimited plan to be eligible for this Bundle.

Note: Dream Bundle applies (Dream Broadband and Wish Postpaid Mobile) on a 24-month contract.

I am already on an existing Dream Bundle contract, whereby my Dream Broadband plan is on 800GB/1600GB /Unlimited. Can I apply for the SAMSUNG GALAXY S21 ULTRA bundle?

Yes, simply renew your Dream Bundle contract for 24 months and you can subscribe for the SAMSUNG GALAXY S21 ULTRA Bundle.

If customers have any promotional contract and device bundle contract attached to their mobile or broadband service:

- I. Customers currently on any discount or promotional contract will forego their remaining rewards.
- II. Customers currently on any device bundle contract are required to settle the device penalty at a flat rate indicated by imagine.

I wish to terminate my Dream Broadband and/or Wish Postpaid Mobile service before the contract ends. What are the charges?

In the event that you wish to terminate your Dream Broadband or Wish Postpaid Mobile services within the chosen contract period, you will be required to pay all necessary fees and charges, including but not limited to the rental charges for the remaining months of the contract period and the cost of the device.

I am on an existing OPPO bundle contract. Can I apply for the SAMSUNG GALAXY S21 ULTRA bundle?

You will be required to pay all necessary fees and charges, including but not limited to the rental charges for the remaining months of the contract period and the remaining installments for the OPPO device before you can subscribe the SAMSUNG GALAXY S21 ULTRA bundle.

Device Bundle

I am on an existing device bundle contract. Can I apply for the SAMSUNG GALAXY S21 ULTRA bundle?

You may only subscribe to the SAMSUNG GALAXY S21 ULTRA bundle upon settling all necessary fees and charges, including but not limited to the rental charges for the remaining months of the contract period and the cost of the device.

SAMSUNG GALAXY S21 ULTRA

My SAMSUNG GALAXY S21 ULTRA is not functioning/broken upon receiving.

Customers are required to check and activate the device upon sign-up at our imagine Centre. If there are any defects that occur after, customers can claim their warranty at the address below:

Samsung Experience Store, Incomm Sdn Bhd, Unit 6 & 7, Block D Abdul Razak Complex, Jalan Gadong Bandar Seri Begawan, Brunei Muara, BE3519

Does the SAMSUNG GALAXY S21 ULTRA include any accessories?

The SAMSUNG GALAXY S21 ULTRA will come with a charging cable only.

The SAMSUNG GALAXY S21 ULTRAs have sold out. Will imagine bring in more batches?

We will inform accordingly should we restock the SAMSUNG GALAXY S21 ULTRA series. As for now, the devices are on first come first serve basis.

Can I apply installment for the SAMSUNG GALAXY S21 ULTRA to imagine and bill it together with my broadband/mobile bill?

There will be no installment options available for the SAMSUNG GALAXY S21 ULTRA series. Customers are required to pay an upfront payment for the device.

I have changed my mind about the SAMSUNG GALAXY S21 ULTRA model/colour I wish to purchase. Can I return it or get an exchange?

No returns or exchanges are allowed once the device has been successfully purchased from imagine.

If my SAMSUNG GALAXY S21 ULTRA came with a defect, can I request a replacement?

Any defects that occur upon activating the device at our imagine Centre including cosmetic issues (including but not limited to scratches, dents and broken plastic on ports unless failure has occurred due to a defect in materials or workmanship), customer has the right to request for replacement upon review by imagine.

Do you take pre-orders for the SAMSUNG GALAXY S21 ULTRA?

There will be no bookings or pre-order for the SAMSUNG GALAXY S21 ULTRA series. Devices are on a first come first serve basis.

My mobile line is active and I am currently waiting for my broadband to be installed. Will I get my SAMSUNG GALAXY S21 ULTRA?

Customers will receive and activate the SAMSUNG GALAXY S21 ULTRA device at point of sales (imagine Centre) upon sign-up.

Warranty

Is there any warranty for the SAMSUNG GALAXY S21 ULTRA Device?

All SAMSUNG GALAXY S21 ULTRA series devices have a ONE (1) Year warranty.

What is included in the warranty?

This Product is warranted for the specified Warranty Period from the date of original retail purchase against defects in quality and materials under normal, non-commercial use. Unless otherwise specified, this warranty only covers the defects in material, design and workmanship of the hardware components of the Product as originally supplied. The warranty does not cover any software, consumable items, or accessories even if packaged or sold together with the Product. For details on any user rights with respect to software, please refer to licensing agreement accompanying such software. This warranty only applies to Products manufactured by or for Samsung that can be identified by the original "Samsung" trademark, trade name or logo affixed to them.

Where can I claim my warranty?

Customers may claim their warranty and provide receipt of purchase from imagine at the Samsung Experience Store address as below:

Samsung Experience Store, Incomm Sdn Bhd, Unit 6 & 7, Block D Abdul Razak Complex, Jalan Gadong Bandar Seri Begawan, Brunei Muara, BE3519

Tel: +673 242 0123 Fax: +673 243 0804

How long is the warranty period?

This warranty is valid for a period of ONE (1) YEAR from the date of purchase from imagine.

When does the warranty start? Is it upon collection/delivery?

This warranty is valid for a period of ONE (1) YEAR from the date of purchase from imagine.

Will this be an international warranty?

No, the warranty is a local warranty and can only be claimed at a Samsung Experience Store.

Can I go straight to Samsung Experience Store to check my phone?

Yes, customers are required to drop by the Samsung Experience Store for warranty claims.

What should I bring if I need to get it repaired?

Customers are required provide the receipt of purchase from imagine to claim the warranty.

How long is the warranty for the cable charger (accessories)?

The One (1) year warranty does not include accessories contained in the original packaging.

Accessories are under warranty for 6 Months from date of purchase.