

## **Samsung S22 Galaxy Bundle FAQ 2022**

### **What is the Samsung Galaxy S22 Bundle?**

Customers are able to purchase a Samsung Galaxy S22 when they sign up, port-in and/or recontract to a Wish Postpaid Mobile Plan (standalone or Dream Bundle) on a 24-month contract period.

### **What is the duration of this offering?**

This offer is available from 4<sup>th</sup> March 2022 onwards.

### **Who is eligible for this bundle?**

This bundle is eligible for all new & existing Wish Postpaid Mobile Residential customers.

### **How can I sign up to imagine's Samsung Galaxy S22 device bundle?**

Customers can sign up at:

- Citis Square and Panaga imagine centre
- Incomm stores

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

There is no limit to the number of devices you can purchase, as long as it is one (1) Wish Postpaid Mobile (standalone or Dream Bundle pricing) plan can only be bundled with one (1) device.

### **Does this require any deposit or upfront payment?**

Payment for the Samsung Galaxy S22 is a one-time payment and will vary according to your chosen Wish Postpaid plan subscriptions.

New signups for Broadband

- \$100 activation fee
- Deposit (\$50 for Yellow & Red I.C. or \$100 for Green I.C.)
- One (1) month advanced rental
- One (1) month advanced fixed rental - \$10 (Applicable for 800GB 20Mbps plan only)

#### New signups for Mobile

- Deposit (Yellow & Red I.C holders: Waived or \$100 for Green I.C.)
- One (1) month advanced rental

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

For customers currently on a device bundle or promotional contract attached to their Wish Postpaid Mobile or Dream Bundle 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 Wish Mobile Plan (Standalone) or Dream Bundle Plan for 24 months.
- IV. Customers currently on 12 months/ 24 months contract plan must re-contract their Wish Postpaid Mobile Plan (standalone) or Dream Bundle Plan for 24 months.

#### **Can I book the device in advance?**

The devices are on a first come, first served basis. Bookings are not allowed.

#### **Can I sign up on behalf of another person?**

Yes, however, customer is required to provide signed copy of owner's IC, authorised letter from service owner, etc.

#### **Can I change ownership while on 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 S22 as a standalone device?**

No. All devices are bundled with Wish Postpaid Mobile plan or Dream Bundle plan.

**I am currently on the TelBru Home Broadband plan. Can I apply for the bundle?**

Yes, customers only require to bundle this device with any Wish Postpaid Plans on a 24 month contract.

However, customers who are planning to sign up to Dream Bundle Plans are required to convert their Home Broadband plan to any Dream Broadband plan on a 24-month contract and sign up to any Wish Postpaid Mobile (bundled pricing) on a 24 months contract to be eligible for the Samsung Galaxy S22 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.

**Will I be getting the Samsung Galaxy S22 immediately upon signing up?**

For existing imagine Wish Postpaid or Dream Bundle customers, you will receive your device immediately upon signup at the imagine Centre.

For new signups for Wish Postpaid or Dream Bundle plans, you will receive your device upon successful activation of your Dream Broadband service.

For any port-ins for Wish Postpaid or Dream Bundle, you will receive your phone upon successful port-in. You may choose to collect your device and/or SIM card (for Wish Postpaid Mobile customers) at your chosen imagine Centre/Incomm store, or have it delivered to your doorstep.

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

Downgrades are not allowed. A downgrade fee will be charged, and the customer is 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 pay for device penalty fee stipulated on T&C.

**I am already on an existing Dream Bundle plan. Can I sign up?**

Yes, you can re-contract your Wish Postpaid Dream Bundle plan for 24 months.

For customers have any promotional contract and device bundle contract attached to their mobile or broadband service, the following apply:

- 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 Mobile service before the contract ends. Will there be any charges?**

In the event that the customer wishes to terminate their Dream Broadband or Wish Mobile service within the chosen contract period, the customer is 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.

**My Samsung Galaxy S22 is not functioning/broken upon receiving.**

Upon signup at the imagine Centre or receiving via Incomm, customers are required to check and activate the device.

Should there be any defects afterwards, customers can claim their warranty at the Authorised Service Provider, Samsung Experience Center.

**Does the Samsung Galaxy S22 include any accessories?**

The device will come with a charging cable only.

**Can I apply installment for the Samsung Galaxy S22?**

No, customers are required to pay the upfront payment to be entitled for the Samsung Galaxy S22.

However, customer may apply for loans for the device upfront payment via application at Incomm.

**Can I return or exchange the Samsung Galaxy S22 once purchased?**

Returns or exchanges are not allowed once the device has been successfully purchased from imagine.

**Will imagine be bringing in more of the Samsung Galaxy S22?**

For customers who are interested in our bundle which is out-of-stock, they may fill in the 'Expression of Interest List' at their respective imagine Centres.

### **Is there any warranty for the Samsung Galaxy S22 Device?**

All Samsung Galaxy S22 series devices are covered by Incomm.

<b>Model</b>	<b>Warranty Period</b>
Samsung Galaxy S22	1 Year
Samsung Galaxy S22+	1 Year
Samsung Galaxy S22 Ultra	1 year

### **Where can I claim my warranty?**

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

Samsung Experience Store

Unit 6 & 7, Block D, Abdul Razak Complex

### **How long is the warranty period?**

This warranty is valid for a period of TWO (2) YEARS from the date of purchase from *imagine*.

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

To claim the warranty, you are required to provide the receipt of purchase from imagine.

### **I lost my receipt**

Any loss of receipt is subject to Incomm return policy. Please contact Incomm for more information.

- Phone: +673 899 8086
- Email: [customerservice@incomm.com.bn](mailto:customerservice@incomm.com.bn)